Ballistic Training Solutions

Student Handbook v14.6 Oct 2026

Ballistic training solutions™

This Student Handbook
has been prepared for the students of:

Ballistic Training Solutions PTY LTD

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INTRODUCTION

Message from the CEO

As CEO, I can assure Students that I will fully support the implementation of all quality, management and operational functions articulated in this Student handbook.

I welcome your input and advice to ensure the Ballistic Training Solutions team adhere to our underlying philosophy of continuous quality improvement in all aspects of operations.

This Student handbook provides the direction that informs and guides Ballistic Training Solutions towards the provision of best practices in training development, management, and service delivery.

Ballistic Training Solutions will facilitate compliance with the standards regulated by the Australian Skills Quality Authority.

For Students and Clients of Ballistic Training Solutions, it will ensure that their investment in training provides the best possible training experience and outcomes.

I wish you every success with your training endeavours and welcome your feedback on any areas of our training and assessment delivery and achieving our goal of being the provider of choice for specialist industry-tailored training solutions.

Best Regards,
Peter

Training Industry Legislative Context

Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the **Standards for Registered Training Organisations 2015 (SNRs)** to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Ballistic Training Solutions Services

All programs offered by Ballistic Training Solutions are aligned to the BSB Business Services Training Package, AVI Aviation Training Package, AMP Australian Meat Processing Training Package, and the AHC Agriculture, Horticulture and Conversation and Land Management Training Package, for quality assurance and best practice.

Currently Ballistic Training Solutions has an approved scope of delivery to offer Students accredited training in the following programs:

TYPE	***CODE AND NAME***
Qualification	BSB51319 Diploma of Work Health and Safety
Qualification	BSB50120 Diploma of Business
Qualification	BSB50420 Diploma of Leadership and Management
Qualification	BSB40520 Certificate IV in Leadership and Management
Qualification	BSB41419 Certificate IV in Work Health and Safety
Qualification	BSB30719 Certificate III in Work Health and Safety
Qualification	BSB30120 Certificate III in Business
Qualification	AHC10124 Certificate I in Conservation and Ecosystem Management
Qualification	AHC21024 Certificate II in Conservation and Ecosystem Management
Qualification	AHC31424 Certificate III in Conservation and Ecosystem Management
Qualification	AHC30324 Certificate III in Rural and Environmental Pest Management
Qualification	AHC51120 Diploma of Conservation and Ecosystem Management
Unit of Competency	AHCPMG311 Use firearms for pest control activities from aircraft
Unit of Competency	AVIO0018 Use firearms on an aerodrome to control wildlife hazards
Unit of Competency	AHCPMG304 Use firearms to humanely destroy animals
Unit of Competency	PUAFIR017 Work safely around aircraft
Unit of Competency	CPCWHS1001 Prepare to work safely in the construction industry
Accredited Course	11067NAT Course in Swimming Pool Safety Inspections
Accredited Course	11029NAT Course in Firearms and Weapons Safety (Approved for firearms licensing in Queensland)

Ballistic Training Solutions recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of the highest quality and relevance to the client.

All trainers and assessors employed or contracted by Ballistic Training Solutions have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for participants.

Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, using simple language where appropriate to communicate information most effectively. Ballistic Training Solutions strictly adheres to the SNR to continue delivering training services of the highest quality to their clients.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Ballistic Training Solutions to capitalise on these opportunities for improved practice.

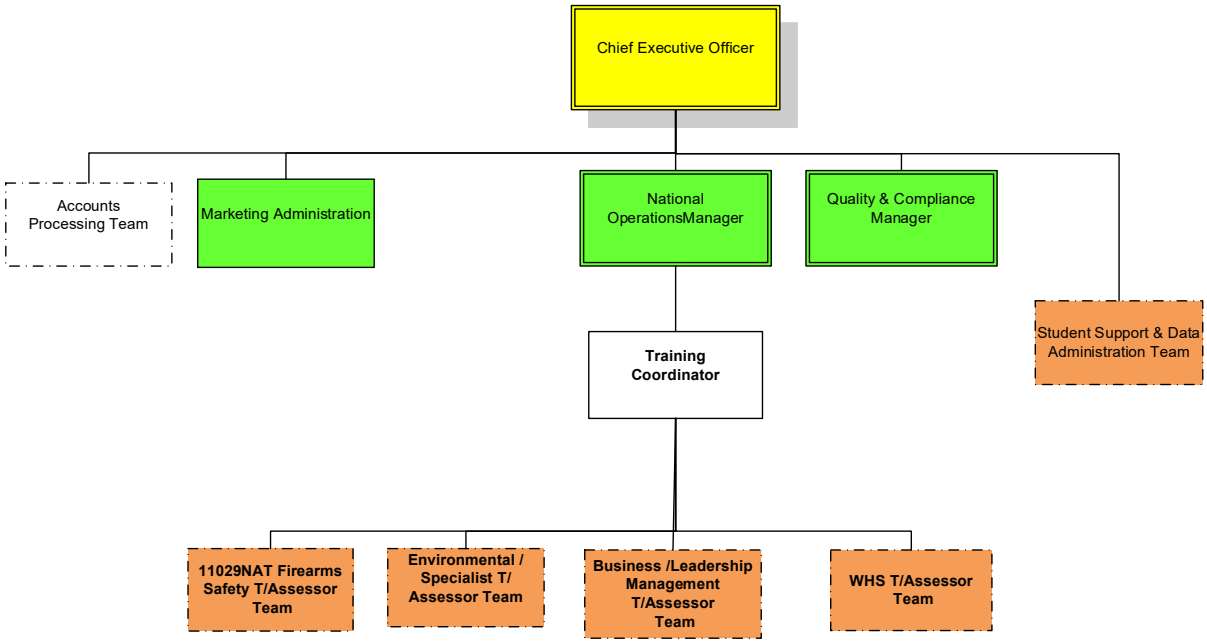
Ballistic Training Solutions supplies feedback forms to all Students at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training and ensuring the ever-changing needs and expectations of clients are being met.

The CEO welcomes feedback from other improvement opportunities such as risk assessment, Student suggestions, complaints and appeals, validation sessions and audit reports.

As a Student with Ballistic Training Solutions, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, Students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, Ballistic Training Solutions has developed a continuous improvement register which will include a written record of all improvement strategies and reviews.

Organisational Structure



This organisational chart illustrates the two-way lines of communication between the CEO, management and trainers which ensure the decision-making of senior management is informed by the experiences of its trainers and assessors.

LEGISLATIVE REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. Ballistic Training Solutions will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

Ballistic Training Solutions will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. Ballistic Training Solutions recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

All students and staff are encouraged to view current legislation online at: *www.austlii.edu.au*
Students and staff both have a responsibility to adhere to relevant legislation and conduct themselves in an appropriate manner at all times. Legislation that must be adhered to includes but is not limited to:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015 & 2025
- Unique Student Identifiers Act 2014
- Data Provisions Requirements 2012
- Qld Weapons Act 1990
- Qld Weapons Regulations 2016
- Qld Biosecurity Act 2014
- Qld Medicines and Poisons Act 2019
- Qld Medicines and Poisons (Medicines) Regulation 2021
- Qld Animal Care and Protection Act 2001
- Qld Heritage Act 1992
- Education for Overseas Students Act 2000
- VET Student Loans Act 2016
- Qld Work Health and Safety Act 2011
- Qld Work Health and Safety Regulation 2011
- Privacy Act 1988 and Australian Privacy Principles
- Copyright Act 1968
- Equal Opportunity Act 2010
- Fair Work Act 2009
- Queensland Industrial Relations Act 2016
- Australian Consumer Law 2011
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986
- Qld Anti Discrimination Act 1991
- National Vocational Education and Training Regulator Act 2011

Your rights and obligations under these Acts are explained during your induction/orientation. This includes your ongoing rights as a Consumer under Australian Consumer Law.

Training authorities/regulators:

- National VET Regulator (NVR)
- Department of Education
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Work, Health and Safety Policy

The Qld Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Ballistic Training Solutions has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery. The following presents a strategic overview of Ballistic Training Solutions' safety system and provides guidance for meeting the requirements of Work Health and Safety Act on Ballistic Training Solutions' premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all Ballistic Training Solutions employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. Ballistic Training Solutions management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for Ballistic Training Solutions' students, employees, management, and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by Ballistic Training Solutions to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to OHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Ballistic Training Solutions staff and Student's to see

COVID-19 & Hygiene Policy

In January 2020, the World Health Organization (WHO) declared the outbreak of a new coronavirus disease in Hubei Province, China to be a Public Health Emergency of International Concern. WHO stated there is a high risk of the 2019 coronavirus disease (COVID-19) spreading to other countries around the world. The disease has the potential to drive significant business and operational impact on us as employees of Ballistic Training Solutions Pty Ltd. It is critical that we have a clear plan and lines of communications with you as our employees, as well as clients and third-party entities.

Guiding Principles

1. Keep Ballistic Training Solutions Staff, Clients, Contractors, and Service Users safe
2. Continue to serve our customers with the highest standards
3. Do our part to slow community spread of the virus where there appear to be outbreaks, so that the most vulnerable people are able to get the care they need

How COVID-19 Spreads

Let us start with the World Health Organisation's information about the spread of COVID-19.

When someone who has COVID-19 coughs or exhales they release droplets of infected fluid. Most of these droplets fall on nearby surfaces and objects – such as desks, tables, or telephones. People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose, or mouth. If they are standing within one meter of a person with COVID-19 they can catch it by breathing in droplets coughed out or exhaled by them.

In other words, COVID-19 spreads in a similar way to the flu. Most persons infected with COVID-19 experience mild symptoms and recover. However, some go on to experience more serious illness and may require hospital care. Risk of serious illness rises with age: people over forty seem to be more vulnerable than those under forty. People with weakened immune systems and people with conditions such as diabetes, heart and lung disease are also more vulnerable to serious illness.).

What is expected of You?

Given the situation at hand, we have developed the following checklist as workplace hygiene guidelines for you to follow when at work.

Travelling to our office

- When travelling to work please follow the Public Transport Policy guidelines.

On your arrival to our office

- Sign in using the current sign in process
- When arriving please dispose of any masks used in transport to the office
- Limit the touching of any and all surfaces
- Wash your hands for at least 20 seconds with soap and water
- Place any bags on the ground and not on desks or in walkway areas
- Please wipe down your desk area with a cleaning wipe and dispose of soiled wipes

Whilst at the office

- Practice physical distancing by maintaining a 1.5-meter distance between yourself and other persons
- Apply social distancing in meeting rooms & avoid being in an enclosed meeting room for a period of time with a group of people (continue to use virtual meetings for large groups)
- Frequently wash your hands for at least 20 seconds with soap and water or by using an alcohol-based hand sanitizer
- Avoid touching your eyes, nose, and mouth
- Please cough or sneeze into your elbow or a tissue. Immediately dispose of the tissue after use.
- Clean and disinfect frequently used objects such as mobile phones, keys, wallets, and work passes
- If you feel unwell, tell your direct manager/supervisor/trainer/assessor, and then promptly leave work if it is safe for you to do so. Symptoms to look out for: fever, cough, sore throat, and shortness of breath.
- Please be extra attentive in cleaning up after yourself when using shared facilities such as the kitchen and bathroom

Leaving the office

- Please wipe down your desk area with a cleaning wipe and dispose of soiled wipes.

