



**Bee
Prepared.**

Student Handbook



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Introduction

Thank you for choosing to undertake your training with Bee Prepared Training & Development. This student handbook outlines our commitment to you in providing quality training and assessment services.

The student handbook outlines the policies and procedures used to ensure quality training in a safe and supported learning environment.

We are committed to providing you the best quality training and development to meet your learning goals. We strive to support you in every step of your learning and want to see you succeed.

This student handbook also outlines our expectations of you as a learner and your obligations including safe work practices, attendance and learning behaviours.

We look forward to supporting you in your learning. If you have any further questions after reading this handbook, please contact the Bee Prepared office.

Contact Details

Bee Prepared Training & Development

PO Box 707

Bridgewater SA 5155

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RTO Code 45729

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Our Commitment to You - RTO Code of Practice

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.

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.

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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.

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.

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

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Policies and Procedures

Our policies and procedures outline how we ensure the provision of quality training and assessment services in a safe learning environment. Our policies and procedure are available on our website or by contacting the office. Policies and procedures address the following matters relating to learning and assessment;

- Fees Policy & Refund Procedure
- Marketing and Advertising Policy & Procedure
- Student Selection and Enrolment Policy and Procedure
- Student Support Policy and Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Discipline Policy and Procedure– General Misconduct
- Academic Misconduct Policy and Procedure
- Training and Assessment Policy and Procedure
- Online Learning Policy
- Validation Policy and Procedure
- Transition Policy and Procedure
- Records Management Policy and Procedure
- Qualifications Issuance Policy and Procedure
- Privacy Policy and Procedure
- Work Health and Safety Policy and Procedure

Course Fees

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.

A course fee schedule and payment plan forms part of the enrolment package and is listed on our website.

Refunds

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

Bee Prepared Training & Development may cancel student training for non-payment of fees or for failure to comply with policies and procedures as outlined in the Fee Policy and will apply debt management process for any outstanding fees.

Course Withdrawal

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.

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Work Health, Safety and Welfare

Keeping people safe is a core value for our training and assessment. We have developed safe work procedures that are incorporated into all training and must be followed by staff and students at all times.

This includes;

- Taking reasonable care of the health and safety of themselves and of others who may be effected by their acts or omissions,
- Safely using supplied equipment (when required),
- Maintain a clean and safe workspace,
- Reporting immediately any unsafe conditions or equipment for investigation and remediation
- Reporting any injury sustained as soon as the injury becomes apparent,
- Ensuring that they are not impaired by the consumption of alcohol or drugs, in such a state to endanger their own safety or the safety of any other person.
- Not recklessly or intentionally interfering with, or misusing, anything provided in the interest of health and safety. A failure to comply with legal requirements, specific safe operating procedures and instructions related to health and safety result in immediate removal from training and assessment pending an investigation and determination by Bee Prepared Training & Development

All students are to wear neat and clean attire and appropriate personal protective clothing for practical activities.

All students undertaking beekeeping courses are required to provide their own PPE and personal hive tools (specifically when undertaking field work in the apiary) including;

- | | |
|---|---|
| <ul style="list-style-type: none">• Steel capped safety boots• Hi-visibility vest• Long sleeved top• Long trousers• Safety glasses• Broad brim hat and sunscreen | <ul style="list-style-type: none">• Bee gloves• Bee suit (full or ½)• Hive tool• Smoker• Personal first aid kit with any required medications for self-administering. |
|---|---|

For safety reasons during **practical sessions**

- 1. Wearing PPE as outlined in the relevant safe work procedure is mandatory. Failure to follow the SWP may lead to being excluded from the course and the cancellation of your enrolment.**
2. Jewellery should be kept to a minimum.
3. Ensure your footwear is fully protective and appropriate for tasks being undertaken.
4. Cover all cuts and abrasions with a waterproof occlusive dressing and replace if the seal is compromised.
5. For safety, all long hair must be tied back when using machinery.
6. Students to carry antihistamine and individual first aid and understand their risk of anaphylactic shock.

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Privacy

Bee Prepared Training & Development recognises the responsibility to assure the privacy, safety and integrity of all records, and specifically, the confidentiality of student records. All information discussed and documented within the organisation is considered sensitive and confidential and is managed as per the Privacy policy and procedure.

Student Support and Reasonable Adjustment

Bee Prepared Training & Development will support all students to achieve their education outcomes which can be assisted by self identification or identification by the assessments conducted at the Student Selection and Pre-Enrolment interview.

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.

Bee Prepared Training & Development have a range of adjustment options, it can offer students to assist them and provided any adjustment doesn't impact on the integrity of the assessment outcomes and the rules of the assessment, can be quite simple to implement.

Additional learning support can be gained by first contacting the Bee Prepared Office on 08 7200 4040 or via email at contact@beeprepared.edu.au. We will then either work on a student support plan or we may support you to seek additional learning support from a Learner Support Services provider.

