



**Bee  
Prepared.**

# RTO Policies and Procedures



Bee Prepared  
Training & Development  
RTO Provider No. 45729



## Table of Contents

<b>Introduction to the RTO Policy and Procedure Manual .....</b>	<b>3</b>
<b>RTO Code of Practice .....</b>	<b>6</b>
<b>Fees Policy .....</b>	<b>9</b>
Refund Procedure .....	10
<b>Marketing and Advertising Policy .....</b>	<b>11</b>
Marketing and Advertising Procedure .....	12
<b>Student Selection and Enrolment Policy .....</b>	<b>13</b>
Student Selection and Enrolment Procedure .....	14
<b>Student Support Policy .....</b>	<b>21</b>
Student Support Procedure .....	23
<b>Student Complaints and Appeals Policy .....</b>	<b>24</b>
Student Complaints and Appeals Procedure .....	26
<b>Student Discipline Policy – General Misconduct .....</b>	<b>29</b>
Student Discipline Procedure – General Misconduct .....	31
<b>Academic Misconduct Policy .....</b>	<b>33</b>
Academic Misconduct Procedure .....	34
<b>Training and Assessment Policy .....</b>	<b>35</b>
Training and Assessment Procedure .....	38
<b>Online Learning Policy .....</b>	<b>41</b>
<b>Validation Policy .....</b>	<b>42</b>
Validation Procedure .....	43
<b>Transition Policy .....</b>	<b>44</b>
Transition Procedure .....	45
<b>Records Management Policy .....</b>	<b>46</b>
Retention of Records Procedure .....	48
<b>Staff Recruitment and Retention Policy .....</b>	<b>51</b>
Staff Recruitment and Retention Procedure .....	52
<b>Third Party Arrangements Policy .....</b>	<b>53</b>
<b>Continuous Improvement Policy .....</b>	<b>54</b>
Continuous Improvement Procedure .....	55
<b>Qualifications Issuance Policy .....</b>	<b>57</b>
Qualifications Issuance Procedure .....	59
<b>Privacy Policy .....</b>	<b>62</b>
Privacy Procedure .....	63
<b>Work Health, Safety and Welfare Policy .....</b>	<b>64</b>
Work Health, Safety and Welfare Procedure .....	65

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 2 of 65



### Introduction to the RTO Policy and Procedure Manual

This RTO Policy and Procedure Manual outlines Bee Prepared Training & Development’s commitment to good governance and the maintenance of quality standards in the provision of vocational education and training services in accordance with the RTO Standards and relevant legislation.

Governance	RTO Standards		
Document Number	RTO001		
Authorised by	Managing Director		
Commencement date	October 2021	Version No.	1.3
Review Date	November 2023	Version No.	1.5
Persons/ Areas affected	All staff and clients		

The following definitions are used through the Policy and Procedure Manual

Definitions	<ul style="list-style-type: none"> <li>• <b>Appeal</b> is a request for a review of the determination of a complaint.</li> <li>• <b>Appeal against an assessment decision</b> is a request for a review of an assessment result.</li> <li>• <b>Appropriate</b> means the accredited training and assessment will be delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual’s needs, and includes reasonable support to facilitate the individual’s participation and attainment.</li> <li>• <b>Assessors</b> are persons who assess a student’s competence in accordance with the National Vocational Education and Training (VET) Regulator (NVR) standards.</li> <li>• <b>Bee Prepared Training &amp; Development premises</b> includes both Bee Prepared Training &amp; Development premises and any premises that the student/candidate attends for training or assessment purposes, including work placement.</li> <li>• <b>Bee Prepared Training &amp; Development representative</b> is defined as a staff or authorised contractor of Bee Prepared Training &amp; Development.</li> <li>• <b>Candidate</b> is a person being assessed by the RTO for the purpose of issuing Australian Qualifications Framework (AQF) certification documentation.</li> <li>• <b>Cheating</b> is deliberately acting dishonestly or unfairly to gain an advantage for the purpose of improving an assessment result. It includes:             <ul style="list-style-type: none"> <li>○ Submission of work which has been stolen, borrowed or purchased</li> <li>○ Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the Trainer/</li> <li>○ Use of unauthorised material (e.g. textbook, notes, computer programs) during a test or exam</li> <li>○ Allowing another person to complete work on your behalf</li> <li>○ Making up false information</li> </ul> </li> <li>• <b>Clients</b> are defined as including students/candidates, host employers and workplace supervisors.</li> <li>• <b>Competency</b> means the consistent applicant of knowledge and skill to the</li> </ul>
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Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 3 of 65



## Bee Prepared Training & Development Policies and Procedures

standard of performance required in the workplace.

- **Complaint** refers to dissatisfaction with the standard of service provided by Bee Prepared Training & Development in relation to all training and assessment activities and processes.
- **Current industry skills** are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.
- **Eligible individual** means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the current Vocational Education and Training (VET) funding contract.
- **Evidence of Eligibility** means evidence of an individual’s eligibility for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract.
- **Evidence of Participation** means evidence of an eligible individual’s participation in training and assessment provided by the RTO, as detailed in the current VET Funding Contract.
- **Learning and Assessment Strategy** means the document that outlines the approach to delivering and assessing an accredited qualification and addressing the requirements of the qualification, packaging rules and assessment guidelines.
- **Marketing and advertising material** include all material printed or published relating to the promotion of RTO’s training and assessment products and services, and specifically Australian Qualifications Framework (AQF) qualifications and/or statements of attainment. It includes, but is not limited to, brochures, flyers, advertisements, signage, publications, reports, newsletters and websites.
- **Online Course** refers to a Qualification or limited number of accredited units from a training package that will be delivered in an Online Learning environment.
- **Plagiarism** means to use or copy someone else’s ideas or work, and submit that material as your own work. Whether inadvertent or deliberate, plagiarism includes the following:
  - Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, CDs or the internet, without clearly indicating their origin
  - Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
  - Use of another person’s ideas, work or research data without acknowledgement
  - Copying computer files without clearly indicating their origin.
- **Qualification** means as listed on the RTO scope of registration.
- **Principles of assessment** require all assessments to be fair, flexible, valid and reliable.
- **Record** means a written, printed, or electronic document providing evidence that activities have been performed.
- **Record of results** means a record of all learning leading to an AQF qualification.
- **Rules of evidence** require that evidence of assessment is valid, sufficient, authentic

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 4 of 65



## Bee Prepared Training & Development Policies and Procedures

and current.

- **Staff** are defined as staff or authorised contractors of Bee Prepared Training & Development.
- **Standards** refer to the current Standards for Registered Training Organisations (RTOs).
- **Statement of attainment** means a statement issued to a person confirming that they have satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
- **Student** (or candidate) is a person being trained and/or assessed by the RTO for the purpose of issuing Australian Qualifications Framework (AQF) certification documentation.
- **Student Identifier** means a unique identifier assigned to an individual under the Student Identifiers Act 2014.
- **Suitable** means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.
- **Superseded qualification** means a qualification that has been replaced by a new version on the National Register.
- **Testamur** refers to a certification document that confirms a qualification has been awarded to an individual.
- **Trainers/s** are persons who provide training in accordance with the National Vocational Education and Training (VET) Regulator (NVR) standards.
- **Training** is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning in relation to the training products on the RTO's scope of registration.
- **Training product** means AQF qualification, skill set, and unit of competency, accredited short course and module.
- **Training Resource Kit (TRK)** means the learning resources, trainer and assessor guides used to support training and assessment.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 5 of 65



## RTO Code of Practice

### Purpose

This code of practice describes Bee Prepared Training & Development's commitment to the maintenance of high standards in the provision of vocational education and training.

### Scope

All staff and clients of Bee Prepared Training & Development

### Responsible parties

The Bee Prepared Training & Development's Managing Director is responsible for the control and issuance of this code of practice.

## 1. Quality Training

As a Registered Training Organisation (RTO), Bee Prepared Training & Development is committed to providing quality training and assessment across all of its operations within the requirements set down by the Australian Skills Quality Authority (ASQA), which include the National VET Regulator Act 2011, the current Standards.

Bee Prepared Training & Development implements its policies and management practices to maintain high professional standards in the delivery of quality education and training services across all of its operations and acts to safeguard the interest and welfare of its clients.

Bee Prepared Training & Development has a robust quality assurance system and a continuous improvement approach to the management of its operations which ensures clients receive the services detailed in their agreement with the organisation.

Staff, facilities, equipment and training and assessment materials used by Bee Prepared Training & Development are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies, which are developed through effective consultation with industry.

Bee Prepared Training & Development has checks and balances in place to ensure training and assessment is delivered only by trainers who possess the necessary qualifications and experience. Documented enrolment procedures, including a Student Handbook and established quality processes, ensure students are informed about the training, assessment and support services to be provided, and about their rights and obligations.

All staff members recognise the rights of students and provide information, advice and support that is consistent with this Code of Practice and will act ethically at all times. If, at any time, a student feels a staff member is not abiding by the Code of Practice, they are encouraged to report their complaints to their Trainer/ or anyone in the organisation. Action will be taken in line with Bee Prepared Training & Development Student Complaints and Appeals Policy and Procedure.

Bee Prepared Training & Development applies an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 6 of 65



### 2. Access and Equity

Bee Prepared Training & Development provides and maintains services that reflect fair and reasonable opportunities for all potential students, regardless of their diversity, allowing everyone to freely participate in the learning environment free from discrimination, all forms of harassment, bullying, vilification and free from bias.

Equal Opportunity is at the forefront for all learners to enable BPTD to be responsive to the individual needs to ensure gender, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, disability, LGBTQIA+, political conviction, cultural or ethnic background, employment/unemployment, imprisonment may present a barrier to access, participation and achievement of suitable outcomes.

This means all BPTD staff and contractors will have access to relevant information and the support needed to prevent incidences or to deal with situations appropriately if it occurs.

Students receive training, assessment and support services that meet their individual needs and have timely access to current and accurate records of their participation and progress. Employers and other parties who contribute to each student's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Bee Prepared Training & Development provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

### 3. Administration

Bee Prepared Training & Development has in place guidelines and practices to monitor its operations, including conduct of internal audits, process maps, documented procedures and checklists. Regular reporting through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is monitored for compliance in line with the RTO Compliance Checklist. The National VET Regulator is provided with information about any significant changes to Bee Prepared Training & Development operations and/or ownership through established reporting procedures. Retention, archiving, retrieval and transfer of records is consistent with ASQA's requirements.

### 4. Compliance with Legislation

Training and/or assessment services provided to clients are closely monitored to ensure compliance with all aspects of the VET Quality Legislative Framework, WHS, consumer protection, equal opportunity and anti-discrimination. Staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. Records are maintained, monitored and are subjected to regular internal and external auditing to ensure their accuracy and integrity. Actions are scheduled and progress is tracked in the organisation's continuous improvement register.

### 5. Governance

The Bee Prepared Training & Development's Managing Director will ensure that the organisation continues to comply with the VET Quality Framework and with relevant Commonwealth, State and Territory legislation and regulatory requirements. This applies to all of the operations within Bee Prepared Training & Development scope of registration, as listed on the National Register available on the Training.gov.au website at <http://training.gov.au/>. Organisational decision making is informed by the experiences of trainers and assessors, through analysis and reporting of feedback from clients, collected by the organisation and through industry consultation.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 7 of 65



## Bee Prepared Training & Development Policies and Procedures

### 6. Insurance

Bee Prepared Training & Development maintains public liability, professional indemnity and workers compensation insurance throughout its registration period. Bee Prepared Training & Development is committed to providing a safe and enjoyable training experience for its students. Students/clients are able to make a claim for injury occurring as a result of any negligence on the part of Bee Prepared Training & Development. Alternatively, a student can opt to take out their own Personal Accident and Sickness Insurance to cover all activities attended by the student.