All staff, clients, contractors, and service users are required to fully support and promote Ballistic Training Solutions Hygiene and Covid -19 Policy by complying with organisational standards and procedural controls. We take pride in having a transparent approach to our workplace and service delivery.

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and Students are treated fairly and have the opportunity to feel safe, valued, and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome, or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At Ballistic Training Solutions it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Ballistic Training staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Ballistic Training Solutions policy and procedures to rectify the situation.

All Students and staff working with Ballistic Training Solutions have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Ballistic Training policy and procedures.

Ballistic Training Solutions ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Ballistic Training management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Ballistic Training Solutions staff and Students should be aware of the following definitions:

Racial harassment
Involves a person or persons being threatened, abused, insulted, or taunted in relation to their race, descent, nationality, colour, language, ethnic origin, or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment
Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome, or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying
Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion, or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality
Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, Student assessments, managerial decisions, and legal proceedings.

Discrimination
Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment
Involves any behaviour intended to disturb, offend, or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel
Refers to all employees and contractors of Ballistic Training Solutions.

Victimisation
Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another’s work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and Student's to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Ballistic Training Solutions
- When Ballistic Training Solutions management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of Ballistic Training Solutions management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in resolving the issue from Ballistic Training Solutions management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and Students should not make any frivolous or malicious complaints. All staff and Students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with Ballistic Training Solutions. According to the law, a child is considered any individual less than 18 years of age.

Ballistic Training Solutions requires all Trainer and Assessors to hold a current Working With Children approval card or exemption card as part of their engagement with Ballistic Training Solutions.

Ballistic Training Solutions will ensure that all Students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to Ballistic Training Solutions management any behaviour that can reasonably be considered harmful or potentially harmful to Students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a Student has suffered from or may require protection from harm, Ballistic Training Solutions will report to the Department of Communities, Child Safety and Disability Services *www.communities.qld.gov.au*.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to Ballistic Training Solutions, the Ballistic Training CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

Ballistic Training Solutions will comply with all relevant State and Federal legislation in the area of working with children.

Ballistic Training Solutions management recommend that all staff obtain the appropriate Police check for child related employment. Information is available at: *www.afp.gov.au*

Consumer Rights

Consumer protection
On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement
Students who enrol in a training program with Ballistic Training Solutions should be aware that they are entering into a contractual agreement. With a view to ensuring all Students are fully aware of their rights and obligations, Ballistic Training Solutions will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective Student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged Students

For more information refer to:

www.treasury.gov.au/Policy-Topics/Consumer and *www.consumerlaw.gov.au*

Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of Ballistic Training Solutions' operations include:

Collection
Ballistic Training Solutions will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure
Ballistic Training Solutions will ensure Student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

Data quality
Ballistic Training Solutions will take all reasonable measures to ensure that all Students' personal information that is collected, used, or disclosed is accurate, current, and complete.

Data security
Ballistic Training Solutions will take all reasonable measures to ensure all collected Students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification, or disclosure.

Openness
Ballistic Training Solutions will maintain documentation which detail how Students' personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, Ballistic Training will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction
Ballistic Training Solutions will allow Student's access to personal information held in all circumstances unless prescribed exceptions apply. If the Student identifies errors within the information, Ballistic Training will correct and update to file.

Unique identifiers

Ballistic Training Solutions will not assign Students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity
Ballistic Training Solutions will provide Students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows
Ballistic Training Solutions privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information
Ballistic Training Solutions will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background**.**

National Vet Data Policy

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies manage your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will manage your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Ballistic Training Solutions to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been managed
- ask a question about this Privacy Notice

Contact information

At any time, you may contact Ballistic Training Solutions Pty Ltd to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been managed
- ask a question about this Privacy Notice

VET Data Use Statement

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.
- NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills, and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

RTO Declaration and Understanding

I declare that the information provided in this data submission is accurate and complete.

I understand that information provided in this data submission about client training and outcomes may appear on authenticated VET transcripts.

I understand that:

- information provided in this data submission will only be used, accessed, published, and disseminated according to the National VET Data Policy
- if that information also includes personal information, the Privacy Act 1988, the Australian Privacy Principles and the National Vocational Education and Training Regulator Act 2011 regulate the collection, use or disclosure of personal information.

I understand that:

- information provided in this data submission may be used for the purposes outlined above, and
- identified RTO level information that supports consumer information (on My Skills for example), transparency and understanding of the national VET market may be published in reports, tables, and a range of other data products, including data cubes and websites. the Data Provision

Student progress

Students have the right to request information about or have access to their own individual records. Ballistic Training trainers and assessors or administration staff will provide the requested information or access.

Please feel free to ask your Ballistic Training Solutions trainer and assessor or administration staff at any time for a printout of your progress.

Administrative Withdrawal or Deferral policy

BTS expects students enrolled in a VET course of Study (Unit of Competency, Certificate to Diploma) to actively engage in all ways in their course, this is defined as attending all training/learning events including online sessions, assignments, assessments, quizzes etc., for each enrolled VET course of Study/ VET unit of study.

This includes both training and assessment delivery and Recognition of Prior Learning (RPL) Assessment enrolments.

This policy has been designed to assist students in establishing good training and learning engagement and online attendance habits and to maintain professional and industry currency in their studies. Failure to routinely log into their course online, complete assignments and assessment pieces will place the student at risk of being administratively withdrawn or deferred from any or all courses and/or units of study.

The policy will be applied appropriately, encouraging students to be accountable for suitable attitudes and actions demonstrating a seriousness and commitment to academic engagements, learning and training delivery.

Policy Statement

A student may be administratively withdrawn or deferred by Ballistic Training Solutions Pty Ltd for failure to make satisfactory academic/assessment progress, non-attendance of any training activities for six months. The CEO has the authority to implement this policy for a student in a single course, multiple courses, or VET unit of study and to revoke that student's enrolment at any time after six months of failure to comply with training requirements including, but not limited to:

- Failure to maintain log-in and training engagement activity as required for online courses for six months without prior written approval from the Administration Manager
- Demonstrating unsatisfactory academic, training and course engagement in the preceding six months and/or having missed an excessive number of submissions, training delivery, online forums etc. that would not allow for assessment of competency.
- Having failed to complete sufficient opportunities such as assignments, assessment tools etc. to demonstrate effectively that meaningful training and achievement of competencies and learning outcomes has been achieved and been sustained over time, in accordance with the relevant VET Unit of Study.
- Showing no record of training or learning engagement by completion of course work with achieved competency in any assessment format for six months.
- Non-engagement in any form for six months with no contact to Administration, Student Support or Trainers.

Students who do not fulfil their obligations through appropriative training engagement risk being administratively withdrawn or deferred from any, or all courses of study in which this failure to engage occurs.

Administrative Withdrawal or Deferral will not occur without warning and due notice to students. Students who are administratively withdrawn or deferred from a course will be advised by email/SMS/mail and advised of their options and time frames for re-engaging with their studies. If during the notification period of an impending withdrawal, a student re-engages with their studies Ballistic Training Solutions may instead offer them Administrative Deferral.

If a student is administratively deferred the start date of future units that have not already been undertaken would be deferred whilst a study plan is developed. The student will be notified of the deferred start dates of future units, associated census date(s) and tuition fees. The duration of the deferral period will be at Ballistic Training Solutions' discretion. This will enable the student to use this period to complete units from previous study periods that they have not yet undertaken. Once the student reaches the deferred start date for the future units, they will be deemed to have commenced these. The student will then be liable for the tuition fees for these units after the census date(s) of the unit(s) passes unless they have notified Ballistic Training Solutions or their intention to withdraw or defer before this date.

Administrative Withdrawal or Deferral does not relieve the student of the responsibility for fees, including tuition and/or resources fees and other incidental charges, for the VET unit(s) for which they have passed a census date. Students who have been administratively withdrawn or deferred are not eligible for a refund for any tuition fees that have been paid upfront. Students wishing to seek a refund of their tuition fees must do so in line with Ballistic Training Solutions Refund and Student Review Procedures, available on the Ballistic Training Solutions website or by contacting student support.

If a student has been administratively withdrawn, they are able to apply to re-enrol in their course units within 12 months of Administrative Withdrawal providing that the course of study or equivalent is available. In this case, the student will be able to complete the previously commenced and/or invoiced units and there will be no additional tuition fees levied. However, if they wish to complete additional units these will be invoiced as per the original tuition fees for the qualification. All students should seek to obtain a copy of the tuition fees from student support if they wish to enrol in additional units.

Student's Journey/Experience

Ballistic Training Solutions understands that their approach to engagement and training with each Student will add an experience to their lives, with this in mind Ballistic is focused on providing a positive and rewarding outcome coupled with the successful completion of training.
The delivery of training will be supported by the full team at Ballistic Training Solutions starting with the Administration and Management staff with advertising, business development and marketing, followed by the enrolment process and where applicable the AASN and employer participation. The training and assessment will be facilitated by Trainers/Assessors who fully support the ongoing progression of each student with relevant training and fair and just assessment leading to a successful completion. This journey with Ballistic Training Solutions is an open and informative one, seeking to provide each client with skills and knowledge along with the ability to transfer and utilise the same in the workplace. The feedback and shared experience will assist with Ballistic Training Solutions' continuous improvement and is highly regarded as a marker to the achievement of delivered training.

STUDENT OVERVIEW

What courses can I study with Ballistic Training Solutions?

Ballistic Training Solutions strictly adheres to SNR with all programs aligned to the qualifications contained in the Ballistic Training Solutions. Ensuring best practice in service and delivery at all times.

Currently Ballistic Training Solutions has an approved scope of delivery to offer Students accredited training in the following programs:

TYPE	***CODE AND NAME***
Qualification	BSB51319 Diploma of Work Health and Safety
Qualification	BSB50120 Diploma of Business
Qualification	BSB50420 Diploma of Leadership and Management
Qualification	BSB40520 Certificate IV in Leadership and Management
Qualification	BSB41419 Certificate IV in Work Health and Safety
Qualification	BSB30719 Certificate III in Work Health and Safety
Qualification	BSB30120 Certificate III in Business
Qualification	AHC10124 Certificate I in Conservation and Ecosystem Management
Qualification	AHC21024 Certificate II in Conservation and Ecosystem Management
Qualification	AHC31424 Certificate III in Conservation and Ecosystem Management
Qualification	AHC30324 Certificate III in Rural and Environmental Pest Management
Qualification	AHC51120 Diploma of Conservation and Ecosystem Management
Unit of Competency	AHCPMG311 Use firearms for pest control activities from aircraft
Unit of Competency	AVIO0018 Use firearms on an aerodrome to control wildlife hazards
Unit of Competency	AHCPMG304 Use firearms to humanely destroy animals
Unit of Competency	PUAFIR017 Work safely around aircraft
Unit of Competency	CPCWHS1001 Prepare to work safely in the construction industry
Accredited Course	11067NAT Course in Swimming Pool Safety Inspections
Accredited Course	11029NAT Course in Firearms and Weapons Safety (Approved for firearms licensing in Queensland)

A Statement of Attainment may also be awarded for successful completion of a Unit of competency that is inclusive in one of the above approved Training Package Nationally Recognised Qualifications and included in the Ballistic Training Solutions Training and Assessment Strategy (TAS).