*Additional fees may be charged for extensive learner support services.

Where students require specialist assistance outside the expertise of BPTD trainers and assessors, BPTD have a contract with an external provider and can refer students on, prior to course commencement.

Recognition of Prior Learning

RPL is for people who are already working in industry with significant skills and knowledge. RPL is an assessment process and relies on the person applying for RPL to collect and submit evidence of their competence against the units of competency.

Preparing RPL applications can take time and for a full qualification can take three to six months to collect and provide the required evidence. Contact the RTO office to find out more information about applying for RPL and to receive and RPL Application Handbook.

Complaints and Appeals

We take complaints about the provision of our learning and assessment services seriously. Our complaints and appeals policy and procedure outlines how we manage complaints as well as any appeals of assessment decisions.

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Your Responsibility as a Learner

As you have chosen to undertake training it is a requirement that you will take personal ownership and responsibility for your success and behaviour.

Your rights

- learn in a safe, supported, flexible and cooperative environment;
- learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the qualification/unit and progressive results as they occur;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas and ask questions

Your responsibilities

- follow all training and assessment policies, procedures, safe work practices and trainer/assessor instructions
- act in a safe manner that does not place you or others at risk.
- treat staff and fellow students with respect and fairness;
- ensure your behaviour does not offend, embarrass or threaten others;
- participate in and complete fully all learning and assessment tasks as scheduled, safely, honestly and to the best of your ability;
- inform your Trainer if you have any concerns or need for support related to the completion of your qualification;
- not harass fellow students or staff by for example using offensive language or making unwanted sexual advances;
- following reasonable directions from a member of staff;
- provide medical certificates or evidence of extenuating circumstances in support of absenteeism or the need for additional time to complete assessment requirements;
- care for facilities by not damaging, stealing, modifying or misusing property;
- ensure personal details are current and correct and provide us an update when changes occur;
- not to smoke in non-smoking areas;
- not to be under the influence of alcohol or illicit drugs.

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Unacceptable behaviour

- Acting in an unsafe manner placing yourself or others at risk
- Continuous interruptions to the trainer whilst delivering the course content
- Unpermitted use of mobile phones during lessons by the trainer
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Bullying, harassment, victimisation, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc) this includes wearing clothing that could be considered offensive or promoting harassment, victimisation, intimidation, threats, violence.
- Being in the possession of guns, knives or any other weapons
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Stealing or damaging property
- Other objectionable behaviour
- All work submitted by the student must be their own – there is to be no plagiarism; sharing or publishing assignment materials; collusion with another student unless directed by educator; student substitution; cheating.

Note: We apply a zero tolerance approach to:

1. the consumption of or being under the influence of alcohol or illicit substances that affect a person during training and/or assessment;
2. bullying, discriminatory, harassing, abusive, threatening or violent behaviours of any kind whether physical or verbal

Breach of 1 and/or 2 will result in suspension and/or expulsion from your training program.

Failure to meet any or all of these standards or policies may result in suspension and/or expulsion from your training program.

Any acts of violence or criminal behaviour will be reported to the police and your enrolment will be immediately cancelled.

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Attendance

During your enrolment you will be provided with a course schedule that outlines when you are required to attend sessions.

In all cases, you **MUST** attend **ALL** scheduled training & assessment sessions unless:

- you are sick and have a medical certificate signed by a recognised Australian medical practitioner or a Registered Chemist;

or

- other extenuating circumstance that requires you to be absent from training; or
- you have been granted Recognition of Prior Learning (RPL).

Note that annual leave is not considered an acceptable reason for absence.

If you miss training for any reason you **MUST** notify us as soon as possible after the day of your absence, and provide evidence to support your reason for absence. You will be required to liaise with your trainer/assessor to complete the missed study.

Unapproved absence from planned assessments may result in an additional assessment fee charged as per the Fees Schedule for Reassessment Fee.

At the commencement of each day your trainer/assessor will require you to sign the attendance record to evidence the fact that you were on site. This provides both:

- a record of your attendance; and
- In the case of emergency checklist to account for all persons in the event of an emergency and or site evacuation.

If you do not sign the attendance record each time you attend, then you will be marked as absent.

If you are late, and depending on how late you arrive, the trainer/assessor will determine if you can attend or whether you need to liaise with the trainer/assessor and have to re-book to complete the session.

Should your attendance and punctuality become unsatisfactory you will receive a written warning. In the event this behaviour is ongoing your enrolment may be cancelled.

Classroom Sessions

Classroom sessions generally focus on the course theory and typically begin at **08:30** and conclude at **17:00**. There will be regular breaks throughout the day including a 30min lunch break.

Field based sessions

Field based sessions are timed to match the work required to be undertaken in the apiary. Some field work needs to occur early in the morning or late at night especially when preparing to transport hives. Field based sessions will not exceed 8 hours in any one session. Most session will typically run from 08:30 to 16:30.

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