### 7. Financial Management

Bee Prepared Training & Development will demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration. At enrolment, students are provided with a statement of fees which meets the required standards of financial management.

### 8. Certification

Bee Prepared Training & Development has established procedures for qualification issuance which are in accordance with the requirements of the Australian Qualifications Framework. AQF and VET qualifications, and VET statements of attainment issued by any other RTO, will be recognised by Bee Prepared Training & Development. Records of attainment of units of competency and qualifications will be retained by Bee Prepared Training & Development for a period of 30 years.

Bee Prepared Training & Development will provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator (ASQA) on a regular basis, as determined by the National VET Regulator. Bee Prepared Training & Development will ensure the implementation of a national Unique Student Identifier (USI).

### 9. Marketing

Marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with Bee Prepared Training & Development scope of registration. Bee Prepared Training & Development will use the Nationally Recognised Training (NRT) logo only in accordance with its conditions of use. Bee Prepared Training & Development will not pay, provide or offer, either directly or indirectly, incentives to undertake training.

### 10. Transition

Bee Prepared Training & Development will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

### 11. Compliance

Compliance with this Code of Practice will be monitored through a variety of avenues including, but not limited to, internal and external auditing, internal and external monitoring of feedback, validating resources, consulting with students, employers and Bee Prepared Training & Development Trainers/ Assessors and professional development of staff.

Bee Prepared Training & Development accepts that failure to meet the obligations of the *Essential Standards for Continuing Registration* under the *National Vocational Education and Training Regulator Act 2011* as a private provider of vocational education and training their registration as a private RTO may be suspended or revoked by ASQA.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 8 of 65





## Fees Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development in ensuring its financial dealings with clients and in particular, individual students is fair and reasonable and complies with the RTO Standards.

### Scope

This policy applies to all individual students enrolling to undertake training and assessment in public courses. This excludes corporate clients such as organisations engaging the RTO to provide in house staff training and assessment.

### Responsible Parties

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### Policy

Bee Prepared Training & Development collects course fees from individual students through a payment schedule and ensures individual students do not pay more than \$1500 in advance of services being delivered.

Bee Prepared Training & Development will provide a course fee schedule and payment plan for individual students as part of the enrolment package.

Bee Prepared Training & Development will ensure compliance with RTO Standards 5.3 and 7.3.

Bee Prepared Training & Development will ensure that where a student withdraws from training and assessment, a Statement of Attainment will be issued for part completion where assessment requirements are confirmed, and course payments are up to date.

Bee Prepared Training & Development may cancel student training for non-payment of fees as outlined in the payment schedule or for failure to comply with the policies and procedures (specifically breeches of WHS requirements) and will apply debt management process for any outstanding fees.

Bee Prepared Training & Development will provide refunds as outlined in the refund procedure.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 9 of 65



## Refund Procedure

### 1. General

Bee Prepared Training & Development will provide refunds for individual students under the following circumstances.

### 2. Administration Enrolment Fee

All qualifications (training and assessment and /or RPL) incur a non-refundable enrolment fee of \$550 (GST inc.) which is required to be paid to confirm the enrolment process.

Enrolments in Skill Sets (training and assessment and /or RPL) incur a non-refundable enrolment fee of \$275 (GST inc.) which is required to be paid to confirm the enrolment process.

Enrolment for stand-alone units (training and assessment and /or RPL) incurs a non-refundable enrolment fee of \$132 (GST inc.) which is required to be paid to confirm the enrolment process.

### 3. Early Departure

If a participant does not attend or leaves prior to completion of the course they will be refunded the amount of money that was paid in advance less the cost of tuition delivered. This excludes short duration courses of 2 days or less.

A refund statement will be provided.

Refunds will only be made to the person or entity who made the original payment.

### 4. Bee Prepared Training & Development Cancellation

Programs may be cancelled due to low enrolments.

Reasonable notice of cancellation including an offer of transfer to another program within 8 weeks will be given to students. If we cannot honour the transfer within the eight (8) week period and the participant prefers, we will refund full tuition fees paid less the enrolment fee.

If the student does not accept in writing to transfer to another program we will refund full tuition fees.

A student will not be eligible for any form of refund where a student's enrolment has been cancelled due to misconduct.

### 5. Processing Refunds

Request for refunds must be made in writing to Bee Prepared Training & Development within 14 days of leaving the course.

Refunds will only be made after the fees have been cleared through Bee Prepared Training & Development bank account.

### 6. Payment of Refund

Refunds will not be paid to a third party. All refunds will be made by direct bank transfer to the account of the person who made the original payment(s) within 28 days of receipt of application for refund.

### 7. Refund Statement

Bee Prepared Training & Development will provide the student with a statement that explains how the refund amount has been calculated.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 10 of 65



## Marketing and Advertising Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development ensure its marketing and advertising of the Registered Training Organisation (RTO) training and assessment products and services is ethical and accurate, and meets the current Standards (clause 4.1).

### Scope

This policy applies to all staff of Bee Prepared Training & Development, including any third party providers and contractors involved in the promotion of Bee Prepared Training & Development training and assessment products and services.

### Responsible Parties

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### Policy

Bee Prepared Training & Development will ensure its marketing and advertising material is ethical, accurate and consistent with its Scope of Registration, training and assessment strategies and the requirements under the current Standards and at law.

Bee Prepared Training & Development will promote its training and assessment products with integrity, accuracy and professionalism, avoiding vague and ambiguous language and information about its accredited training and assessment services.

Bee Prepared Training & Development will ensure all marketing and advertising material distinguishes between nationally recognised training and assessment leading to the issuance of AQF [Australian Qualifications Framework] certification documentation from any other training or assessment delivered by the RTO

Bee Prepared Training & Development will ensure that any marketing material does not guarantee that students will be issued with a qualification or guarantee any employment outcome.

Bee Prepared Training & Development will ensure that reference to a person or organisation (including photos) is utilised in marketing material only if the written consent of that person or organisation has been obtained.

Bee Prepared Training & Development will include the use of the RTO code when promoting accredited training and will only use the NRT logo in accordance with the conditions specified in Schedule 4 of the RTO Standards.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 11 of 65



## Marketing and Advertising Procedure

### 1. General

Following the RTO Marketing Material Checklist, each instance of the creation of marketing or advertising material (including website information) initiated by staff members must be approved by the Managing Director prior to printing and/or publishing. This approval process will include the updating of the Bee Prepared Training & Development website or any other relevant website.

The RTO code will be included on all marketing and advertising material to clearly identify the RTO.

Bee Prepared Training & Development will ensure that where reference to a person or organisation (including photos) occurs in the marketing material, written consent is obtained through the Release Form.

A register of marketing material will be maintained by the Managing Director

### 2. Monitoring

Bee Prepared Training & Development will retain a copy of all approved marketing and advertising material, together with the approval as identified on the relevant Marketing Checklist (in an appropriately identified file).

Where appropriate, a standard template will be utilised for marketing and advertising material. Any superseded marketing and advertising materials and/or templates will be archived in an appropriate file.

Monitoring will include:

- conducting an annual audit of the marketing and advertising material file
- checking the Bee Prepared Training & Development website on a quarterly basis to ensure that only current marketing material is displayed
- conducting systematic internet search on a quarterly basis to ensure that information displayed online (in places other than the Bee Prepared Training & Development website) about the Bee Prepared Training & Development RTO is approved marketing material only

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 12 of 65



## **Student Selection and Enrolment Policy**

### **Purpose**

This policy describes the manner whereby Bee Prepared Training & Development selects and enrolls individual students.

### **Scope**

This policy applies to all individual students seeking enrolment for public courses within the Bee Prepared Training & Development scope of registration.

This does not include the enrolment of students that are being sponsored to complete training as part of a customised workplace professional development program.

### **Responsible parties**

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### **Policy**

#### **1. Informing students**

Prior to student enrolment, students will receive current and accurate information about their course of interest to support them in making an informed decision about progressing with the enrolment process. Information provided to prospective students will comply with Clause 5.1 & 5.2 of the RTO Standards. Students will also receive clear information about financial rights and responsibilities relating to course fees and charges, payment/ refund terms & conditions as per Clause 5.3 & 7.3 of the RTO Standards.

Students will also be informed about the pre-enrolment requirement for determining student suitability and support needs and where Government subsidised funded training is applied for, the Upfront Assessment Needs (UAN) process testing system, prior to the approval of an enrolment.

#### **2. Up front assessment of need**

Bee Prepared Training & Development is committed to ensuring that all student selection processes for students applying for subsidised training, are consistent with the Upfront Assessment of Needs (UAN) process testing system, prior to the approval of enrolment and establishing a training account, to ensure the following:

- Suitability: to ensure a good fit between the individual and the qualification of choice
- Support needs: To ensure early identification of, and planning for, the individual's learning, personal, and/or complex needs
- Literacy and numeracy capabilities, to ensure early identification of, and planning for, access to fee free foundation skills supports where needed.

Bee Prepared Training and Development will maintain a contract with an approved Learner Support Services (LSS) Provider to provide assistance and support with the UAN process.

#### **3. Enrolment**

Bee Prepared Training & Development is committed to ensuring that all student selection processes are consistent with Australian Core Skills Framework (ACSF) competency levels, and where relevant,

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>13</b> of <b>65</b>



the UAN testing process, training package requirements and where relevant, workplace requirements.

Bee Prepared Training & Development will enrol those students who have:

- Completed a pre-enrolment interview demonstrating their suitability (including a specific support needs and language, literacy and numeracy assessments in the UAN process if required) for training and assessment;
- Satisfactorily completed the enrolment process and;
- Agreed to paid required fees and charges (in compliance with Clause 5.3 & 7.3)

#### 4. Variation of enrolment

Bee Prepared Training & Development will allow a student to vary the units being undertaken provided:

- The units are being offered by Bee Prepared Training & Development
- The units selected meet the training package requirements of the course
- The student meets any training package and licensing requirements
- Where the student is an apprentice/trainee the employer consents
- Any additional costs are paid by the student (if applicable)
- For subsidised training any training account variation will need prior approval from the relevant funding body.

### Student Selection and Enrolment Procedure

#### 1. Informing students

- 1.1 All information about undertaking a course will be available to students on our course website to ensure students are fully informed about the requirements of a course prior to enrolment.
- 1.2 All enquiries about undertaking training will be directed to the website for access to all relevant information as per Clause 5.1, 5.2 and 5.3.
- 1.3 An assessment of student suitability and support needs will be conducted prior to the approval of the enrolment and commencement of training.
- 1.4 Where students seek to progress with enrolment an initial phone conversation will be organised with the student to talk about the course and determine initial suitability and support needs and the process to be completed before enrolment is considered and approved.
  - a. During the initial discussion the following will occur:
    - i. An explanation of the role of Bee Prepared Training & Development in providing training & assessment, including the role of the Trainer/Assessor.
    - ii. Discussion of the Student Handbook and expectations of learners
    - iii. Discussion about the training program including training and assessment requirements.
    - iv. Confirm training schedule and attendance requirements
    - v. Discussion about any learning barriers or support needs including LLN requirements for the course.
    - vi. Ascertain whether the proposed qualification is the most suitable for the individual to enrol in, based on their existing educational achievement, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills.
    - vii. Ascertain that the proposed learning strategies and materials are appropriate for that individual.
    - viii. If the proposed qualification is not suitable due to the individual’s previous educational achievement or capabilities, or if the proposed learning strategies

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 14 of 65



and materials are not appropriate we will discuss:

- Varying the level of the proposed qualification
  - Whether the proposed learning strategies and materials can be reasonably adjusted to suit the individual
  - Whether the individual would benefit from undertaking a foundation skills program with another provider.
- ix. Discuss the fees and charges payable by the student and a schedule of payment.
  - x. Explanation of Recognition of Prior Learning (RPL) and Credit Transfer.
  - xi. For all Apprentices and Trainees, an explanation of the employer's responsibilities - including appointment of a workplace supervisor.
  - xii. An opportunity for the student to ask questions and seek clarification.