How is training delivered?

Training courses with Ballistic Training Solutions are delivered by the following methods:

- Face to face classroom training
- Online "teams or zoom" Style individualised student and Trainer Engagement Sessions
- Workplace training and assessment
- Blended learning (Mixture of Face to Face, Online, Electronic and Workplace)

Methods depend on the student circumstances, competency requirements and assessment requirements which are student specific as detailed in the training plan.

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chose course for prerequisite information.

How do I enrol?

Enrolment is initiated by you contacting Ballistic Training Solutions and we will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

COURSE FEES

Ballistic Training Solutions operates predominately as a 'fee for service' training business. This means all training programs attract fees. All applicable fees (less than $1500 per course enrolment) will be paid at or prior to the commencement of training unless prior arrangements are made with Ballistic Training Solutions management.

Where less than $1,500 is collected prior to the commencement of training or where the total course fee is less than $1,500, a fee protection process is not required. These fees are paid by/charged to the student, a government agency or the student's employer.

Where the total course fee in more than $1,500, Ballistic Training Solutions will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This schedule outlines requirements for protecting fees prepaid by individual students or prospective students for services. One of the requirements of Schedule 6 requires the RTO to be a member of a recognised Tuition Assurance Scheme.

Fee information is available via:

- Ballistic Training Solutions website
- Ballistic Training Solutions program brochures
- Ballistic Training Solutions promotional material
- Ballistic Training Solutions Student Handbook
- Direct email from Ballistic Training Solutions

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both Ballistic Training Solutions and our clients will be protected.

Ballistic Training Solutions will provide the following fee information, to each student:

a) The total amount of all fees including course fees, administration fees, materials fees, and any other charges.
b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course.
d) The fees and charges for additional services, including such items as issuance of a replacement qualification certificate and the options available to students who are deemed not yet competent on completion of training and assessment; and
e) The applicant's refund policy.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by Ballistic Training Solutions has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

It is Ballistic Training Solutions' policy that the course fee will be all-inclusive unless otherwise negotiated based on the tailored training plan requirements. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Ballistic Training Solutions has a schedule of fees for each training program on its scope of delivery. To obtain a customised quote on your training requirements or to obtain a copy of our current course fee schedule please contact Ballistic Training Solutions via email at; info@ballistic.edu.au

Payment required in advance

Generally, a payment is required from each Student prior to the commencement of training. (Unless otherwise stipulated in Government Funding or Contracted Delivery Requirements for Co Contribution payments) This payment is determined by the course or training (i.e., Statement of Attainment vs Full Qualification and must not exceed the $1500 pre-commencement payment requirement)

Commencement is determined by the completion of the required enrolment forms, application forms and required identification documentation and acceptance into the course of study or assessment pathway.

Enrolment fee

No enrolment fee is applicable. (Unless negotiated as part of a tailored payment plan or stimulated in specific government funding agreements/conditions) (See Receiving Payments & Protection of Student Fees Section)

Withdrawal fee

No withdrawal fee is applicable.

Overdue Invoice fee

Ballistic Training Solutions operates a 7-day invoicing payment terms unless otherwise agreed prior to engagement in writing.

- Overdue invoices greater than 30 days from the due date incur a 5% overdue payment fee based on the total of the original invoice amount.
- Overdue invoices greater than 60 days from the due date of invoice incur a 10% overdue payment fee based on the total of the original invoice amount.

Re Submission and Re-assessment fee

No re-assessment fee applies for the first 3 (three) attempts per unit at submitting the required evidence requirements. Outside of 3 (three) assessment submissions will be negotiated on an individual basis.

Recognition of Prior Learning Assessment (RPL)

Fees for all assessment strategies are detailed in fee schedule

Gap Training Fees

Where a student undertakes an RPL assessment but is unable to establish competency to the package requirements and gap training is identified, this will be negotiated on an individual basis based on availability of gap training and individual student needs.

Industry Specific or Logistical Delivery Fees

Individual location/remote and specific industry delivery requirements may incur additional costs for delivery, these will be negotiated with the client PRIOR to acceptance of enrolment.

Flexible Payment Plans

Ballistic Training Solutions may negotiate specific payment plans with students to support their commencement and progression throughout their course. (See Receiving Payments & Protection of Student Fees Section)

Direct Debit & Automated Payment Arrangements

Please note that as of the 1st of July 2022 Ballistic Training Solutions does not offer a direct debit payment arrangement. Payments of this nature are the expressed responsibility of the student and not managed or administered by Ballistic Training Solutions.

Produce partial completion statement of attainment.

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

Re-print certification

Where the student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment $25.00 +GST +Postage
- Qualification (with academic transcript) $40.00 +GST + Postage

Contact Us for a Replacement Award Application Form
Ballistic Training Solutions Pty Ltd
PO Box 7502
Sippy Downs QLD 4556
Phone: 1300 738 098
Email: info@ballistic.edu.au

Fee Schedule – Assessment Mode & Funding Availability

(Indicative Pricing only – please consult specific program brochure materials and contact Ballistic Training Solutions for customised quotation for your specific needs)

Course	FFS DELIVERY	FFS RPL	QLD Career Start (General Training Pathway)	QLD Career Start (Traineeship Pathway)	Qld Career Boost (General Training Pathway)	Qld Career Boost (Traineeship Pathway)	OTHER
BSB51319 Diploma of Work Health and Safety	Yes	Yes	No	No	No	No	Trainer/Assessor Travel, Accommodation & Resource Costs for Remote or Specific Industry Client Delivery per negotiation
BSB50120 Diploma of Business	Yes	Yes	No	No	No	No	
AHC51120 Diploma of Conservation & Ecosystem Management	Yes	Yes	No	No	Yes	Yes	
BSB50420 Diploma of Leadership & Management	Yes	Yes	No	No	No	No	
BSB40520 Certificate IV in Leadership & Management	Yes	Yes	No	No	No	No	
BSB41419 Certificate IV in Work Health and Safety	Yes	Yes	No	No	No	No	
BSB30719 Certificate III in Work Health and Safety	Yes	Yes	No	No	No	No	
BSB30120 Certificate III in Business	Yes	Yes	Yes	Yes	No	No	
AHC31424 Certificate III in Conservation & Ecosystem Management	Yes	Yes	Yes	Yes	No	No	
AHC30324 Certificate III in Rural and Environmental Pest Management	Yes	Yes	No	No	No	No	
AHC10124 Certificate I in Conservation and Ecosystem Management	Yes	Yes	No	SQW	No	No	
AHC21024 Certificate II in Conservation & Ecosystem Management	Yes	Yes	Yes	Yes	No	No	
AHCMOM217 Operate quad bikes	Yes	N/A	No	No	No	No	
AHCMOM216 Operate side-by-side utility vehicles	Yes	N/A	No	No	No	No	
AHCPMG311 Use firearms for pest control activities from aircraft	Yes	N/A	No	No	No	No	
AVI00018 Use firearms on an aerodrome to control wildlife hazards	Yes	N/A	No	No	No	No	
AHCPMG304 Use firearms to humanely destroy animals	Yes	N/A	No	No	No	No	
PUAFIR017 Work safely around aircraft	Yes	N/A	No	no	No	No	
11029NAT Course in Firearms and Weapons Safety (Approved for firearms licensing in Queensland)	Yes	N/A	No	No	No	No	
CPCWHS1001 Prepare to work safely in the construction industry	Yes	No	No	No	No	No	
11067NAT Course in Swimming Pool Safety Inspections	Yes	No	No	No	No	No	

Fee Schedule – Estimated Fees based on Delivery Mode

(Indicative Pricing only – please consult specific program brochure materials and contact Ballistic Training Solutions for customised quotation for your specific needs)

Course	FFS DELIVERY	QLD Career Start (General Training Pathway)	* QLD Career Start (Traineeship Pathway)	Qld Career Boost (General Training Pathway)	* Qld Career Boost (Traineeship Pathway)	OTHER
BSB51319 Diploma of Work Health and Safety	2900	N/A	N/A	N/A	N/A	Trainer/Assessor Travel, Accommodation & Resource Costs for Remote or Specific Industry Client Delivery per negotiation
BSB50120 Diploma of Business	2650	N/A	N/A	N/A	N/A	
AHC51120 Diploma of Conservation & Ecosystem Management	8100	N/A	N/A	C-1431 or NC 2970	*~ NC 1664 or C 665.60	
BSB50420 Diploma of Leadership & Management	3200	N/A	N/A	N/A	N/A	
BSB40520 Certificate IV in Leadership & Management	2200	N/A	N/A	N/A	N/A	
BSB41419 Certificate IV in Work Health and Safety	2900	N/A	N/A	N/A	N/A	
BSB30719 Certificate III in Work Health and Safety	2500	N/A	N/A	N/A	N/A	
BSB30120 Certificate III in Business	3000	C-224 / NC - 918	*~NC 748.80 or C 299.52	N/A	N/A	
AHC31424 Certificate III in Conservation & Ecosystem Management	5010	C-1049 / NC - 1748	*~ NC 1459.20 or C 583.68	N/A	N/A	
AHC30324 Certificate III in Rural and Environmental Pest Management	5300	N/A	N/A	N/A	N/A	
AHC10124 Certificate I in Conservation and Ecosystem Management	1500	N/A	SQW	N/A	N/A	
AHC21024 Certificate II in Conservation & Ecosystem Management	5010	C-128 / NC - 2026	*~NC 864 or C 345.60	N/A	N/A	
AHCMOM217 Operate quad bikes	650	N/A	N/A	N/A	N/A	
AHCMOM216 Operate side by side utility vehicles	650	N/A	N/A	N/A	N/A	
AHCPMG311 Use firearms for pest control activities from aircraft	Client Specific Quote	N/A	N/A	N/A	N/A	
AVI00018 Use firearms on an aerodrome to control wildlife hazards	900	N/A	N/A	N/A	N/A	
AHCPMG304 Use firearms to humanely destroy animals	770	N/A	N/A	N/A	N/A	
PUAFIR017 Work safely around aircraft	550	N/A	N/A	N/A	N/A	
11029NAT Course in Firearms and Weapons Safety (Approved for firearms licensing in Queensland)	165-300	N/A	N/A	N/A	N/A	
CPCWHS1001 Prepare to work safely in the construction industry	180	N/A	N/A	N/A	N/A	
11067NAT Course in Swimming Pool Safety Inspections	1400	N/A	N/A	N/A	N/A	

* Approximate nominal hours are calculated from the average nominal hours of the available units multiplied by the number of units specified in the packaging requirements. Actual charge may vary slightly based on the specific units in the agreed student training plan.