**1.5** Where a student is determined to be suitable and not needing any support or not seeking to qualify for subsidised training they will progress with the Enrolment Application Process.

**1.6** Where a student is determined to be suitable but has identified additional support needs but not seeking to apply for subsidised training then they will progress with the Enrolment Application Process.

**1.7** Where a student seeks to enrol in training that attracts a government subsidy, the student will be informed about the requirement to undertake an Upfront Assessment of Needs (UAN) process (part 2 of this procedure) prior to enrolment and will be asked to complete and return a participant agreement form to continue onto the Upfront Assessment of Need Process. The Participant Agreement Form will be emailed to the student with an outline of the UAN process.

## 2. Upfront Assessment of Need Process

**2.1.** The UAN process will only be conducted by a Bee Prepared Training & Development representative.

- 2.2.** Once the Participant Agreement Form has been received the student will be added as a Candidate in the ACER CSPA System and assigned the required Assessment/s
- Adult applicants will be assigned the three CSPA assessments for Numeracy, Literacy and Writing
  - VET in Schools Students will be assigned SRNI as required by the VETRO process

**2.3.** An UAN interview and assessment process meeting will be scheduled with the student.

**2.4.** During the UAN process the student may nominate to have a support person with them.

**2.5.** The student will be required to have a parent/ caregiver with them if they are under 18.

**2.6.** It will be made clear to the student and any support/parent/caregiver that they cannot provide assistance during the LLN CSPA Assessment.

**2.7.** Where time allows the Suitability, Support and LLN CSPA assessments will be conducted during the one meeting. Where this is not possible, the LLN CSPA assessment will be scheduled separately. Where the meeting is scheduled online, Zoom will be used to be able to supervise the CSPA assessments and the student will be informed of the need to have access to a microphone and camera.

**2.8.** The UAN interview and assessment meeting will follow the UAN Meeting Agenda to provide information to the student on the course and review the student's suitability and support needs. The outcomes of the discussion will be recorded using the UAN Suitability and Support Needs Assessment Guide and filed in the student file.

**2.9.** At the completion of the UAN Suitability and Support Needs Assessment, the student will be given the log in details to complete the CSPA assessments under supervision. Where the CSPA Assessment is completed in a separate meeting the log in details will be provided at the time of the assessment.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 15 of 65



- 2.10.** At the completion of each CSPA assessment, a report will be generated to determine the assessment outcome and the results discussed with the student. The CSPA reports will be filed in the student file.
- 2.11.** Once all required CSPA assessments have been completed and reports reviewed a final determination will be made about progressing with enrolment.
- 2.12.** Where the Suitability and Support Needs Assessment and the CSPA Assessment do not identify any additional assessment or support needs and the CSPA outcome is above the required level, the student will be advised they can progress with the enrolment process.
- 2.13.** Where the UAN process identifies low level English language capabilities, students will be referred to TAFE SA English Language Program and be asked to continue with the UAN process once the low level English capability has been assessed and addressed.
- 2.14.** Where the CSPA outcome is below the required ACSF level for the course, the student will be informed of the need for an interpretation report by a qualified CSPA Interpreter.
- 2.15.** BPTD will seek the support of a CSPA Interpreter and determine what the gaps are and what reasonable supports are available.
- 2.16.** BPTD will work with the LSS provider to determine what options are available to the student and whether FSK units can be completed before or during the course.
- 2.17.** BPTD will discuss the CSPA assessment outcomes and gaps with the student and outline the options to address these. Where the student selects to address these as recommended, a Student Support Plan will be created in partnership with the LSS and the student will progress with the enrolment process and the support plan will be reviewed for approval with the enrolment form. Where the student is a school-based -trainee, BPTD will work with the parents and nominating school to develop a support plan to address any gaps.
- 2.18.** Where the student does not want to address any LLN or support needs then they will be informed they do not meet the eligibility criteria for a subsidised funded training place and they can consider if they want to proceed with the enrolment process as a full fee paying student with internal supports provided by BPTD or not proceed to enrolment and advised to seek alternative course options.

### 3. Enrolment Application Process

- 3.1.** An enrolment form will be emailed to the student on the completion of the initial enrolment discussion or when the Upfront Assessment of Need process is complete (for students seeking subsidised training)
- 3.2.** Where opportunities for RPL or Credit Transfer are identified the RPL Handbook will also be emailed with the enrolment form.
- 3.3.** The email will outline the enrolment process including the enrolment form being an application to enrol with enrolment occurring once the enrolment process has been completed and the enrolment application is approved. The email will include links to further information such as the student handbook and training policies and procedures.
- 3.4.** Once the enrolment form is received, it will be reviewed by a staff member, checked for errors and check for any additional learner support or health notifications.
- 3.5.** If any errors are identified in the enrolment form the student will be contacted to correct errors.
- 3.6.** If the enrolment form indicated additional learning support or health needs (not identified in the UAN or pre-enrolment interview process) then the student will be contacted to discuss and determine if support or reasonable adjustment can be made through a Student Support Plan or Student Safety Action Plan. The enrolment form and any support plans will

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 16 of 65





be provided for enrolment approval.

- 3.7.** Where a student is not seeking subsidised training but support or health needs have been identified, a Student Support Plan or Student Safety Action Plan will be developed in consultation with the student and will be provided for enrolment approval.
- 3.8.** Where a variation to the training and assessment strategies are made to accommodate an individual student's learning based on the development of a Student Support Plan or Student Safety Action Plan that sets out the reasonable adjustments and expectations of training and assessment this will be provided with the enrolment form for approval.

#### 4. Enrolment Approval and Recording

All enrolments must be approved by the Bee Prepared Training & Development Managing Director prior to the creating training accounts and commencement of training.

- 4.1.** The Managing Director will approve the enrolment for entry into the student management system and the creation of training accounts for subsidised training.
- 4.2.** Enrolment will not be approved with Bee Prepared Training & Development if the UON or pre-enrolment discussion indicates that the course selected is not suitable or appropriate for the individual, and where reasonable adjustments or additional supports to the training program cannot reasonably remedy this.
- 4.3.** After a student enrolment is approved a staff member will process the enrolment form by entering the details in the student management system and file the form along with any Student Support Plan or Student Safety Action Plan in the student file.
- 4.4.** Where enrolment is approved and the student is eligible for a training subsidy and has completed the UAN process, a training account will be created.
- 4.5.** Where the student is undertaking a work-based traineeship a training plan will be developed in consultation with the student and employer and the training plan placed in the student file.
- 4.6.** Where the student is undertaking a school-based traineeship a training plan will be developed in consultation with the employer, school and parent and placed in the student file.
- 4.7.** During the development of the training plan the following parties may be present (as required):
  - Bee Prepared Training & Development representative
  - The student
  - The employer (where the student is an Apprentice or Trainee)
  - The student's parent or guardian (where the student is under 18 years old)
  - For workplace training, enrolment will usually take place at the workplace.
- 4.8.** During enrolments conducted at the workplace, the Bee Prepared Training & Development representative will be vigilant for any work health and safety issues and report any concerns to the employer, and where relevant, the host employer. Observations will also be reported immediately to the Managing Director.

#### 5. Variation of Enrolment

- 5.1.** Students will complete the new Enrolment Form if they wish to:
  - Change their name or contact details
  - Vary the elective units in their Qualification
  - Enrol in additional courses/training

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 17 of 65



### 6. Confirming enrolment

- 6.1.** Once enrolment has been approved the student will be notified of their successful enrolment and provided with an invoice for any enrolment fees and a payment schedule confirmed.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>18</b> of <b>65</b>



## Upfront Assessment of Need Meeting Agenda

### 1. WELCOME

Introductions

### 2. Purpose of the UAN Process

- Assessment of suitability
- Assessment of support needs
- Assessment of learning needs (LLN) via CSPA

### 3. Administer UAN Suitability and Support Needs Assessment Guide

### 4. Administer CSPA Assessments

#### 4.1 Access and log in

#### 4.2 Supervision requirements

#### 4.3 Discussion of each assessment outcome

#### 4.4 Discussion of overall CSPA assessment outcome

#### 4.5 Discussion of overall UAN process and any identified needs or gaps

Documented needs or gaps or need for CSPA Interpretation Report

Discuss steps to development of Student Support Plan (if required)

#### 4.6 Discussion on non-suitability

- If the proposed qualification is not suitable due to the individual's previous educational achievement or capabilities, or if the proposed learning strategies and materials are not appropriate the trainer will discuss:
  - Varying the level of the proposed qualification
  - Whether the proposed learning strategies and materials can be reasonably adjusted to suit the individual
  - Whether the individual would benefit from undertaking a foundation skills program with another provider.

#### 4.7 Discussion of suitability and progression to enrolment

### 5. Student questions

### 6. Next Steps

#### 6.1 Developing student support plan (if applicable)

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 19 of 65



## Initial Course Enrolment Enquiry Discussion Agenda

### 1. Introductions

**1.1** During the initial discussion the following will occur:

- i. An explanation of the role of Bee Prepared Training & Development in providing training & assessment, including the role of the Trainer/Assessor.
- ii. Discussion of the Student Handbook and expectations of learners
- iii. Discussion about the training program including training and assessment requirements.
- iv. Ascertain whether the proposed qualification is the most suitable for the individual to enroll in, based on their existing educational achievement, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills.
- v. Confirm training schedule and attendance requirements
- vi. Discussion about any learning barriers or support needs including LLN requirements for the course
- vii. Ascertain that the proposed learning strategies and materials are appropriate for that individual.
- viii. If the proposed qualification is not suitable due to the individual's previous educational achievement or capabilities, or if the proposed learning strategies and materials are not appropriate we will discuss:
  - Varying the level of the proposed qualification
  - Whether the proposed learning strategies and materials can be reasonably adjusted to suit the individual
  - Whether the individual would benefit from undertaking a foundation skills program with another provider.
- ix. Discuss the fees and charges payable by the student and a schedule of payment.
- x. Explanation of Recognition of Prior Learning (RPL) and Credit Transfer.
- xi. For students seeking subsidised funding the requirement for completing the UAN process and for students interested in trainee or apprenticeships, an explanation of the employee and employer's responsibilities - including appointment of a workplace supervisor.
- xii. An opportunity for the student to ask questions and seek clarification.

### 2. Next Steps

- 2.1** Discussion on non suitability and other course options or referrals
- 2.2** Scheduling the UAN process or LLN assessment
- 2.3** Developing a student support plan or student safety action plan (if applicable)
- 2.4** Progressing with enrolment

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>20</b> of <b>65</b>



## Student Support Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to providing all students with equitable opportunities to pursue their training and assessment and to ensuring effective learning and assessment support is provided to students in order to support their success in learning.

### Scope

This policy applies to all staff and students of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. General

Bee Prepared Training & Development understands that students will enrol for training for a variety of reasons and with a variety of capabilities and past learning experiences that will shape their individual approach to learning.

Bee Prepared Training & Development will ensure all learners have access to staff, facilities, equipment and resources required to support achieving effective learning outcomes.

Where a student or trainer has identified the need for additional learning support Bee Prepared Training & Development will provide support that is reasonably practical.

The principles of access and equity will be applied in determining student support needs and the determination of reasonable adjustment.

Bee Prepared Training & Development will foster a learning environment that maintains student and staff physical and psychological safety.

#### 2. Learner Support Services

Bee Prepared Training & Development ensures that its student selection and pre-enrolment practices accept and supports students from all walks of life and disabilities.

All students must complete a Language, literacy and numeracy assessment and an Upfront Assessment of Needs (UAN) if accessing subsidised training, prior to enrolment.

Where it has been identified the student needs referring to an external service provider prior to enrolment in a BPTD course, this will be documented, outlined clearly and discussed with the student, carer and/or support person.

Bee Prepared Training & Development have a contract with a Learner support service, which is the organisation students will be referred to for specialist assistance.

Bee Prepared Training & Development treats all potential students the same in accordance with fair access and equity principles. This means that all potential students are treated equally and are given the same

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 21 of 65



opportunity to access and participate in training at BPTD.

Students with disabilities can bring a support person and/or carer to all meetings with BPTD staff during the student selection and pre-enrolment process.

Bee Prepared Training & Development ensure all students have access to its facilities and services.

Bee Prepared Training & Development offers reasonable adjustment processes to all student who identify or are identified as needing some practical solutions to assist them in being successful in their studies.

Any reasonable adjustment practices cannot compromise the integrity of any assessment, which must still meet the rules of the training package.

Students with a disability are required to have the ability to fulfil the core requirements of the Units of Competency to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented and will be, where practical and able to do so.

The reasonable adjustment practices include but are not limited to the following:

- Inclusion of a support person and/or carer at all stages of pre-enrolment and selection profession
- Inclusion of a support person and/or carer to attend classes with the student, if required
- Regular catch up/review meetings with the student, carer or support person as required or relevant
- Flexibility of access to classes or change of venue/outdoor activities where practical, able or requested, if required such as use of recordings/videoing/face timing, in real time, if the student is unable to attend.
- Allows and encourages the use of voice activated software if the student requires
- Allows additional time for tests, assessments and projects to be completed, such as an extra 30 minutes during a test.
- Can have resources printed on pastel pink or blue paper instead of white for people with dyslexia as required or requested.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>22</b> of <b>65</b>



## Student Support Procedure

### 1. General

Where a student or trainer has identified the need for additional learning support Bee Prepared Training & Development will provide such support that is reasonably practical.

### 2. Enrolment

The enrolment process will include an evaluation of the students learning needs. Where the trainer or student identifies the requirement for additional learning support is within the ability of Bee Prepared Training & Development to provide through reasonable adjustment to learning and assessment practices, a student support plan will be developed by the trainer and student to outline the structure of the learning support or adjustment to learning. The training plan will be recorded using the Student Support Plan Progress Report.

### 3. Learning Environment

The learning environment will support student physical and psychological safety through;

- Establishing and implementing safe work practices
- Providing or ensuring students have their own required protective equipment
- Communicating risks and hazards and implementing appropriate risk controls
- Providing clear instructions, time for understanding and regular constructive feedback
- Ensuring mutual respect and inclusivity
- Establishing group norms for appropriate and supportive behaviours

### 4. Monitoring Student Support Needs

Bee Prepared Training & Development will monitor learning support needs for the duration of the course. A student support plan to support the learning with reasonable adjustment can be implemented at any stage of the course in partnership with the learner and trainer. Trainers will monitor student progress and complete the student support request form in the event additional support needs are identified. Any support provided will be monitored through completion of the student support plan progress report.

### 5. Student Support Plan

Where the need for reasonable adjustment is identified, student support staff will develop with the learner and trainer an individual support plan. The student support plan will form part of the students record.

### 6. External Learning Support

Where a student requires learning support beyond that which can be reasonably supplied by Bee Prepared Training & Development, the student will be supported to seek additional learning support from external learning support providers. Any costs associated with additional learning support will be the responsibility of the student.

BPTD have a contract with SYC as its preferred Learner Support Services so is easily and readily able to refer students for specialist services once its been identified this is required.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 23 of 65



## Student Complaints and Appeals Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to ensure an effective, fair and confidential process for addressing and resolving student complaints and appeals.

### Scope

This policy applies to all students of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 3. General

Bee Prepared Training & Development understands that a situation may arise when a student wishes to lodge a complaint in relation to training and assessment services provided by Bee Prepared Training & Development, or to appeal against a decision (including assessment decisions).

##### 3.1. Complaints

A complaint may arise in relation to:

- the conduct of a Bee Prepared Training & Development staff member or student
- student selection, enrolment or financial standing
- training delivery
- assessment
- issuance of results
- student services and amenities
- equal opportunity, including bullying, victimisation, harassment or discrimination

##### 3.2. Appeals

An appeal may be lodged against a decision reached in the hearing of a complaint or against an assessment result.

#### 4. Communication of Complaints and Appeals Process

Bee Prepared Training & Development will ensure that all students are made aware of, and have access to, the Student Complaints and Appeals Policy and Procedure.

#### 5. Management of Complaints and Appeals

Bee Prepared Training & Development will manage and respond to all complaints and appeals (including those against assessment decisions) in a professional and confidential manner and will ensure a fair, equitable and efficient investigation in its efforts to achieve a satisfactory result for all parties.

Bee Prepared Training & Development is committed to resolving the complaint and/or appeal in a timely manner. Bee Prepared Training & Development will ensure complaints and appeals are acknowledged in writing and finalised as soon as practicable.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 24 of 65





Where Bee Prepared Training & Development is unable to resolve the complaint or appeal, the matter may be referred to an external mediator.

### 5.1. Complaints Register

Bee Prepared Training & Development will maintain a confidential register of all complaints and appeals.

### 6. Outcomes Review

The outcomes of complaints and appeals will be reviewed by the RTO Advisory Board as part of the continuous improvement process.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 25 of 65



## Student Complaints and Appeals Procedure

### 1. Communication of Complaints and Appeals Process

Upon enrolment, Bee Prepared Training & Development will ensure that all students are made aware of the Student Complaints and Appeals Policy and Procedure. Both prospective and continuing students will also have access to the Student Complaints and Appeals Policy and Procedure via the Bee Prepared Training & Development website.

### 2. Complaints and Appeals

#### 2.1. Complaints

Before lodging a complaint, the student is encouraged to try and settle any complaint directly with the person(s) concerned.

However, if talking directly to the person concerned does not assist the student or if such communication is not possible, then the student is to lodge a formal complaint. This must be done in writing to the Bee Prepared Training & Development Managing Director in one of the following ways:

- By mail marked 'Confidential' to:
  - Bee Prepared Training & Development, PO Box 1684, Littlehampton SA 5250
- By email marked 'Confidential' to:  
[contact@beeprepared.edu.au](mailto:contact@beeprepared.edu.au)

Within five (5) working days the Managing Director will contact the student to acknowledge receipt of the student's complaint. The Managing Director will conduct a formal investigation in relation to the complaint.

The investigation will offer the complainant the right to be heard and may include interviews with other relevant persons and a review of documentation. The subject of the complaint will not be involved in the investigation process.

Where the complaint relates to actions taken by the Managing Director, a member of the RTO Advisory Board will be appointed to manage the complaint and conduct the investigation.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Bee Prepared Training & Development will keep the student up to date with progress.

#### 2.2. Appeals

Should the student be unsatisfied with the complaint process, or the complaint remains unresolved, the student has the right to appeal.

Appeals must be lodged within seven (7) working days of receiving notification of the outcome of the complaint. This application must set out the grounds of appeal, including any supporting

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 26 of 65



evidence. Students must put appeals in writing and forward to the Bee Prepared Training & Development RTO Advisory Board:

- By mail marked 'Confidential' to:
  - RTO Advisory Board, Bee Prepared Training & Development, PO Box 1684 Littlehampton SA 5250
- Within (7) working days the RTO Advisory Board will contact the student to acknowledge receipt of the written appeal.

An appeals committee will be formed, which will comprise at least three of the following people:

- an advisory board member independent of the area concerned in the appeal who will Chair the Appeal Committee
- an advisory board member with the expertise in the area concerned
- a student representative enrolled with Bee Prepared Training & Development

The appeals committee will offer the appellant the right to be heard. The appeals committee will also conduct investigation of the matter including: reviewing any interviews/documents forming part of the initial complaint investigation; and any additional interviews and/or review of documents that the Committee sees fit. The subject of the appeal will not be involved in any investigation process prior to the appeals committee hearing.

Bee Prepared Training & Development will ensure all discussions, investigations and findings relating to the appeal are documented and the appellant/complainant provided with a written statement of the outcome, including reasons for the decision, within five (5) working days of the decision being made.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Bee Prepared Training & Development will keep the student up to date with progress.

### 2.3. Appeals against Assessment Decisions

The student has the right to appeal against an assessment decision made by Bee Prepared Training & Development. An appeal must be made in writing to the Bee Prepared Training & Development Managing Director in one of the following ways:

- By mail marked 'Confidential' to:
  - Bee Prepared Training & Development, PO Box 1684 Littlehampton SA 5250

If the student lodges an appeal against an assessment decision, they may have the opportunity to be reassessed. An appeal against an assessment decision will initiate a formal hearing in which the student will have the right to be heard. The Bee Prepared Training & Development Managing Director will examine the relevant evidence and make a determination.

A decision will be made regarding the appeal against the assessment decision as soon as practicable. Once a decision has been reached, the student will be notified in writing of the

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 27 of 65



outcome within (5) working days.

Should an outcome not be reached within sixty (60) days, the student will be provided with written reasons for the delay, and the expected timeframe for a decision. Bee Prepared Training & Development will keep the student up to date with progress.

### 2.4. External Mediation

Where a complaint or appeal cannot be resolved through discussion, conciliation or via the appeals committee, Bee Prepared Training & Development acknowledges the need for an appropriate external and independent agent to mediate between the parties. In this instance, Bee Prepared Training & Development will provide students with the details of external authorities that they may approach with respect to the issues if required.

Where all internal avenues have been exhausted and the matter remains unresolved, Bee Prepared Training & Development (in negotiation with the student) will seek the input of an external independent mediator. Bee Prepared Training & Development's mediator of choice will be from the SA Skills Commission, Postal address: GPO Box 320, Adelaide SA 5001, <https://skillscommission.sa.gov.au/support-and-dispute/students>

Where the student chooses to seek support or advice from alternative sources, they will be required to meet any costs in doing so.

### 2.5. Complaints Register

A register of all Complaints and Appeals lodged is maintained confidentially by Bee Prepared Training & Development Managing Director and includes:

- Names of relevant parties
- The complaint being made / decision being appealed
- Outcome of the Complaint / Appeal (including reasons, in the case of an Appeal)
- The name and position of the person/s making the decision

## 3. Outcomes Review

The outcomes of complaints and appeals will be reviewed by the Bee Prepared Training & Development RTO Advisory Board as required as part of the continuous improvement process. Where relevant, recommended actions will be recorded and actioned via the continuous improvement register.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 28 of 65



## Student Discipline Policy – General Misconduct

### Purpose

This policy is designed to provide guidelines for the management of student discipline at Bee Prepared Training & Development.