Co-contribution Fee – Career Start Traineeship Pathway (2025 – 2028)

Ballistic Training Solutions is approved by the department as a pre-qualified supplier of the Career Start Traineeship Pathway program which delivers government funding for the delivery of training and assessment services to trainees in registered National Training Contracts in Queensland.

Career Start offers either a General Training Pathway or Employment based Apprenticeship or Traineeship Pathway.

Career Start Traineeship Pathway Co-contribution Fees

Trainees approved for a funded place under a Career Start Traineeship pathway are required to pay a Co-contribution fee, due to your situation you may be eligible for a partial or full exemption. Co-contribution fees are currently charged at the rate of $1.60 per nominal hour, this is calculated on the nominal hours allocated to each unit of competency in your qualification and are set.

Ballistic Training Solutions issues invoices on the successful completion of a unit of competency that students have completed. Student Co-contribution fees can be paid by the student or the employer. Notification of who is paying the Co-contribution fees needs to be advised to Ballistic Training Solutions for the setup of invoicing of completed units.

Additional Co-contribution fees may be charged to the employer; however, these must be negotiated, agreed upon with the employer, and documented upfront, before the apprentice/trainee enrols in training and training commences.

When the individual converts from a school-based apprenticeship or traineeship (SAT) to a full time or part time apprenticeship or traineeship, Co-contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply to free apprenticeships for under 25s.

Ballistic Training Solutions will make available to Students the cost of student contribution fees prior to enrolment as part of the pre assessment, enrolment and training plan agreement processes.

Partial Exemption Co-contribution Fees

Ballistic Training Solutions will charge 40 per cent of the co-contribution fee where the apprentice/trainee falls into one of the following categories:

- Was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.
- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care, Veteran or Pensioner Concession Card and is named on the card.

- Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependant, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card.
- Identifies as an Aboriginal or Torres Strait Islander person.

Full exemption — Co-contribution fees

Ballistic Training Solutions must apply a full exemption from the Co-contribution fee where the apprentice/trainee falls into one of the following categories:

- Undertaking a Qualification as part of the Skilling Queenslanders for Work or SQW – Work Skills Traineeship program;
- School based apprenticeship or traineeship;
- Specific fee free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee free;

Where payment would cause extreme financial hardship, the SAS may also waive the co-contribution fee. A co-contribution fee waiver process should be in place at the time of enrolment. The SAS must also have a reasonable internal process to manage appeals regarding co-contribution fee waiver decisions.

BTS Career Start Traineeship Pathway Co-contribution Rate Estimates 2025-2028

Ballistic Training Solutions Career Start Apprenticeship & Traineeship Pathway Fee Schedule (2025_2028)

Career Start Apprenticeship & Traineeship Pathway Co-contribution Fees (Student Eligibility)	Delivery Mode	* Approx Nominal Hours	Fee Rate Per Nominal Hour	Concessional Fee Rate Per Nominal Hour	* Approx Course Fee Non-Concessional	* Approx Course Fee Non-Concessional
AHC10124 Certificate I in Conservation and Ecosystem Management	Workplace	135	N/A - SQW	N/A - SQW	N/A - SQW	N/A - SQW
AHC21024 Certificate II in Conservation and Ecosystem Management	Workplace	540	$1.60	$0.64	$864.00	$345.60
AHC31424 Certificate III in Conservation and Ecosystem Management	Workplace	912	$1.60	$0.64	$1459.20	$583.68
BSB30120 Certificate III in Business	Workplace	468	$1.60	$0.64	$748.80	$299.52

* Actual Course Fee depends on the Specific Units and their nominal hours per individual Student Requirements - * Approximate nominal hours are calculated from the average nominal hours of the available units multiplied by the number of units specified in the packaging requirements. Actual charge may vary slightly based on the specific units in the agreed student training plan.

Career Start General Training Pathway – (2025 – 2028) Co-Contribution fees

Ballistic Training Solutions is approved to deliver the publicly funded Career Start General Training Pathway Program, which supports the Queensland Government's Working Queensland jobs plan. The Career Start General Training Pathway Program supports delivery of entry level training to student's apprentices and trainees aligned with the skill outcomes required by industry.

Career Start offers either a General Training Pathway or Employment based Apprenticeship or Traineeship Pathway.

Co-Contribution Fees

Given the benefits of training, including improved job opportunities and higher earnings, students enrolled in certificate III qualifications and skill sets, and non-concessional students in lower-level qualifications, are required to contribute to the cost of training through a co-contribution (student) fee.

This fee can be paid by an employer, a family member, a friend, or another organisation, but it cannot be paid or waived by the training organisation (SAS) or any person or entity connected to the training organisation.

The fee amount is a decision for the training organisation. This fee must be published on the training organisations website and must represent the total costs to the student for the qualification, including materials costs.

The training organisations cannot charge the student for creating a Training and Assessment Plan or Training Record. The training organisations also cannot charge students for additional materials once enrolment has occurred.

Concessional Student Status
This applies when the student falls into one of the following categories:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander;
- Has a disability;
- Is an adult prisoner.

Full Fee Exemption

The SAS must apply a full Co-contribution fee exemption where the student falls into one of the following categories:

- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding;
- Specific fee-free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee-free;
- Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by the SAS.

BTS Career Start General Training Pathway Co-contribution Rates 2025-2028

Ballistic Training Solutions Career Start General Training Pathway Fee Schedule (2025_2028)

Career Start General Training Pathway Co-contribution Fees (Student Eligibility)	Delivery Mode	Number of Units of Competency	Full Fee	Course Fee non-concession (NC)	Cost Per Unit (NC)	Course Fee Concession (C)	Cost Per Unit (C)
AHC21024 Certificate II in Conservation and Ecosystem Management	Workplace Blended	15	$5010.00	$2026.00	$135.07	$128.00	$85.33
AHC31424 Certificate III in Conservation and Ecosystem Management	Workplace Blended	16	$5010.00	$1748.00	$109.25	$1049.00	$65.56
BSB30120 Certificate III in Business	Workplace Blended	13	$3000.00	$918.00	$70.62	$224.00	$17.23

Co-contribution Fee – Career Boost Traineeship Pathway (2025 – 2028)

Ballistic Training Solutions is approved by the department as a pre-qualified supplier of the Career Boost Traineeship Pathway program which delivers government funding for the delivery of training and assessment services to trainees in registered National Training Contracts in Queensland.

Career Boost aims to take a person's career to the next level, enabling them to grow and apply their skills to existing or new job roles and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training to undertake university or tertiary qualifications.

Career Boost offers either a general training pathway or employment-based apprenticeship or traineeship pathway.

Career Boost Traineeship Pathway Co-contribution Fees

Trainees approved for a funded place under a Career Boost Traineeship pathway are required to pay a Co-contribution fee, due to your situation you may be eligible for a partial or full exemption. Co-contribution fees are currently charged at the rate of $1.60 per nominal hour, this is calculated on the nominal hours allocated to each unit of competency in your qualification and are set.

Ballistic Training Solutions issues invoices on the successful completion of a unit of competency that students have completed. Student Co-contribution fees can be paid by the student or the employer. Notification of who is paying the Co-contribution fees needs to be advised to Ballistic Training Solutions for the setup of invoicing of completed units.

Additional Co-contribution fees may be charged to the employer; however, these must be negotiated, agreed upon with the employer, and documented upfront, before the apprentice/trainee enrols in training and training commences.

When the individual converts from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply to Free Apprenticeships for under 25s.

Ballistic Training Solutions will make available to Students the cost of student contribution fees prior to enrolment as part of the pre assessment, enrolment and training plan agreement processes.

Partial Exemption Co-contribution Fees

Ballistic Training Solutions will charge 40 per cent of the co-contribution fee where the apprentice/trainee falls into one of the following categories:

- Was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.
- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care, Veteran or Pensioner Concession Card and is named on the card.
- Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependant, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card.
- Identifies as an Aboriginal or Torres Strait Islander person.

Full exemption — Co-contribution fees

Ballistic Training Solutions must apply a full exemption from the Co-contribution fee where the apprentice/trainee falls into one of the following categories:

- Undertaking a Qualification as part of the Skilling Queenslanders for Work or SQW – Work Skills Traineeship program;
- School based apprenticeship or traineeship;
- Specific fee free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee free;

Where payment would cause extreme financial hardship, the SAS may also waive the co-contribution fee. A co-contribution fee waiver process should be in place at the time of enrolment. The training organisation must also have a reasonable internal process to manage appeals regarding co-contribution fee waiver decisions.

BTS Career Boost Traineeship Pathway Co-contribution Rate Estimates 2025-2028

Ballistic Training Solutions Career Boost Traineeship Pathway Fee Schedule (2025_2028)

Career Boost Traineeship Pathway Co-contribution Fees (Student Eligibility)	Delivery Mode	* Approx Nominal Hours	Fee Rate Per Nominal Hour	Concessional Fee Rate Per Nominal Hour	* Approx Course Fee Non Concessional	* Approx Course Fee Non Concessional
Apprenticeship & Traineeship Pathway						
AHC51120 Diploma of Conservation and Ecosystem Management	Workplace Blended	1040	$1.60	$0.64	$1,664	$665.60

* Actual Course Fee will depend on the Specific Units and their nominal hours per individual Student Requirements - * Approximate nominal hours are calculated from the average nominal hours of the available units multiplied by the number of units specified in the packaging requirements. Actual charge may vary slightly based on the specific units in the agreed student training plan.

Career Boost General Training Pathway – (2025 – 2028) Co-Contribution fees

Ballistic Training Solutions is approved by the department as a pre-qualified supplier of the Career Boost Traineeship Pathway program which delivers government funding for the delivery of training and assessment services to trainees in registered National Training Contracts in Queensland.

Career Boost aims to take a person's career to the next level, enabling them to grow and apply their skills to existing or new job roles and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training to undertake university or tertiary qualifications.

Career Boost offers either a general training pathway or employment-based apprenticeship or traineeship pathway.

Co-Contribution Fees

Given the increased benefits of advanced-level training, such as improved job opportunities and higher earning potential, students enrolled in certificate IV or higher qualifications, as well as skill sets, are required to contribute to the cost of training through a co-contribution (student) fee.

This fee can be paid by an employer, a family member, a friend, or another organisation, but it cannot be paid or waived by the training organisation or any person or entity connected to the training organisation .

The fee amount is a decision for the training organisation . The fee must be published on the training organisation website and must represent total costs to the student for the qualification, including materials costs.

The training organisation cannot charge a student for creating a Training and Assessment Plan or Training Record. The training organisation also cannot charge students for any additional materials once enrolment has occurred.