### Scope

This policy applies to all clients of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. General Misconduct

Bee Prepared Training & Development will be vigilant in the management of general student misconduct which includes, but is not limited to:

- persistent disruptive behaviour
- behaviour which is lewd or obscene
- taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- disruptive or inappropriate use of mobile telephones and other technological devices during learning and assessment activities
- behaviour that constitutes discrimination, victimisation or harassment
- attending Bee Prepared Training & Development's premises under the influence of alcohol and/or non- prescription drugs
- consuming alcohol or non-prescription drugs at Bee Prepared Training & Development's premises
- smoking on Bee Prepared Training & Development 's premises outside designated smoking areas
- verbal abuse
- physical assault on a member of Bee Prepared Training & Development, fellow students or members of the public
- any behaviour that causes a person on or in the immediate vicinity of Bee Prepared Training & Development's premises to hold reasonable fears for their safety or physical or psychological wellbeing
- any behaviour that causes a person on or in the immediate vicinity of Bee Prepared Training & Development premises to feel intimidated, threatened or in fear of being attacked
- abuse and misuse of tools and equipment
- wilful or malicious damage or destruction of facilities, equipment, materials or property on Bee Prepared Training & Development premises, regardless whether it is Bee Prepared Training & Development property or private property
- theft of property on Bee Prepared Training & Development premises, regardless whether it is Bee Prepared Training & Development property or private property
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 29 of 65



- wilfully activating fire or security alarms
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm
- failing to follow the reasonable direction or instruction of Bee Prepared Training & Development staff or other person in supervision
- failing to follow road traffic laws when on, or leaving Bee Prepared Training & Development premises
- encouraging, persuading or inciting another person to engage in improper or inappropriate conduct
- failing to comply with Bee Prepared Training & Development's policies and procedures

Students witnessing breaches of conduct are encouraged to report these to a Bee Prepared Training & Development representative.

### 2. Student Discipline

Bee Prepared Training & Development will treat all breaches of conduct seriously. Bee Prepared Training & Development will conduct a fair and equitable investigation, which will give the student the right to be heard. The Managing Director will determine whether the allegation has been substantiated and apply an appropriate level of action or penalty.

### 3. Appeal

The student has the right to appeal the outcome of an academic or general misconduct decision.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 30 of 65



## Student Discipline Procedure – General Misconduct

### 1. Student General Misconduct

Where an allegation of a breach of conduct has been raised, Bee Prepared Training & Development will investigate and decide upon the appropriate action or penalty through the following process.

#### 1.1. Investigation and determination of penalty

An allegation of a breach of conduct is to be notified as soon as possible by a staff member or student to the Managing Director, Bee Prepared Training & Development who will notify the student named in the allegation of the breach of conduct.

The Managing Director will conduct an investigation of the reported breach of conduct, which will include an opportunity for the student to be heard. The student shall have the right to be accompanied by a support person at any face-to-face interview, but the support person will not act as an advocate. Where the student is a minor, their parent or guardian noted on file will be advised of the allegation, and invited to attend an interview with the student.

On considering all the relevant information, the Managing Director will determine whether the allegation has been substantiated, and if so, the penalty to be imposed. The penalty may include:

- Official written warning
- Restitution – requiring the student to pay an amount to cover the cost of repairing any damage cause by the student to property and/or facilities
- Suspension from training and/or from Bee Prepared Training & Development premises for such a period and on such terms and conditions as is thought fit
- Discontinuation of enrolment
- Such other proportionately fair penalty as the Managing Director thinks fit

#### 1.2. Immediate removal from training

Notwithstanding anything in this procedure:

- If the student is disrupting a class, or is behaving in such a way as to pose a risk of injury to themselves or any other person, or a risk of damage to property, a Trainer/ Assessor may immediately remove them from class for that day;
- Where the Managing Director believes that a student is behaving in such a way as to pose a risk of injury to themselves or any other person, or at risk of damaging property, the Managing Director may immediately suspend the student's enrolment. Where this occurs, the Managing Director must within five (5) working days of the suspension advise the student in writing of the suspension, including reasons for the decision. Investigation and, if applicable, determination of a penalty, will then take place in accordance with Clause 1.1 of this Procedure. This determination must be made within twenty-one (21) days of the date of suspension.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 31 of 65



### 1.3. Notification to relevant parties

The student will be notified in writing of the penalty imposed within five (5) working days of the decision being made, and, if they are a minor, a copy provided to their parent/guardian. A copy of the Student Complaints and Appeals Policy will also be forwarded to the Student (and parent/guardian, if applicable).

Where the student is an apprentice/trainee and is suspended or discontinued from enrolment, a copy of the notice of suspension/discontinuation will be forwarded to the relevant Australian Apprenticeships Centre (AAC) and Employer.

Where the student's breach of conduct constitutes a criminal offence, the police or other relevant authority may be notified and a copy of all documentation and other records pertaining to the breach will be provided to them.

## 2. Appeal

Appeals of decisions made under this policy shall be in accordance with the Bee Prepared Training & Development Complaints and Appeals Policy and Procedure.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>32</b> of <b>65</b>





## Academic Misconduct Policy

### Purpose

This policy provides direction for the management of academic misconduct.

### Scope

This policy applies to all clients of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. General

Bee Prepared Training & Development will be vigilant in monitoring for any evidence of academic misconduct including plagiarism and cheating.

Academic misconduct will be deemed to have occurred where a student engages in cheating, plagiarism (themselves or on behalf of another) or behaves in any other manner by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

#### 2. Plagiarism and Cheating

- 2.1. This may include knowingly assisting another person to cheat or allowing another student to copy work by giving them access to a draft/completed assignment.
- 2.2. Whilst Bee Prepared Training & Development will have no objection to preliminary discussion of an assignment, joint planning and/or execution of work is not permitted except where specified as part of the learning and assessment process. Students must acknowledge the names of other students with whom they may have collaborated in any piece of work.
- 2.3. Bee Prepared Training & Development discipline rules on plagiarism and cheating also apply to electronic information.

#### 3. Penalties for Plagiarism and Cheating

Where Bee Prepared Training & Development finds evidence of plagiarism and cheating, the appropriate action or penalty will be enforced, as per the Academic Misconduct Procedure.

#### 4. Appeal

The student has the right to appeal the outcome of a plagiarism or cheating decision in accordance with the Bee Prepared Training & Development Complaints and Appeals Policy and Procedure.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 33 of 65



## Academic Misconduct Procedure

### 1. General

Monitoring of student work for evidence of plagiarism and cheating will be conducted by Trainers/Assessors in the usual conduct of assessing student work.

### 2. Plagiarism and Cheating

Students must ensure that they follow referencing guidelines, as provided by the Trainer/Assessor, in the submission of work that cites material from other sources.

### 3. Penalties for Plagiarism and Cheating

In circumstances where a Bee Prepared Training & Development representative is alerted to, or finds evidence of plagiarism and cheating, an investigation will be conducted to determine whether plagiarism and cheating has taken place.

The relevant Bee Prepared Training & Development representative will conduct an investigation in conjunction with the relevant Trainer/Assessor. This investigation will include offering the student the right to be heard. After a determination has been made, the student will be advised in writing within seven (7) days of the decision being made.

If evidence of plagiarism or cheating is found, the Managing Director will apply the appropriate penalty. Penalties for plagiarism, cheating and academic misconduct may include:

- re-complete and resubmit the relevant assessment tasks
- complete an alternate assessment
- submit further evidence to support the assessment
- a formal warning
- loss of credit for the relevant unit (or the requirement to undertake reassessment)
- exclusion from your training program temporarily
- termination of enrolment

### 4. Appeal

If a student wishes to appeal a decision relating to penalties for plagiarism and cheating, they may do so according to the Student Complaints and Appeals Policy and Procedure.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 34 of 65



## Training and Assessment Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to ensure that the delivery and assessment of qualifications, units of competence and accredited courses on the Bee Prepared Training & Development scope of registration are compliant with the current Standards for Registered Training Organisations.

### Scope

This policy applies to all staff of Bee Prepared Training & Development.

### Responsible parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Scope of Registration

Bee Prepared Training & Development will only train and assess as accredited training those qualifications, units of competency and accredited courses listed on its scope of registration.

#### 2. Learning and Assessment Strategy

Bee Prepared Training & Development will develop Learning and Assessment Strategies in consultation with industry stakeholders.

Bee Prepared Training & Development will ensure Learning and Assessment Strategies address the requirements of the relevant Training Package and comply with the Principles of Assessment and Rules of Evidence.

Bee Prepared Training & Development will conduct annual reviews of its Learning and Assessment Strategies.

Bee Prepared Training & Development will ensure Learning & Assessment Strategies and the delivery of training and assessment services fosters a learning environment that maintains student and staff physical and psychological safety.

#### 3. Student Support Plan

Bee Prepared Training & Development will create a Student Support Plan in conjunction with the student and where applicable, the employer and/or school where an assessment of the student needs has identified the requirement for reasonable adjustment.

#### 4. Trainer and Assessor Qualifications and Professional Development

Bee Prepared Training & Development will only employ individuals as trainers and/or assessors who hold qualifications, relevant vocational competence and current industry skills required by the Standards.

Bee Prepared Training & Development will ensure that trainers and assessors actively engage in professional development activities as required by the Standards.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 35 of 65



All training and assessment staff must complete a professional development plan, to be kept on file that outlines the PD activities to be undertaken annually. This plan may be in writing or entered electronically into the outlook/Google calendar of the Director for ease of reference and/or tracking.

All professional development activities must be agreed with the Director prior to being undertaken to ensure sufficient coverage of classes at all times.

BPTD require all training and assessment staff to complete one (1) professional development activity every quarter and provide a certificate of attendance to be kept on file, either hard copy or electronic.

Bee Prepared Training & Assessment will consider all requests for professional development and the method of support given to each request including but not limited to the following:

- Direct funding support – either full or partial payments
- Absence from work with full pay to attend
- Absence from work unpaid but backfilled to attend

Staff may be able to complete more than one (1) PD activity per quarter in negotiation with, and approval by the Director.

### 4.1. Training Delivery

The training delivery methods may include classroom, field, workplace, online, correspondence or a combination of these delivery methods.

## 5. Assessment

### 5.1. Communication of Assessment

Bee Prepared Training & Development assessors will inform students of:

- their options for assessment including reasonable adjustment and recognition of prior learning
- the timing, purpose and nature of the assessment
- their responsibilities in relation to the assessment, including academic misconduct, plagiarism and cheating

Bee Prepared Training & Development will ensure that assessors are aware of their responsibilities associated with the conduct of an assessment, including making allowable reasonable adjustments where required.

### 5.2. Benchmarking

Bee Prepared Training & Development will provide assessors with benchmarked answers for all knowledge evidence assessment tools.

### 5.3. Assessment Validation

Bee Prepared Training & Development will undertake assessment validation involving industry stakeholders and independent third-party validators on a sample of training and assessment annually.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 36 of 65



### 5.4. Appeals Against Assessment Outcomes

Any appeals against assessment outcomes or complaints regarding the assessment process will be actioned according to the Student Complaints and Appeals Policy and Procedure.

### 6. Retention of Records

Bee Prepared Training & Development will retain records according to the current Standards.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>37</b> of <b>65</b>



## Training and Assessment Procedure

### Procedure

#### 1. Scope of Registration

The scope of registration, as listed on [www.training.gov.au](http://www.training.gov.au) will be monitored for currency by the Bee Prepared Training & Development Managing Director.

#### 2. Training and Assessment Strategies

##### 2.1. Training and Assessment Strategy

Bee Prepared Training & Development will ensure the training and assessment strategy includes the following

- The full code and title of the training product
- The units or modules that are being offered
- Mode of delivery
- Entry requirements
- Duration – in determining the duration of a program, reference will be made to the Australian Qualifications Framework (AQF) volume of learning indicators
- Program
- Assessment resources, methods and timing
- Learning resources
- Human resources
- Physical resources

When required, a separate strategy will be developed for:

- Units being delivered as a stand-alone program
- Different cohorts of students that require different training and assessment methods
- Different modes of delivery

##### 2.2. Industry Consultation

When creating the training and assessment strategy, Bee Prepared Training & Development will consult with relevant industry bodies which may include employers, the Industry Skills Council, industry associations and committees.

##### 2.3. Training and Assessment Strategy Review

On an annual basis, the Training and Assessment Strategy for each qualification and accredited course will be reviewed. This will include:

- Industry consultation
- Review of student feedback
- Review of any client and trainer feedback

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 38 of 65



Any changes recommended as part of the review will be recorded in the Continuous Improvement Register and an action plan for updates scheduled.

### 3. Student Support Plan

The following matters will be taken into account when creating the Student Support Plan:

- The requirements of the Standards
- The requirements of the Training Package and Assessment Requirements
- Outcomes of consultation with the student and if applicable, employer and/or school
- Timeframes impacted as a result of any adjustments

#### 3.1. Timeframes & Distribution

A Bee Prepared Training & Development representative will arrange for the Student Support Plan to be signed by the student, provide a copy to the student and retained as a part of the student record.

#### 3.2. Monitoring

The Trainer will monitor the progress of the student against the Student Support Plan through regular contact and training with the student and their employer (if applicable). Monitoring will be recorded in the Student Support Plan Progress Report as part of the students record.

### 4. Training

Prior to the commencement of training, Trainers will have access to the Training and Assessment Strategy.

#### 4.1. Course Programs

All students will be provided with a course program and advised of any changes in a timely manner.

#### 4.2. Trainer and Assessor Qualifications

All Bee Prepared Training & Development Trainers and Assessors will complete the Trainer/Assessor Skill Matrix and update it on an annual basis or where:

- The trainer and/or assessor's qualification alters
- There is a change to the units the trainer and/or assessor delivers/assesses
- The trainer/assessor undertakes relevant PD

The Managing Director will approve all trainers and assessors. Professional development requirements identified by the Trainer/Assessor Skills Matrix will be discussed, implemented and monitored at staff reviews.

#### 4.3. Training Delivery

Training will be delivered according to the Learning and Assessment Strategy.

#### 4.4. Contact Training Requirements

A Bee Prepared Training & Development representative will ensure that all students undertaking any form of workplace based training are contacted on a monthly basis. For apprentices, a Bee

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 39 of 65



Prepared Training & Development representative will make contact with the employer at least six times per year to discuss the apprentice's progress and obtain employer confirmation in writing (including email) of the apprentice's competence in the workplace. Apprentices and trainees will be required to complete the Workplace Training Log Book.

### 5. Assessment

#### 5.1. Principles of Assessment and Rules of Evidence

The principles of assessment and rules of evidence will be followed in the development of the Training and Assessment Strategy, assessment methods and tools and confirmed through the application of the validation procedure.

#### 5.2. Communication of Assessment

Details of Assessor responsibilities, including guidelines on reasonable adjustment, and conducting RPL will be conveyed to staff through the information provided in the Trainer/Assessor Guide.

Details of assessment will be conveyed to students through the information provided in the Student Handbook, Course Overview and the Assessment Workbook or equivalent. Timing of assessments will be provided in detail for the program by the assessor and where circumstances require variances in the program alternate arrangements will be negotiated between the student and assessor.

#### 5.3. Benchmarking

Sample solutions to assessment tasks will be provided to assessors through the Trainer/Assessor's Guide

#### 5.4. Appeals Against Assessment Outcomes

Complaints regarding the assessment process and appeals against assessment outcomes must be made in writing and will be conducted according to the Student Complaints and Appeals Policy and Procedure.

### 6. Retention of Records

Student and staff files are archived upon completion/termination or withdrawal and stored for the Minimum Retention Period according to the Standards.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>40</b> of <b>65</b>





## Online Learning Policy

### Purpose

This policy describes the manner whereby Bee Prepared Training & Development will conduct Online Learning delivery.

### Scope

This policy applies to all courses within the Bee Prepared Training & Development scope of registration.

### Responsible parties

Bee Prepared Training & Development's Manager Director is responsible for the control and implementation of this policy.

### Policy

This Online Learning policy is concerned with programs in which the delivery method is predominantly internet-based. Programs where assessment requirements enable the student to provide a portfolio of evidence and where suitable industry-based simulations are acceptable forms of assessment will be the focus for online delivery and assessment.

Online delivery may be used to supplement learning and assessment methods particularly to support issues of access and equity for learners.

Blended learning will be used to support the delivery of face to face learning and assessment.

All online programs or components of programs are subject to the normal quality procedures and standards of Bee Prepared Training & Development.

Students of online learning programs have the same rights and entitlements, and can access the same services as attending students.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>41</b> of <b>65</b>



## Validation Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development has to ensure the quality of assessment of all training products on its scope of registration, through systematic validation of its assessment practices and judgments in accordance with the current Standards for Registered Training Organisations (RTOs).

### Scope

This policy applies to all training products on the Bee Prepared Training & Development Scope of Registration.

### Responsible Parties

Bee Prepared Training & Development's Manager Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Validation

Bee Prepared Training & Development will conduct validation of its:

- Assessment practices – including assessment policies, procedures and templates
- Assessment tools
- Assessment judgments – including a review of a statistically valid sample of assessments.

#### 2. Validation Timetable

Validation sessions will take place annually. Where specific risks are identified in relation to any training product, the Bee Prepared Training & Development Managing Director may request additional ad hoc validation session/s in relation to that training product.

#### 3. Validation Participants

The Bee Prepared Training & Development Managing Director will nominate a Validation Chair from the RTO Advisory Committee and the Chair will nominate suitably qualified participants for each validation session.

#### 4. Validation Session

The outcome of validation sessions will be documented and, when needed, an action plan created to ensure any recommended improvements are made to assessment processes or materials.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 42 of 65



## Validation Procedure

### Validation

1. Validation sessions will occur annually in June each year and the ASQA validation sample size calculator will be used to determine the validate sample size.
2. The Managing Director will appoint a Chair for the Validation session. The Chair will be appointed from the RTO advisory committee. The Chair will be responsible for planning and leading the validation session in accordance with the provisions below;
3. Trainers/Assessors will be required to contribute to the validation session
4. The Chair must ensure an industry representative for the assessments being validated is invited and available to attend the validation session
5. Validation of assessment practices will include:
  - review of Bee Prepared Training & Development 's Training and Assessment procedures and templates including:
    - Training and Assessment Policy and Procedure
    - Assessment Tools, Instruments and Records or equivalent
    - Trainer/ Assessor Guides, methods and tools or equivalent
    - Learning and Assessment Mapping Tool or equivalent
    - Training and Assessment Strategy including reasonable adjustment provisions
  - Obtaining feedback from industry representatives on whether Bee Prepared Training & Development's assessment system has produced graduates with the required skills and knowledge and whether the assessment conditions and resources are relevant.
  - Obtaining feedback from graduates about the quality of assessment in preparation for workplace performance.
6. Validation of assessment tools includes checking the tools comply with the Principles of Assessment and Rules of Evidence to enable reasonable judgments to be made as to whether the requirements of the Training Package or accredited courses are met.
7. The Validation Chair will provide a Validation Report to the Managing Director which will form part of the RTO's continuous improvement process.
8. The Validation Report will include;
  - A record of personnel involved in the validation activity
  - The validation sample pool
  - The validation tools used
  - A list of all assessment samples considered
  - Validation outcomes and recommendations for improvement

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 43 of 65



## Transition Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to ensure the transition of students from superseded to current training products within a 12 month period, in accordance with the current Standards and Training Package Implementation Guidance.

### Scope

This policy applies to all staff and clients of Bee Prepared Training & Development.

### Responsible parties

Bee Prepared Training & Development's Manager Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Scope of Transition

Bee Prepared Training & Development will transition students from superseded/discontinued qualifications to current qualifications within the period prescribed by the current Training Package and Standards to provide training in qualifications representing the current skill needs of industry.

#### 2. Endorsement Process

Bee Prepared Training & Development will manage timely transitions through monitoring status of endorsement process through the National Register and timely submissions of scope applications where applicable.

#### 3. Removal or Deletion of Qualifications

Where the training package is removed or deleted due to insufficient demand, Bee Prepared Training & Development will identify the best outcome through completion of the 'superseded' qualification or transition to a suitable qualification.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 44 of 65



## Transition Procedure

### 1. Scope of Transition

Where a qualification has been superseded or discontinued, Bee Prepared Training & Development will either complete the student (if achievable within the transition timeframe) in the current qualification or transition them to the replacement training product within a period of twelve months from the date that the replacement training product was released on the National Register.

Where an AQF qualification is no longer current and has not been superseded, all students' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the AQF qualification was removed or deleted from the National Register.

Where a skill set, unit of competency, accredited short course is no longer current and has not been superseded, all students' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course was removed or deleted from the National Register.

A new student cannot commence training and assessment in a training product that has been removed or deleted from the National Register.

In exceptional circumstances and with strong industry support, Bee Prepared Training & Development may apply for an extension to the transition period.

### 2. Endorsement Process

In the case where the training product is not considered equivalent to the earlier version or where Bee Prepared Training & Development has 'opted out' of automatic updates, Bee Prepared Training & Development will apply to the Australian Skills Quality Authority (ASQA) for the replacement to be added to the Bee Prepared Training & Development Scope of Registration. On approval students will be transferred to the new qualification.

In the event that changing to a new qualification within the transition period does not benefit the student, or the student elects not to transfer, reasons will be documented by Bee Prepared Training & Development and they will be allowed to complete within the transition period. If the student is going to fall outside the transition period, then the student must be transitioned into the new qualification.

In the case that the training product is considered equivalent to the earlier version the scope will be updated immediately and students will be transitioned to the new qualification.

### 3. Removal or Deletion of Qualifications

Where the training package is removed or deleted from the National Register, Bee Prepared Training & Development will work with the student to identify a replacement qualification to transfer to, or work with the student to ensure that all training, assessment and issuance of certification is completed within one year of the date the qualification was removed.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 45 of 65



## Records Management Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to retain and manage accurate records and documentation in support of delivering quality training and assessment services as a Registered Training Organisation (RTO), in keeping with the requirements of the current Standards and at law.

### Scope

This policy applies to all staff of Bee Prepared Training & Development involved in the provision of training and assessment services and the maintenance of records and documents relating to the RTO operations of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development's Manager Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Records Management

Bee Prepared Training & Development will implement and administer a record management system that creates and maintains full and accurate electronic documents and records for all training and assessment services. The document and record management system will comply with all applicable standards including AVETMISS reporting requirements.

#### 2. Security

Bee Prepared Training & Development will ensure the security of all training and assessment records.