Concessional Student Status
This applies when the student falls into one of the following categories:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;

- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
- Identifies as Aboriginal or Torres Strait Islander;
- Has a disability;
- Is an adult prisoner.

Full Fee Exemption

The SAS must apply a full Co-contribution fee exemption where the student falls into one of the following categories:

- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding;
- Specific fee-free training programs as announced by the Queensland Government;
- Foundation skills – this training is fee-free;
- Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by the SAS.

BTS Career Boost General Training Pathway Co-contribution Rates 2025-2028

Ballistic Training Solutions Career Boost General Training Pathway Fee Schedule (2025_2028)

Career Boost General Training Pathway Co-contribution Fees (Student Eligibility)	Delivery Mode	Number of Units of Competency	Full Fee	Course Fee non-concession (NC)	Cost Per Unit (NC)	Course Fee Concession (C)	Cost Per Unit (C)
AHC51120 Diploma of Conservation and Ecosystem Management	Workplace Blended	10	$8100.00	$2970.00	$297.00	$1431.00	$143.10

Skilling Queenslanders for Work (SQW)

The Skilling Queenslanders for Work represents a commitment to increasing workforce participation, driving job growth, and strengthening the performance of the Queensland economy by improving work opportunities for disadvantaged Queenslanders.

Tailored, local community-based support is offered to young people, mature-age job seekers, Aboriginal and Torres Strait Islander people, people with disability, women re-entering the workforce, Australian Defence Force (ADF) veterans and ADF ex-service members, and people from culturally and linguistically diverse backgrounds.

There are seven programs that make up the Skilling Queenslanders for Work initiative.

- Community Work Skills
- Work Skills Traineeships
- Ready for Work
- Get Set for Work
- Youth Skills
- Community Foundation Skills
- Skill Up
- First Start

Ballistic Training Solutions has been approved as a pre-qualified supplier to partner with funded community-based organisations (CBO's) to deliver the nationally recognised training and assessment service components of Skilling Queenslanders for Work projects in Certificate I in Conservation and Ecosystem Management.

The partnership delivery of Skilling Queenslanders for work between the registered training organisation and the community-based organisation ensures the linkage between nationally recognised training and real work experience prepares students for future industry employment opportunities.

Students complete training engagement with their trainer and assessor and undertake workplace tasks and activities under the direction of their supervisor to demonstrate their competency under a traineeship delivery strategy linked to the Career Start Traineeship Pathway Program.

Receiving Payments & Protection of Student Fees

Payment of Student Fees – Full Fee for Service Qualifications / Statement of Attainments

Fee for service corporate or company specific training and assessment activities (where a business, corporate entity or company engages the services of Ballistic Training Solutions and not an individual student) are negotiated on an individual basis and are subject to the agreed terms and conditions for payment and delivery.

Per ASQA Standards 2025 no individual student fee above $1500 will be collected from a student prior to commencement.

Ballistic Training Solutions does not collect prepaid fees from domestic students in advance.

Payment for student delivery courses takes place after the pre-enrolment induction session.

Where fees for a student delivery course are less than $1500, this must be paid on day one of the course or per the specified contract and invoicing terms.

Where the course fee for a student delivery course is greater than $1500 this can be split into two payments:

1) Enrolment & training plan acceptance $500
2) The remainder of the course invoice amount on commencement

Where a course fee for a student delivery course is greater than $2000 but less than $3000 the fees can be split into three payments:

1) Enrolment & training plan acceptance $500
2) 50% of the remainder on commencement
3) Final 50% upon six months or completion of the course whichever comes first

Where a student enrols in a Fee for Service Course/Qualification that is above $3000 a tailored payment plan may be negotiated on an individual student basis based on the total number of units, training and assessment delivery mode unit and qualification completion timeframes.

All student fees are to be paid and up to date prior to issuance of additional or supplementary units and/or qualification or statement of results.

Students are to pay the agreed course fees per the supplied Ballistic Training Solutions Tax Invoice and agreed payment terms.

Outstanding, unpaid, and overdue student accounts may result in suspension of training and assessment and delays in processing of Qualifications and Statements of Attainments until the account is paid up to date.

Ballistic Training Solutions guarantees they will not cancel a course after commencement providing the student meets the required participation and engagement requirements throughout the course delivery. (See administrative withdrawal or deferral policy section for more information)

Refund Policy and Procedure

Purpose
To support Ballistic Training Solutions commitment to fulfil the Standards for Registered Training Organisations (RTOs) 2025 under division 3.18.

Scope
The Refund Policy applies to all students enrolled with Ballistic Training Solutions.

Policy
Ballistic Training Solutions is committed to the fair and transparent application of fees and charges for its services as well as the processing of refunds where applicable.

All students are encouraged to read their course documentation, enrolment guidelines and student handbook including payment charges and refunds prior to enrolment.

Ballistic Training Solutions publicises its refund policy on its website, on the enrolment terms and conditions documentation and in the student handbook.

All students are required to acknowledge their reading and understanding of terms and conditions including the student handbook prior to enrolment acceptance.

All refund requests are to be reviewed by the Chief Executive Officer.

Refund applications are assessed on an individual basis with a decision being made based on the merits of the claim and the Ballistic Training Solutions Policy and Procedure requirements.

All refund decisions will be communicated to the student within 20 days from receipt of the refund application.

Cancellation / Deferrals / Refunds General Information

- Cancellations are considered on an individual basis per the guidelines provided below
- Deferrals are considered on an exceptional basis only per the guidelines provided below
- Withdrawals are processed on an individual basis only per the guidelines provided below
- All Cancellation, Deferral and Withdrawal requests should be emailed to info@ballistic.edu.au with clear details on the student's request as soon as possible.
- CEO approval and correspondence on determination will be provided within 14 days of receipt of correspondence.

Cancellation / Deferrals / Refunds (Qualifications & Short Course / Day Programs)

Refunds will be issued for the following circumstances:

- Ballistic Training Solutions is unable to provide the course for which the enrolment and payment have been made (this excludes the transition to an upgraded training product)
- A credit that relates to an overpayment

Refunds shall not be issued in the following circumstances:

- The student changes their mind
- The student has submitted units for marking/assessment
- The student finds the course too difficult
- The student no longer requires the course
- The student's employment status changes
- The student's personal circumstances change
- The student's financial position changes
- The student's circumstances change due to family health issues
- The student's access to resources changes including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be interpreted as a change of mind.
- The student has breached Ballistic Training Solutions Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension.

Cancellation / Deferrals / Refunds (Short Course / Day Programs)

- Registrations are date transferable up until 7 working days (Standard business days M-F excluding Public Holidays) prior to course commencement.
- Courses can be transferred a maximum of 2 Months or 2 times (whichever is the greater) only with no refund payable on cancellation.
- Cancellations received less than 2 working days prior to course commencement of the enrolled course are non-refundable.
- Cancellations/transfers received between 2 and 7 working days prior to course commencement attract a 20% cancellation/transfer fee.
- Course Module changes made within 2 days of the course commencement date will attract a $50 administration processing charge where applicable.
- Traineeships attract student contribution fees and are payable upon completion of units. Exemptions and concessions may apply.
- Withdrawal during the course – no refund.

All fees paid in advance are separated from the operations of the business.

This is achieved by maintaining separate accounts to ensure sufficient funds are always available for refund activities per the above policy requirements.

All accounts are represented in Ballistic Training Solutions' accounting system for the purpose of quality assurance audit and transparency.

Information provided before enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by Ballistic Training Solutions in the event the:

- Arrangement is terminated early, or
- Ballistic Training Solutions fails to provide the agreed services.

Cancellation Refunds (SAS – Queensland Government Funded Programs)

The SAS Policy 2025–2028, effective from 1 July 2025, sets out clear refund requirements to ensure fairness and transparency for students, employers, and other stakeholders. These requirements apply to all SAS delivering subsidised training.

Where a student has not yet commenced at the time of enrolment cancelation in a SAS Funded program under the SAS Policy 2025-2028, Ballistic Training Solutions will provide a full refund of co-contribution fees.

Where a student has commenced in a SAS Funded program under the SAS Policy 2025-2028 and paid student contribution fees in advance. Ballistic Training Solutions will provide a proportionate refund based on the amount of training not delivered at the time of enrolment cancelation which will also be reviewed against the amount of time under the agreed training plan from the students commencement.

Where a Employers or Industry Stakeholders make additional contribution payments to SAS program delivery in advance they may be entitled to a refund based on the time period from commencement to the cancelation, the nature of the payment and delivery of the agreed services or activity.

Ballistic Training Solutions is unable to wave, negotiate or change SAS Program 2025_2028 fees as defined in the Queensland Government SAS Guidelines.

REFUND PROCEEDURES

Procedure
All students enquiring about a refund request will be emailed a Refund Request Form

Student Step 1
Students are required to complete the Refund Request Form. Students may download this form from the home page of the company website under Forms, Documents and Policies or by contacting Ballistic Training Solutions by email at info@ballistic.edu.au or by telephone 1300 738 098 and request the refund request form.
Student Step 2
Students must forward the completed and signed form to Ballistic Training Solutions by email to info@ballistic.edu.au or by post to:
Ballistic Training Solutions
PO Box 7502
Sippy Downs Qld 4556
Once the Refund Request Form is received by Ballistic Training Solutions Accounts Department the following steps will be conducted internally:

BTS Step 1:
The BTS Accounts Department will acknowledge receipt of the Refund Request Form by emailing the student. A file note will be made against the student's account in PowerPro (Student management system) regarding the receipt date of the form.

BTS Step 2:
A copy of the Refund Request Form will be saved into the student's file

BTS Step 3:
The administration team will record all details of the refund request in the Refund Register. The following details will be noted.

- the student's full name
- receipt date of the Refund Request Form
- the nature of the refund
- the outcome and/or solution offered by Ballistic Training Solutions
- the student's response to the outcome and/or solution offered

BTS Step 4:
The Refund Request Form received from the student is printed and forwarded to the CEO of Ballistic Training Solutions for review

BTS Step 5:
The CEO will email the student the refund decision within the specified time frame within the policy and cc a copy of the decision to the accounts@ballistic.edu.au email address.

BST Step 6:
BTS accounts place a copy of all correspondence on the student's file.

If a partial or full refund is approved by the BTS CEO the BTS Accounts team will obtain the relevant bank account details from the student via accounts@ballistic.edu.au email address.

All refund payments are processed via electronic funds transfer to the student's specified bank account details only (No Cash Refunds)

All refund payments will be recorded in the BTS Accounts system against the student's invoice and accounts.

If the refund application is successful, the student can expect payment to be processed within 14 days from the date of the CEO approval.

The decision of the refund application will be recorded by the BTS CEO on the BTS Refund Register.

RECORDS

The following requirements are implemented in accordance with ASQA RTO Standards 2025 Division 2.10 of the Compliance Standards.

Ballistic Training Solutions has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Ballistic Training Solutions and committees, individuals or organisations acting on its behalf.