#### 3. Privacy

**3.1.** Bee Prepared Training & Development is committed to protecting the privacy of the information given to the organisation regarding staff, students and clients. Bee Prepared Training & Development will collect, store, maintain, use and disclose personal information in accordance with the Bee Prepared Training & Development Privacy Policy.

**3.2.** Bee Prepared Training & Development recognises the responsibility to assure the safety and integrity of all records, and specifically, the confidentiality of staff and student records. All information discussed and documented within the organisation is considered sensitive and confidential and is not to be disclosed to anyone outside the employ of Bee Prepared Training & Development.

#### 4. Document Control

**4.1.** Bee Prepared Training & Development will implement a document control process to support effective document and record management.

#### 5. Access to Records

##### 5.1. Access to Records by External Agencies

Bee Prepared Training & Development will not disclose (or permit the disclosure of) information

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 46 of 65



regarding staff or students, unless the request is lawfully executed as part of the requirements of being an RTO or as required by law.

### 5.2. Access to Staff Records

Staff files can only be accessed with appropriate approval.

### 5.3. Access to Student Records

Bee Prepared Training & Development will ensure that students have timely access to current and accurate records of their own participation and progress.

Bee Prepared Training & Development will ensure that only Trainers/s or other authorised Bee Prepared Training & Development personnel will have access to student records.

## 6. Retention of Records

**6.1.** Bee Prepared Training & Development will retain, archive, retrieve and transfer training records in accordance with the requirements of the current Standards and at law.

**6.2.** Bee Prepared Training & Development will retain records of:

- attainment of units of competency and attainment of qualifications for all students
- the current records of the qualifications and experience of all staff employed by or contracted to Bee Prepared Training & Development to deliver training and assessment services

## 7. Archiving Files

Bee Prepared Training & Development will archive student and staff files upon completion/termination or withdrawal and store for the minimum retention period.

## 8. Disposal of Records

Bee Prepared Training & Development will securely dispose of records after the specified retention period has expired, in accordance with the current Standards and at law.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 47 of 65



## Retention of Records Procedure

### 1. Records Management

Bee Prepared Training & Development will maintain accurate electronic records for all relevant training services provided by the Bee Prepared Training & Development.

### 2. Security

**2.1.** All student records are entered into the electronic Student Management System. The Managing Director will approve and monitor access to student records. All electronic records are automatically backed up. A yearly review of the student management system will be completed to ensure the selected electronic student management system is compliant with the requirement for maintaining safe and secure records including their back up as required by the current Standards and at law.

**2.2.** All staff records are entered into the electronic Student Management System and content management system (CMS) are stored and maintained compliant with the requirement for maintaining safe and secure records including their back up as required by the current Standards and at law.

**2.3.** All learning and assessment records and documents used in the administration of the RTO will be stored in a cloud based file storage system. A yearly review of the file storage system will be completed to ensure the selected electronic system is compliant with the requirement for maintaining safe and secure records including their back up as required by the current Standards and at law.

### 3. Privacy

Bee Prepared Training & Development includes a standard privacy notice in the Student Enrolment Form, which advises students how their data may be supplied to and used by ASQA, NCVET and Commonwealth VET FEE-HELP agencies. Students and clients may also access the Bee Prepared Training & Development Privacy Policy, which is provided as part of the student enrolment pack.

All staff members are required to adhere to confidentiality requirements as per their contract of employment and in accordance with the Bee Prepared Training & Development Code of Conduct. Failure to adhere to the declaration will result in management taking appropriate action with the staff member, which may include the cessation of the employment arrangement and the commencement of legal action.

### 4. Document Control

- The Managing Director shall authorise the issue of all documents relating to training and assessment.
- The current versions of all documents will be maintained as part of the continuous improvement register.
- When a new/revised document is issued, one copy of the original version will be kept on file with notations regarding the changes and improvements. All other copies and versions will be retrieved and destroyed.
- Changes are to be recorded in the Continuous Improvement Register.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 48 of 65





- All documents are required to carry a unique identifier, a version number and the date. All previous versions of the document are placed into electronic storage under a folder named 'obsolete documents'.
- As required, all new documents are issued to staff via an email memo and are tableted at the monthly management meetings for discussion and dissemination.

### 5. Access to Records

#### 5.1. Access to Records by External Agencies

Any request for access to Bee Prepared Training & Development records and documentation relating to its delivery of training and assessment services will need to be made in writing to the Managing Director. Only the Managing Director can approve the release of requested material. Any request or approval to release will be recorded. This excludes the release of information that forms part of a required reporting process such as AVETMISS data reporting.

#### 5.2. Access to Staff Records

Staff files may only be accessed and viewed in the presence of the Managing Director. No documentation may be removed or copied from the file without the approval of Managing Director.

#### 5.3. Access to Student Records

All students have a right to view their own records and may do so upon request to the Managing Director. No documentation may be removed or copied from the file unless doing so is a requirement of the current Standard..

Staff may have access to student records for the purpose of processing enrolments, training plans or updating assessment records.

### 6. Retention of Records

Records relating to the delivery of training and assessment services will be retained and include:

- enrolment information confirming eligibility for government subsidised training including the application of fees , which must be kept for at least seven years
- information related to Student Support Plans and/or documentation of agreed program delivery, which must be kept for at least two years after the student has completed or withdrawn from the relevant training course, unit of competency or qualification in which they are enrolled
- information related to evidence of participation requirements, including, but not limited to, assessment records, which must be kept for at least six months after the student has completed or withdrawn from the relevant training course, unit of competency or qualification in which they are enrolled
- all records for student results (to enable the re-issue of qualifications or statements of attainment), which are to be kept for thirty years
- staff training records, which are to be kept for a minimum of five years after staff members leave the organisation

### 7. Archiving Files

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 49 of 65



- 7.1.** Student and staff files will be archived for the minimum retention period according to the current Standards
- 7.2.** Electronic records of all training and assessment services carried out in each calendar year are to be placed in archive for that particular year.
- 7.3.** If Bee Prepared Training & Development ceases to operate as an RTO, the responsible officer will contact ASQA to discuss the transfer of records.

### **8. Disposal of Records**

Once the minimum retention period has expired electronic records will be securely disposed of using a secure file destruction service.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>50</b> of <b>65</b>



## Staff Recruitment and Retention Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to ensure that the recruitment and retention of staff for the delivery and assessment of accredited training is compliant with the current Standards for Registered Training Organisations (RTOs)

### Scope

This policy applies to all staff and contractors of Bee Prepared Training & Development.

### Responsible parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Recruitment and Retention Strategy

Bee Prepared Training & Development will recruit and retain training/assessment staff that are focused on delivering exceptional learning experiences for students and that satisfy the compliance requirements of the current Standards.

#### 2. Recruitment

Trainers and assessors will be required to hold vocational competencies, current industry skills and current knowledge and skills in vocational training and learning to be considered for the positions of trainer and assessor as outlined in the current Standards.

Industry experts may be considered for assistant roles and must work alongside and under the supervision of trainers and assessors at all times.

#### 3. Induction

Bee Prepared Training & Development will induct all staff, including contractors, as part of the introduction to Bee Prepared Training & Development.

#### 4. Performance Management

Performance management will be used to monitor and evaluate the performance of all staff and to ensure the ongoing delivery of quality learning and assessment services.

#### 5. Professional Development

Bee Prepared Training & Development is committed to ensuring all staff are life long learners and continue to develop and refine professional and vocational competence.

All staff will undertake professional development as directed to ensure the maintenance and enhancement of key capabilities as per the Standards and in support of quality learning outcomes for students.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 51 of 65



## Staff Recruitment and Retention Procedure

### 1. Recruitment

- Position descriptions (including selection criteria) will be developed in line with the NVR standards to ensure compliance when employing trainers, industry experts, assistants, administrative and compliance staff.
- A selection process, will be completed prior to the interview process.
- A comprehensive reference check confirming qualification, industry and skill set experience will be conducted prior to appointment of all positions.
- A contract of employment will be used to confirm employment conditions and expectations of workplace performance.

### 2. Induction

All trainers and assessors (including sessional staff, industry experts, assistants and contractors) will be required to complete the Bee Prepared Training & Development induction process which includes acknowledgement by signature of Bee Prepared Training & Development policies and procedures relevant to their position.

A monitoring and management stage during the 3 month probationary period will provide opportunity to develop a professional development plan for identified shortfalls during recruitment stage.

All permanent staff will complete a probationary review prior to the 3 month point to establish their performance to date and assist with identification of additional development needs if an extension to probation is required.

### 3. Performance Management

All staff will undertake yearly performance reviews which will include reviewing feedback from staff, students and other stakeholders as relevant. Performance management will be aligned with planning ongoing professional development.

### 4. Professional Development

Training and assessment staff will undertake regular professional development to support the continuous improvement of training and vocational competence. This will include participating in yearly assessment validation, attending VET and industry relevant seminars.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 52 of 65



## Third Party Arrangements Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to ensure the quality and compliance of services delivered on behalf of Bee Prepared Training & Development by all third party arrangements.

### Scope

This policy applies to all staffs of Bee Prepared Training & Development and all third parties engaged by Bee Prepared Training & Development to deliver services on behalf of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### Policy

Bee Prepared Training and Development will not enter into agreements with third parties for the delivery of training and assessment services or the recruitment and selection of students for training on our behalf.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 53 of 65



## Continuous Improvement Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to continually strive to improve the quality of training and assessment and associated services within the organisation.

### Scope

This policy applies to all staffs of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Continuous Improvement

Bee Prepared Training & Development will continually review all aspects of its RTO operations by collecting, evaluating and acting on feedback data from a range of primary and secondary sources.

The RTO Advisory Board will be responsible for monitoring continuous improvement

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 54 of 65



## Continuous Improvement Procedure

### 1. Continuous Improvement Program

A continuous improvement program will include an annual internal audit, the collection of quality indicator, performance and feedback data and the maintenance of a continuous improvement register.

The Managing Director will be responsible for managing the continuous improvement program and providing a progress report to the RTO Advisory Board for review.

### 2. Consultation

Bee Prepared Training & Development will regularly consult with internal and external stakeholders in collecting data that will support the review of organisational performance.

### 3. Feedback

#### 3.1. Quality Indicator Data

Quality Indicator Data will be captured through the Australian Quality Training Framework (AQTF) survey. This survey will be distributed to students and employers upon completion of training. This information is collated into a report using an excel spreadsheet, google forms or AVETMISSdone, summarised into the Quality Indicator annual summary report and provided to Australian Skills Quality Authority (ASQA) by the 30<sup>th</sup> of June each year. The quality indicator data for the previous year will be displayed on the Bee Prepared Training & Development website.

#### 3.2. Client Feedback

Client feedback will be captured via the:

- Student Feedback Form
- Industry Consultation
- Industry advisory committees (where relevant) (formal minutes)
  
- Information gathered through the Student Feedback Form is logged and reviewed by the relevant trainer for the development of a solution and/or preventative actions implemented and recorded as completed in the Student Feedback log.
- Information gathered through Industry Consultation and/or an Industry Advisory Committee is utilised for review of Training and Assessment Strategies and for the qualification review.

Outstanding issues arising from this feedback will be referred to the Managing Director for recording and subsequent action via the continuous improvement register.

#### 3.3. Staff Feedback

Staff member feedback will be captured through:

- the trainer course completion survey forms
- continuous improvement identification will be an agenda item for all staff meetings and any issues or improvements identified will be discussed and if there is a need for action will be logged in the continuous improvement register for further action.