Upon enrolment, the student's registration and enrolment details will be entered into the Ballistic Training Solutions Student Management System. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the student. The file is retained by Ballistic Training Solutions and management of the file will be in accordance with the Ballistic Training Solutions records policy.

Ballistic Training Solutions is committed to maintaining the accuracy, integrity, and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. Ballistic Training Solutions management will undertake a validation of the training records of approximately 5% of registered students and report the findings at the monthly management meeting.

Completed assessments

Each assessment submitted by students will be securely retained for a minimum period of two (2) years. For non-government funded or contractually explicit students paper file records will be checked against the electronic student management system to ensure assessment decisions and associated materials are recorded prior to secure records destruction and at the expiration of two (2) year period.

Specific government-funded or engaged student records will be retained per specific contractual requirements.

All electronic records will be stored for thirty (30) years.

When in paper format, the student's work will be filed alphabetically according to the student's surname.

Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Student assessment results will be recorded electronically within the Ballistic Training Solutions student management system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of the assessment will be retained for thirty (30) years in line with ASQA guidelines

Security

Ballistic Training Solutions ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items,* 22 June 2012. This directive includes requirements for storage including safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Ballistic Training Solutions enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spyware protection software.

Ballistic Training Solution's Student Management System (SMS) is a proprietary commercial VET Sector product that is operated under a licenced arrangement. Records are secured in the SMS in secure a cloud server base with redundancy backup and encryption security strategies employed to prevent unauthorised access or loss of information. The servers administering the SMS data is replicated on the East Coast and West Coast of Australia to ensure full Australian critical redundancy provisions.

The organisation's data management is administered on an on-site secure server and offers the security and integrity expected of a corporate storage system. In addition, a redundant server is employed to ensure total replication and minimise opportunity for data loss and downtime of services or systems and all archive backup materials are stored off-site under a secure facility to prevent loss or unauthorised access.

Ballistic Training Solutions software systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper-based records will be scanned and saved in Adobe PDF format. Paper records may be securely shredded every two (2) years in accordance with Ballistic Training Solutions CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date, and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used, and data/files/records are converted and saved in Adobe PDF format. *Ballistic Training Solutions* has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the event that Ballistic Training Solutions ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, and business and commercial records will be retained for a period of at least five (5) years.

Ballistic Training Solutions will ensure that any confidential information acquired by the business, individuals, committees, or organisations acting on its behalf is securely stored.

Access to Records

Ballistic Training Solutions has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record-keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support this records management system.

Access to Student Records

Access to individual Student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

Ballistic Training Solutions trainers and assessors will maintain accurate and current records of each Student's progress and achievement of competencies in the area of their study. These records will be entered on the Ballistic Training Solutions database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receive the full qualification. The certificate and academic record and/or statement of attainment will be produced and signed by Ballistic Training Solutions management, trainer and/or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Student Access to Records

Students have the right to request information about or have access to their own individual records. Ballistic Training Solutions trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

Students are required to provide requests for access to records in writing which is considered and approved by the CEO.

You should feel free to ask your Ballistic Training Solutions trainer and assessor or administration staff at any time for a printout of your progress.

Privacy

Ballistic Training Solutions considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any person external to the organisation acting on behalf of Ballistic Training Solutions are made aware of the confidentiality procedures and privacy policies prior to commencing work with Ballistic Training Solutions.

Ballistic Training Solutions will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and National Privacy Principles (2001). *www.privacy.gov.au* The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014. In addition Ballistic Training Solutions maintains compliance of Student information and data management under the National VET Data Policy requirements that came into effect from January 2021.

Ballistic Training Solutions ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Privacy and ASQA Standard requirements.

Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

Ballistic Training Solutions will recognise all AQF qualifications and statements of attainment issued by any other RTO, upon confirmation by the issuing RTO or Registrar.

Ballistic Training Solutions requires a signed and dated Authority to Release Information Form to be completed by each student to enable the certification to be verified and authenticated by the issuing RTO. This form will be made available to all students presenting documentation and seeking to have certification recognised for credit transfer purposes, RPL evidence or pre-requisite needs. An administrative processing fee for qualification/SOA and RTO Verification process is outlined in the Fee schedule.

Procedure for Recognition of Qualifications

Students enrolling with Ballistic Training Solutions will be made aware of the recognition of qualifications policy by Ballistic Training Solutions staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. Ballistic Training Solutions trainers will remind Students of the policy progressively throughout the duration of their course.

When a student presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Ballistic Training Solutions for verification with the Authority to Release Form. Ballistic Training Solutions will follow their procedure to verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the student's file. Once verification of the qualification or statement of attainment has been established, Ballistic Training Solutions staff will inform the student and offer exemption from the relevant unit(s) of competency. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

Ballistic Training Solutions staff will update the student's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by Students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by Ballistic Training Solutions.

Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all Students enrolling in any training program offered by Ballistic Training Solutions. Students may not apply for credit transfer for units of competency or qualification which are not included in our scope of registration. An Authority to Release Form is required to be completed as part of the credit transfer process.

Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

Ballistic Training Solutions will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or Ballistic Training applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation Ballistic Training Solutions will ensure that student's USIs are applied for or verified USI at the time of enrolment.

Ballistic Training Solutions will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage, or unauthorized access. Ballistic Training Solutions stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by Ballistic Training Solutions is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, Ballistic Training Solutions does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will be used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online, or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for Ballistic Training Solutions when the data builds, Ballistic Training Solutions (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the Department of Industry's website where a comprehensive video outlines the USI scheme for Ballistic Training Solutions staff.

We are unable to issue any Nationally Recognised Qualification, Award or Statement of Attainment without a verified USI.

TRAINING AND ASSESSMENT

Ballistic Training Solutions is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, Ballistic Training Solutions has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups. The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, Ballistic Training Solutions ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by Ballistic Training Solutions will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors, and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality training and assessment principles
Ballistic Training Solutions will apply the *Principles of Assessment and the Rules of Evidence*.

Principles of assessment
To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process

is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency, and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that is essential to competent performance

- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Connecting Training and Assessment with the Workplace

To maximise the outcomes for students, Ballistic Training Solutions ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Students enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstance's employers may offer a contribution towards the cost of training and assessment, which is encouraged by Ballistic Training Solutions.

Ballistic Training Solutions will**:**

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each student's progress and the support provided to them by workplace personnel

- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each student by workplace personnel
- Monitor the student's progress

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment, and support services to meet their individual needs are available. Refer to 4.5 (Apprenticeships and Traineeships) below for examples of programs, government initiatives and opportunities for employers to be engaged with training and assessment.

Assessment Policy

Ballistic Training Solutions acknowledges the critical role that assessment plays in determining the competency of Students. In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of the accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment
- Timely and appropriate feedback is given to Students
- Assessment complies with Ballistic Training Solutions' access and equity policy
- All students have access to re-assessment on appeal

Ballistic Training Solutions implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET-accredited course. Ballistic Training Solutions recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current, and sufficient.

Ballistic Training Solutions appreciates the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Ballistic Training Solutions' Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is 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.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant Students. All students will have access to Ballistic Training Solutions' RPL policy which is contained in the Ballistic Training Solutions' student handbook and is available on request.

Students who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification/unit of competence for which they intend to attain should apply for RPL at the time of enrolment. The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

Evidence supplied to demonstrate the currency of competence should be from within the past 2 years and link to the individual competency requirements for each unit of competency.

As part of the Ballistic Training Solutions enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, to provide multiple opportunities for students to engage in the RPL process.

When approached by a student seeking RPL, trainers will:

- Provide the student with copies of an RPL application form

- Provide the student with information about the types of evidence that can be used to support an RPL application

Recognition of prior learning fee

The student will be charged the scheduled course fee or specified RPL-specific fee as defined in the product offering. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and cost structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit-by-unit basis based on the scheduled course fee.

Where gap training is not included in the RPL assessment plan a statement of attainment for the successfully completed qualification units only will be issued.

CLIENT SERVICES

Ballistic Training Solutions is committed to delivering high-quality services that support students throughout their training and assessment. This commitment is based on a client-focused operation that produces the best possible outcome for students. Ballistic Training Solutions will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with Ballistic Training Solutions receive every opportunity to successfully complete their chosen training program. Ballistic Training Solutions will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student advice

Ballistic Training Solutions takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organization, they will be referred to an appropriate service or an alternate training organization.

Ballistic Training Solutions delivers specialised training and assessment services[1]. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. Ballistic Training Solutions has in place a process and mechanism to provide all clients information about the training, assessment, and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

Services include:
(a) Pre-enrolment materials.
(b) Study support and study skills programs.
(c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs.
(d) Equipment, resources and/or programs to increase access for students with disabilities.

(e) Learning resource centres.
(f) Mediation services or referrals to these services.
(g) Flexible scheduling and delivery of training and assessment.
(h) Counselling services or referrals to these services.
(i) Information technology (IT) support.
(j) Learning materials in alternative formats, for example, in large print; and
(k) Learning and assessment programs customised to the workplace

In summary, Ballistic Training Solutions will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment, and training materials to meet the needs of a variety of individual Students
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

Student information policy

Ballistic Training Solutions will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with Ballistic Training Solutions. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the Ballistic Training Solutions student handbook, available as a PDF document on the Ballistic Training Solutions website: www.ballistic.edu.au

Ballistic Training Solutions will provide the following information specific to each student:

- the code, title, and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register

a) the services the RTO will provide to the student including the:
    - estimated duration of the services
    - expected locations at which the services will be provided
    - expected modes of delivery
    - name and contact details of any subcontractor which will provide training and assessment to the student

- the student's obligations including any requirements that Ballistic Training Solutions requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide, the educational and support services available to the student

Where there are any changes to agreed services, Ballistic Training Solutions will advise the student as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some Ballistic Training Solutions training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available before enrolment. In the case that a potential Student does not meet the prerequisite conditions and/or entry requirements, Ballistic Training Solutions staff will endeavour to assist them in understanding their options regarding meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Ballistic Training Solutions Management.

Enrolment

The enrolment procedure commences when a student makes contact with Ballistic Training Solutions expressing interest in a training program(s). Ballistic Training staff will respond by dispatching by suitable means an enrolment form, Student handbook, literature on the program(s) being considered and any other documentation that may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Ballistic Training Solutions to discuss their training needs and alternative opportunities.

Completion of the enrolment form and pre-course questionnaire and documentation **does not** constitute enrolment into a course or program with Ballistic Training Solutions. BTS enrolment acceptance includes but is not limited to:

- Meeting any pre-requisite requirements
- Possessing any licencing or accreditation requirements
- Agreed Training plan meeting student needs, packaging requirements and BTS training and Assessment Strategy
- Package currency and availability (TGA)
- Payment of invoiced deposit, enrolment, or relevant fees
- Completion of all eligibility, documentation and pre-course assessment requirements including LLN

Ballistic Training Solutions is committed to ensuring the highest levels of service to clients, industry, and students, where a student is unable to meet the entry, enrolment, or package requirements BTS will notify and assist with the student's understanding of these requirements.