### 4. Continuous Improvement Register

Feedback generated through the continuous improvement process will be documented in the

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 55 of 65



## Bee Prepared Training & Development Policies and Procedures

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continuous improvement register. Any action items that are minor and non- repetitive, or can be immediately rectified, are not required to be placed on the Continuous Improvement Register. The Managing Director will be responsible for monitoring and updating the register from information provided as an outcome of any continuous improvement or review process. The Managing Director will manage the delegation and completion of any action items in the Continuous Improvement register

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 56 of 65





## Qualifications Issuance Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to ensure that the issuance of Vocational Education and Training (VET) and accredited course certification documentation is compliant with the current Standards and in accordance with the Australian Qualification Framework (AQF) Qualifications Issuance Policy.

### Scope

This policy applies to all staffs and clients of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Compliance

Bee Prepared Training & Development will only issue certification documents for Vocational Education and Training (VET) qualifications and accredited courses within its Scope of Registration.

##### 1.1. Consistent and Secure Certification

Bee Prepared Training & Development will adhere to the regulatory and quality assurance arrangements in relation to the issuance of VET qualifications, the issuing and recognition of AQF qualifications and statements of attainment, as described in the current RTO Standards

Bee Prepared Training & Development will ensure that certification documentation issued is consistent and contains measures to prevent fraudulent reproduction of certification.

#### 2. Certification

Bee Prepared Training & Development will issue a testamur and a record of results to all graduates who have completed a program of learning that leads to the award of a VET or AQF qualification or accredited course.

This will occur within thirty calendar days of the student being assessed as meeting the requirements of the training program, provided that all agreed fees the student owes to Bee Prepared Training & Development have been paid.

##### 2.1. Student Identifier Scheme

Bee Prepared Training & Development will participate in the Student Identifier Scheme, by ensuring that AQF certification documentation is only provided to students with a Unique Student Identifier, unless an exemption applies under the *Student Identifiers Act 2014*.

##### 2.2. Statement of Attainment

Bee Prepared Training & Development will issue a statement of attainment to students who successfully complete one or more units of competency or an accredited short course, but do not meet the requirements for a qualification.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 57 of 65



### 2.3. Reissuing Certification

Bee Prepared Training & Development will reissue or replace certification documentation at the request of the student/graduate. A cost to the student will be incurred for the replacement of the testamur.

### 2.4. Register of Qualifications

Bee Prepared Training & Development will maintain a register of all qualifications issued to graduates and a register of which AQF qualifications Bee Prepared Training & Development is authorised to issue. Records of qualifications and statements of attainment issued by Bee Prepared Training & Development will be retained for a minimum of thirty years.

### 2.5. Recognising Qualifications and Statements of Attainment

Bee Prepared Training & Development will recognise AQF and VET qualifications and statements of attainment issued by any other RTO within any state or territory of Australia.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 58 of 65



## Qualifications Issuance Procedure

### 1. Compliance

Bee Prepared Training & Development will monitor the issuance of qualifications as part of the continuous improvement program to ensure ongoing compliance with the standards.

#### 1.1. Consistent and Secure Certification

Templates of the testamurs, statements of attainment and records of results will be compliant with the requirements specified in the current Standards, the AQF Qualifications Issuance Policy. These templates will include the following requirements:

##### Testamur

- Name, logo and seal of issuing organisation
- National RTO Code
- Name of graduate
- Date of issue
- Authorised signatory (Managing Director)
- Certificate Number
- Code and title of awarded Australian Qualifications Framework (AQF) qualification (if AQF qualification)
- Occupational or functional stream (where relevant)
- National Recognised Training (NRT) logo (where relevant)
- Statement: 'Achieved through Australian Apprenticeships arrangements' (where relevant)

##### Statement of Attainment

- Name and logo of issuing organisation
- The seal, corporate identifier or unique watermark of the issuing organisation
- National RTO Code
- Name of student
- Date of issue
- NRT logo (where relevant)
- Authorised signatory (Managing Director)
- List of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- Statement: 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units' (if other than English, followed by a listing of the relevant units/modules)

Bee Prepared Training & Development will utilise features on the certification documentation to prevent fraudulent reproduction of certification.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 59 of 65



## 2. Certification

Upon completion of a qualification, the relevant Assessor will submit the completed assessment records to confirm all candidate assessment requirements have been met.

Upon receipt of the relevant assessment records, a check of the student file will be undertaken to ensure all program requirements and financial obligations are complete.

This will lead to the issuance of a testamur and a record of results to the student within thirty calendar days.

Each testamur and record of results issued will be recorded in the Student Management Database and a copy of assessment summary documents retained in the student's file (electronic). Testamurs will be signed by the Managing Director before being distributed.

### 2.1. Student Identifier Scheme

Bee Prepared Training & Development will participate in the Student Identifier Scheme, by ensuring that AQF certification documentation is only provided to students with a Unique Student Identifier (USI), unless an exemption applies under the *Student Identifiers Act 2014*.

As part of the enrolment process, students will be advised to obtain a USI and provide the USI on the enrolment form obtained. The USI will be securely recorded as part of the enrolment process and kept as part of the student records in the student management system.

### 2.2. Statement of Attainment

Bee Prepared Training & Development will issue a statement of attainment to students who successfully complete one or more units of competency but do not meet the requirements for a qualification. The Managing Director will authorise the printing of statements of attainment in circumstances where a student has withdrawn or partially completed a qualification (assuming all fees have been paid). Statements of attainment will be based on student records.

Upon successful completion of an accredited short course, Bee Prepared Training & Development will issue a statement of attainment (assuming all fees have been paid). The statement of attainment will list all the units of competency successfully achieved and will be based on student records.

### 2.3. Reissuing Certification

Reissuing certification will incur an administrative fee, which must be paid prior to the issuance of the testamur. Upon a request in writing (including email) from the student, identifying full name, date of birth and specific details of the qualification, statement of attainment or accredited course requested, the Managing Director will verify the student's completion of the qualification through student records and issue the certification documentation.

### 2.4. Register of Qualifications

The student management system will be used record qualifications and statements of attainments issued. This system will be utilised for verification of previously issued qualifications and to enable the issuance of accurate replacement certification documentation.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 60 of 65



### 2.5. Recognising Qualifications and Statements of Attainment

Bee Prepared Training & Development will require that students seeking recognition for AQF qualifications and/or statements of attainment present original documentation for authentication and copying or certified copies, and subsequent retention on the student's file.

The Managing Director will verify that the body issuing the certification documentation is an RTO registered with the Australian Skills Quality Authority or the regulating State/Territory Authority by verification at [www.training.gov.au](http://www.training.gov.au).

Recognition also extends to providing Credit Transfer to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 61 of 65



## Privacy Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to maintaining the privacy and security of personal information collected and used by the organisation in the delivery of training and assessment services.

### Scope

This policy applies to all staff and clients of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### Policy

#### 1. Privacy

**1.1.** Bee Prepared Training & Development is committed to protecting the privacy and security of the information given to the organisation regarding staff, students and clients as required by the Data Protection Requirements 2012 made under subsection 187(1) of the National Vocational Education and Training Regulator Act 2011.

**1.2.** The Australian Privacy Principles contained in the Privacy Act 1988 have been adopted to govern the collection, use, disclosure, storage, security and disposal for personal information

#### 2. Information Security

**2.1.** Personal information collected will be securely stored using an AVETMISS compliant records management system.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	January 2024
Document No.	RTO001	Version No:	V1.5
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page <b>62</b> of <b>65</b>



### Privacy Procedure

#### 1. Collection of personal information

**1.1.** Bee Prepared Training & Development includes a standard privacy notice in the Student Enrolment Form, which advises students how their data may be supplied to and used by ASQA, NCVET and Commonwealth VET FEE-HELP agencies. Students and clients may also access the Bee Prepared Training & Development Privacy Policy, which is provided as part of the student enrolment pack.

#### 2. Use of personal information

**2.1.** Personal information collected from the enrolment form that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

**2.2.** Bee Prepared Training & Development recognises the responsibility to assure the safety and integrity of all records, and specifically, the confidentiality of staff and student records. All information discussed and documented within the organisation is considered sensitive and confidential and is not to be disclosed to anyone outside the employ of Bee Prepared Training & Development.

**2.3.** All staff members are required to adhere to confidentiality requirements as per their contract of employment and in accordance with the Bee Prepared Training & Development Code of Conduct. Failure to adhere to the declaration will result in management taking appropriate action with the staff member, which may include the cessation of the employment arrangement and the commencement of legal action.

#### 3. Student access to personal information

**3.1.** Students can access their student record containing the personal information. Access needs to be provided in writing and include proof of identification for the release of personal information. Requests for access to personal information should be made in writing to the Managing Director.

#### 4. Security of personal information

**4.1.** Personal Information is stored in a student management system that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

**4.2.** When personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us as per the RTO standards.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	MARCH 2022
Document No.	RTO001	Version No:	V1.4
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 63 of 65



## Work Health, Safety and Welfare Policy

### Purpose

This policy describes the commitment of Bee Prepared Training & Development to maintaining the health, safety and welfare of all clients and staff in the delivery of training and assessment services.

### Scope

This policy applies to all staff and clients of Bee Prepared Training & Development.

### Responsible Parties

Bee Prepared Training & Development 's Managing Director is responsible for the control and implementation of this policy.

### Policy

1. Bee Prepared Training & Development is committed to ensuring, so far is reasonably practicable, that all employees, students, visitors, contractors and sub-contractors are safe from injury, and risk to health, safety and welfare, while learning and at work.
2. Bee Prepared Training & Development will ensure compliance with the WHS Act and Regulations for the jurisdiction for which training and assessment services are being delivered.
3. In providing for staff and client health and welfare, Bee Prepared Training & Development has implements policies, procedures and practices that promotes access, equity, welfare and equal opportunity in compliance with the jurisdiction for which training and assessment services are being delivered.

Document Name	BPTD Policies and Procedures Manual	Issue Date:	MARCH 2022
Document No.	RTO001	Version No:	V1.4
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 64 of 65





## Work Health, Safety and Welfare Procedure

### 1. Bee Prepared Training & Development WHS Responsibilities

- 1.1. Bee Prepared Training & Development will ensure that all activities undertaken are planned, supervised and include the assessment and management of risks.
- 1.2. Safe Work Practices (SOPs) will be used to define and guide the undertaking of safe workplace tasks and activities.
- 1.3. All staff and clients will complete an Induction prior to starting work or learning/assessment activities.
- 1.4. The Induction will include information about the WHS&W responsibilities for providing a safe workplace and learning environment as well as the responsibilities of staff and clients in following policies, procedures and safe work practices.
- 1.5. The Induction will include the process expected of staff and clients in monitoring hazards and risks and the appropriate steps to take in dealing with hazards and risks both physically and psychological.
- 1.6. Where the enrolment process identifies specific risks to individual health and safety a Student Safety Action Plan will be completed in partnership between the student and trainer to mitigate and control known health risks associated with training and assessment participation.
- 1.7. The Induction will include what to do in the event of an emergency, accident, injury or near miss and the associated notification and reporting protocols.
- 1.8. Records of WHS&W related incidents will be recorded and monitored and reviewed as part of continuous improvement and internal audit.
- 1.9. WHS&W systems including procedures designed to address access, equity and equal opportunity will be evaluated on a continuous basis to ensure compliance with relevant legislation

Document Name	BPTD Policies and Procedures Manual	Issue Date:	MARCH 2022
Document No.	RTO001	Version No:	V1.4
© Resilience Planning Pty Ltd t/a Bee Prepared Training & Development   RTO No 45729			Page 65 of 65