Welcome letter
As part of the student engagement and onboarding process to support enrolling Students, Ballistic Training Solutions will send a welcome letter/email to the student prior to the commencement of training. Information includes training details, contact details and other relevant information for the student and their study format/style of training to be provided. This may also be supplemented or augmented by a direct phone call introduction or enrolment interview/ induction process.

In addition, students are asked to complete a pre-course evaluation checklist. Questions on this checklist are intended to gain more information regarding the needs of the student. Ballistic Training Solutions staff will evaluate the information submitted in the checklist and either make necessary changes to meet the student's needs or have a discussion with the student regarding their needs.

Pre-course suitability assessment
A pre-course suitability assessment of each student is conducted. Questions are designed to identify the student's needs, so Ballistic Training Solutions staff members can evaluate any requirements the student may have to improve their learning experience and outcome. These questions are integrated within the enrolment form.

The designated Ballistic Training Solutions staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Ballistic Training Solutions staff and management may offer additional support.

Examples of the support services may include:

- Study support and study skills programs
- Language, literacy, and numeracy (LL&N) & digital literacy programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e., large print
- Learning and assessment programs customised to the workplace

Induction

On successful completion of the enrolment process, all students will undergo an induction program including:

- Introduction to Ballistic Training Solutions staff

- Confirmation of the course being delivered
- The training and assessment procedures including method, format, and purpose of assessment
- Qualifications to be issued
- Access to Student handbook provided

Access and Equity

Ballistic Training Solutions is committed to practising fairness and equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location that may present a barrier to access or any other perceived difference in class or category. Ballistic Training Solutions ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Ballistic Training Solutions will address access and equity matters as a nominated part of operational duties.

If a student identifies with one (1) or more of the following priority groups, they may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require upskilling
- Long-term unemployed and disadvantaged jobseekers
- People from diverse cultural and ethnic backgrounds
- People who speak a language other than English

Ballistic Training Solutions has developed this quality management and operational framework to guide and inform all staff and students of their obligations regarding access and equity. Upon induction into Ballistic Training Solutions, all staff is provided with copies of the policies which they must adhere to throughout all their operations as a Ballistic Training Solutions staff member.

Students are made aware of the access and equity policy via the Ballistic Training Solutions student handbook and informed of their rights to receive access and equity support and to request further information.

Ballistic Training Solutions access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Ballistic Training Solutions entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Ballistic Training Solutions' Management for consultation.

POL06 – Access, Equity and Diversity Policy

Ballistic Training Solutions is committed to providing an enjoyable, satisfying, and sought-after work environment in which our human resource policies and practices promote equal employment opportunities which do not discriminate based on age, race, religion, sex, or disability. To achieve this; Ballistic Training Solutions will:

- Ensure that no third parties, be they potential employees, customers, subcontractors, suppliers, or members of the public are discriminated against on the grounds of race, ethnicity, religion, sex, disability, personal identity or age and that all third parties are afforded respect and dignity.
- Regularly review all relevant Company policies to ensure that individuals are selected, promoted, trained, and treated based on their relevant merits and abilities.
- Ensure that the attention of all those responsible for recruitment, selection, training, grievance, disciplinary or dismissal procedures are inducted into the access & equity principals underpinning this policy.
- Communicate with and educate all management, staff, and contractors in respect of their own responsibilities and the organisations commitment towards the promotion of equal opportunity and equality for all staff.
- Remove barriers to the achievement of genuine equal opportunities wherever they are found.
- Foster a safe and inclusive learning environment for VET students, staff, clients and the community.
- Fosters a culturally safe learning environment for First Nations people and diverse client groups represented in service provision to students, staff, clients and the community.

As managers and staff, we must recognize and respect the diversity of backgrounds, beliefs and experiences that exist within our workforce and community. By ensuring that our workplace policies and practices value the principles of equal opportunity, Ballistic Training Solutions will continue to remain 'a great place to work.'

Language, Literacy, Numeracy and Digital Literacy Assistance

Ballistic Training Solutions course information and learning materials contain written documentation and limited numerical calculations. Ballistic Training Solutions recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. When an issue is identified by Ballistic Training Solutions staff or requested by a student, a language, literacy, and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.
The assessing of LLND requirements will be conducted for all students enrolling with Ballistic Training Solutions through level entry LLND assessments in line with the level of AQF qualification or unit of competency. The outcome of the LLND Assessment will enable trainers and assessors to implement appropriate strategies to assist the students who need LLND assistance while maintaining confidentiality and fairness. All training staff have the required knowledge and skills to manage LLND issues.

Ballistic Training Solutions will endeavour to aid students having difficulty with language, literacy, or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Ballistic Training Solutions staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Language, Literacy, Numeracy and Digital Literacy - LLND

Language: Is the method of human communication, either spoken or written, consisting of the use of words in a structured and conventional way, including any nonverbal method of expression or communication such as a language of gesture and facial expression

Literacy: Is the capacity, confidence, and disposition to use language in all its forms. Literacy incorporates a range of modes of communication including music, movement, dance, storytelling, visual arts, media, and drama, as well as talking, listening, viewing, reading, and writing

Numeracy: Numeracy involves using some mathematics and to achieve some purpose using the numbers in a context.

Digital Literacy: Is a persons capacity to demonstrate competence of their digital comprehension and use digital tools as defined in the Australian Digital Capability Framework.

Student support policy

Ballistic Training Solutions will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. Ballistic Training Solutions will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set, or VET course as specified in training packages or VET accredited courses. Ballistic Training Solutions will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Ballistic Training Solutions staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Ballistic Training Solutions to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Ballistic Training Solutions who will provide discreet, personalised, and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services Ballistic Training Solutions can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. Ballistic Training Solutions staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures
Ballistic Training Solutions recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Ballistic Training Solutions respect these differences among Students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of Students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

Ballistic Training Solutions staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Ballistic Training Solutions can offer, they will be referred to an appropriate external agency.

Reasonable adjustment
Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise, comparability of standards will be compromised.

Trainer Assessor Contact Methods

Ballistic Training Solutions trainer and assessors are available via phone and email per details supplied at time of student enrolment or induction or introduction of new trainer.

Field assessment bookings and activities (where applicable) will be arranged with the student and/or the employer depending on the type of training and or assessment being undertaken.

General contact hours for trainer and assessors are identified between 9am and 5pm Weekdays however flexibility based on travel and field assessment and training activities should be incorporated.

It is suggested that the best method of contact with your trainer/assessor is via email in the first instance and further contact and discussion can be arranged from there as needed.

If you have not heard back from your trainer/assessor within 5 days students should escalate their request via emailing info@ballistic.edu.au where the matter can be escalated and followed up for action as a priority.

Training and Assessment Flexibility During Time of Change

Ballistic Training Solutions recognises the significant impact on students, business and industry in times of significant disruption and change such as a community Pandemic outbreak or restrictions on public movement and travel activities.

Ballistic Training Solutions adopts a supportive collaborative approach to ensuring that remote training and assessment services are available to students whilst ensuring legislative requirements and safety measures are maintained.

Where periods of social disruption occur Ballistic Training Solutions will work with students, industry and employers in tailoring the delivery and assessment strategies to ensure robust training and assessment strategies are maintained and update relevant training plan and delivery plan records accordingly.

This may involve the use of email and electronic learning tools and materials to assist in student engagement and activity whilst maintaining the integrity of training and assessment process.

Electronic Conferencing and Workshops

Electronic remote workshop, conferencing and calls maybe used as a strategy in such instances to reduce travel and face to face activities whilst maintaining the level of support and integrity of the training and assessment process.

The use of resources such as Zoom and Microsoft Teams may be utilised to support client service delivery and student support in the delivery of training, discussion and engagment or in undertaking assessment and validation activities.

Ballistic Training Solutions will provide students with access to electronic conferencing systems and tools as necessary to support and facilitate agreed training and assessment activities.

Students access to these resources will require that access to computer internet and are the responsibility of the student.

Incompatability of software, systems or student hardware are the responsibility of students and not supported by Ballistic Training Solutions support.

Where Ballistic Training Solutions utilises an electronic system or strategy (such as Zoom, MS Teams or an electronic learning management system) to support students there will be an induction and overview of systems tools and use requiremnts as part of the introduction to these activities.

Ballistic Training Solutions will ask attendees on such conferences to provide proof of their identity linked to the enrolment documentation to verify each individuals details prior to commencement.

When undertaking the submission of assessments via online or electronic means Ballistic Training Solutions will ascertain the identity of the individual through phone, video conference and/or the submission of video evidence from the student verifying their details and engagmenet in the course/topic.

Mail and emailing of Resources

Ballistic Training Solutions may also use email and general surface mail to send materials to students in such instances. Where possible materials will be sent well in advance of the scheduled training/assessment activity however delivery timeframes are outside Ballistic Training Solutions direct control.

Students may also send their assessments, materials and evidence (at their own cost) in for assessor review via registered post to support their study progression and feedback on current activities.

Students are encouraged to mail items via registered post only as lost postage items in transit are not something we are able to assist with and may mean the student has to re-do their work/assessments to re-submit.

Material Requests – Electronic

Materials being sent or received are covered by intellectual property and copyright legislation and are for use in the training and assessment delivery for the specific student only.

Materials requests will generally be arranged in coordination with your Trainer/Assessor based on progression and completion against the agreed student training plan.

Submitting Assessment Records and Authenticity

All students must complete an assessment declaration when lodging assessment materials through in person, electronic or postal methods.

Where records are submitted via post/electronic methods, the student needs to retain evidence of the lodgement correspondence (email) or postage via registered post to Ballistic Training Solutions.

Student Progress Reporting

Ballistic Training Solutions can provide students and employers (where authorised) with updates on training and assessment progression where this has been requested in writing.

To request a progress update, Students need to send an email from their enrolment registered email address to info@ballistic.edu.au requesting an update of their progress to date. A limit of one progress update per month is available AFTER 3 Months has expired from their commencement date.

Ballistic Training Solutions may provide intermittent feedback on student performance against training plan expectations where it is identified that there may need to be changes considered to achieve the required qualification outcomes.

APPRENTICESHIPS AND TRAINEESHIPS

Ballistic Training Solutions recognises that apprenticeships and traineeships are beneficial strategies for training and developing new and existing staff. Since much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

Full-time apprentices and trainees work and train full-time, usually from 36 to 38 hours a week. Part-time apprentices and trainees work and train no less than 15 hours per week, averaged over a four-week cycle.

School based apprenticeships/traineeships require the school's agreement and a work commitment of undertaking 375 hours (50 days) paid work per 12 months of nominal term, e.g., if the nominal term is 24 months full time, 750 hours (100 days) would be required to meet the minimum requirements. The school timetable will be impacted to allow for apprenticeship/traineeship work/training needs. All changes to school, attendance or work must be notified to the Department.

Traineeships vary in length from 12 months to three years, while apprenticeships are generally three to four years in length. The term of a part-time apprenticeship or traineeship is generally double that of the full-time term, completion is dependent upon when the apprentice or trainees has successfully gained all knowledge, skills and competencies required.

Training Plan
Ballistic Training Solutions will develop a training plan after consultation with the student and where applicable the Employer/Supervisor of all Trainees/Apprentices. This plan will be used for delivery of training and assessment in accordance with the qualification packing rules. The employer of an apprentice/trainee must therefore provide adequate facilities, range of work, supervision, and the on-the-job training for the agreed training plan with Ballistic Training Solutions.

The employer, trainee should regularly discuss the progression of the trainee through their competencies outlined in the training plan with the Trainer and Assessor to assist in ensuring that reasonable progress is occurring. If it is noted that that the trainee is not making reasonable progress under the training plan, this should be reported to Ballistic Training Solutions, or the assigned trainer.

If the employment arrangements do not comply with the Act, then Ballistic Training Solutions will not commit to the training plan and will advise the employer, the Australian Apprenticeship Support Network and the Queensland Department of Education and Training immediately.

Workplace Training Record Book (Logbook)

Ballistic Training Solutions will provide a training record book as a printed booklet, the employer has an obligation to provide the necessary training in the workplace (on-the-job/workplace tasks). The purpose of a training record is to record this training.

The training record will include signatures and dates for each unit of competency. The Employer's signature supports that the apprentice or trainee is competent in the workplace for the unit of competency to industry and company standards.

On the occasional instance that a workplace cannot offer the full range of work required for the qualification it is possible for the employer and SRTO to agree that a unit of competency can be undertaken either through a temporary transfer or, provided the training package permits, in a simulated environment that effectively mirrors the workplace requirements. In instances where the unit is simulated, the training record book will reflect this change of environment or workplace.

The apprentice's or trainee's signature supports that they agree they have the ability to competently perform the workplace tasks for the unit of competency.

Ballistic Training Solutions' Trainer's signature supports that formal training in the underpinning knowledge and skills has been completed.

Once the apprentice or trainee has acquired the underpinning knowledge and skills, and the employer is satisfied of the apprentice's or trainee's competence to industry and company standards (i.e., completed the on-the-job component/workplace tasks), Ballistic Training Solutions is responsible for making a decision on whether competency has been achieved by undertaking an assessment process.

Workplace Journals

Ballistic Training Solutions provide a Workplace Journal for students to complete, this is where a student's selected qualification meets their workplace. It is where Ballistic Training Solutions have taken key concepts and ideas from a unit of competency and help create connections between content and the student's everyday job role.

The Workplace Journal includes:

- Reflection – Completed at the start of and again at the end of the process, this is where the student is encouraged to really think about the content of the unit and how it will fit into the work/life after this program
- Supplementary Revision Questions – These questions focus on the link between the units' content and the workplace
- Third Party Report – This is where a supervisor or Manager uses their own experience and knowledge of industry standards to analyse the student's ability to apply the content of this unit to the current job role.
- Feedback – As a Training Organisation we value the feedback from our students and clients and see it as an integral part of our continuous improvement process
- Assessment Submission Declaration –This needs to be completed and signed when submitting the complete assessments

Student Discipline and Application

Ballistic Training Solutions makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training, and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

PROFESSIONAL BEHAVIOUR

Student Code of Conduct

Ballistic Training Solutions is committed to providing a fulfilling and rewarding learning experience that enables students to achieve their full potential. This commitment is underpinned by an expectation that all students will conduct themselves in a manner consistent with BTS values and guiding principles to maintain our strong commitment to relevant and realistic training.

All students at enrolment must sign this document and accept their shared responsibility for maintaining a safe, harmonious, and tolerant environment in which to study and work.

This Code sets out the BTS expectations of students with respect to their training and personal

conduct and outlines the BTS's responsibilities to students.

The codes primary objectives are:

- An obligation to act with integrity in academic work, to ensure that all training is conducted ethically and safely
- An obligation to observe standards of equity and respect in dealing with every single person
- An obligation to use and care for resources in a lawful and appropriate manner, and to not diminish BTS's reputation in the carrying out of training and other associated function activities and or related clients

PART A: Student Obligations & Responsibilities

In exercising their obligations, BTS students are expected to accept the following responsibilities:

Students have an obligation to inform themselves of the BTS's rules, policies & procedures

- Students must act in a safe manner, at all times and not compromise the health and wellbeing of themselves or others
- Students must take direction from their Trainer or any other BTS staff member in the event of an emergency or critical incident
- Students must ensure their contact details are up to date and that they regularly read the student notice board for information relating to BTS's activities
- Students are required to enter and exit the building at student Reception and 'sign-in' & 'sign out' for safety purposes.
- Students must not engage in academic or training misconduct
- Students must actively participate in the learning process
- Students are expected to attend scheduled classes, training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Students must ensure all fees and charges are paid in accordance with their terms of enrolment prior to the issuance of any Award or Statement of Attainment (except User Choice)
- Students are expected to behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student
- Students are expected to be familiar with the programs and resources available to assist them in conducting their studies and research appropriately
- Students must not behave in any way which impairs the reasonable freedom of other persons to pursue their studies, work, or research or to participate in the activities of the Institute

Equity and Respect

- Treat all BTS staff, other students, and visitors to BTS with courtesy, tolerance, and respect
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment
- Respect the rights of others to express views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others
- Not engage in behaviour that is unlawful, discriminatory, harassing, or bullying.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not behave in a way that disrupts or interferes with any formal or informal training activity, or any event conducted by BTS

Ballistic Training Solutions resources and reputation

- Use and care for all BTS's resources, such as buildings, equipment, grounds, information, and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all students
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, BTS's reputation or good standing
- Not engage in behaviour that is detrimental to BTS's property
- Not participate in any BTS training or assessment activity, while under the influence of alcohol, recreational drugs or prescription medication that affects the student's ability to operate equipment, machinery or complete tasks safely per legislative and manufacturer requirements.
- Not use, possess, or supply any prohibited drug (poisons), substance, or weapon (Unless the weapon is part of the curriculum and training assessment activity under the appropriate supervision and licencing requirements).

PART B: Ballistic Training Solutions Responsibilities

Ballistic Training Solutions acknowledges its obligations towards students and takes responsibility for:

- Provide quality training and assessment services in accordance with the Standards for Registered Training Organisations (RTOs) 2015
- the issuance of all AQF certification and documentation within required timelines, where the student successfully completes or withdraws from their course
- Provide a safe and healthy learning environment where the learning experiences will be challenging and stimulating.
- employing highly skilled trainers who can deliver current industry skills and practices
- ensuring that students are treated with respect and courtesy by BTS staff and fellow students, in an environment free from harassment including that based on gender, ethnicity, age, disability or background
- ensuring that each learner is fully informed about what is expected of them in each area of study
- the provision of fair, timely and useful feedback on a student's performance and progress
- encouraging students to have a say about the value, relevance and effectiveness of their academic programs and the teaching they experience.
- informing students about how their views are taken into consideration in enhancing the teaching and content of programs
- the provision of effective support from both academic and administration staff when needed.
- Provide quality training facilities, equipment, and resources necessary for the achievement of learning goals
- giving access to clear and direct administrative guidelines and procedures
- making available access to adequate procedures for dealing with grievances
- the provision of all legal entitlements, in terms of confidentiality, processing and access to personal files
- maintaining the rights of the student as a consumer

PART C: Student Code of Conduct & Academic Misconduct

Purpose

Ballistic Training Solutions Pty Ltd undertakes all project works within legislative requirements for each project ensuring compliance with Federal, State/Territory and local jurisdictional requirements are maintained.

Student conduct within legal requirements and demonstrating their progression in learning and application of skills is critical to ensuring student success post-qualification and ensuring the integrity of qualifications and associated skills are maintained.

Student Code of Conduct Policy

Ballistic Training Solutions' Student Code of Conduct policy is used in conjunction with Ballistic Training Solutions' other policies and procedures. Copies of Ballistic Training Solutions policy documents are available on request from the administration team.

Ballistic Training Solutions policies and practices are designed in such a way that the students develop positive social values, resulting in appropriate quality behaviour. The Student Code of Conduct policy is informed by a commitment to strong principles and ethics which serves to reinforce and further the Ballistic Training Solutions brand and reputation.

Ballistic Training Solutions aims to promote a sense of responsibility amongst its students and recognizes that mistakes will occur. Inappropriate behaviour is not tolerated but students must also be permitted to repair any harm caused by any such actions and they should have an opportunity for personal growth and be provided with strategies with which to deal with such situations in the future.

On the occasion that a student fails to meet Ballistic Training Solutions expectations, this will inevitably result in consequences. Typically, consequences may range in severity depending on the nature of the behaviour.

Ongoing and repeated behaviours that cause concern to Ballistic Training Solutions will have a cumulative effect on the level of consequence that will be given.

Where continued inappropriate behaviour occurs, suspensions or withdrawal may result.

Ballistic Training Solutions reserves the right to refuse entry, ask to leave or reject any person who behaves in a manner that breaches policy.

Ballistic Training Solutions will exercise its lawful right without prejudice to call authorities and pursue action should it be deemed necessary.

Academic Integrity Definition

Academic integrity involves all students acting with honesty, fairness, responsibility and trust in all student, workplace and assessment activities with a focus on professional support and positive learning. It is a requirement that all students agree to conduct themselves and their assessment activities within academic integrity requirements.

This means acting with integrity, submitting your own work and being responsible for your own progression.

Plagiarism Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Plagiarism Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Ballistic Training Solutions' CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Artificial Intelligence Definition

Artificial Intelligence (AI) and Generative Artificial Intelligence (GAI) tools are electronic tools that create a responsive answer to a question or series of questions from a variety of sources which can include referencing and text from such sources. Artificial Intelligence apps (such as Chat GPT) are generative in nature and not reflective of a student's knowledge, thought or skills which are being assessed.

Use of Artificial Intelligence Policy

Using Artificial Intelligence (AI) tools such as ChatGPT to assist in completing any type of assessment activity unless you are expressly permitted to do so in the assessment activity is considered academic misconduct.

You must not use any AI tool, including ChatGPT, to produce your assessable work for you. Using AI tools to derive and submit responses to assignment questions in place of your own work is a form of plagiarism.

Using AI tools to assist you with completing assessments when not permissible and/or without referencing would also constitute plagiarism. Your trainer/assessors use tools and techniques to

detect plagiarism and there can be serious consequences for academic misconduct. If in doubt, always ask your trainer/assessor.

Contract Cheating Definition

Contract cheating is where a student commissions or seeks to engage another party - either unpaid or paid - that is offering their services to produce academic work on the student's behalf.

Contract cheating may occur when a student seeks help with their assessment tasks through:

- an online company specializing in producing work for a fee for students
- an un-authorised editing service advertised via social media
- another student, family member or non-student who has offered to help

The work commissioned is most commonly in the form of essays or reports, but can also include all kinds of assessment work, including those involving workplace tasks or reports, fieldwork, field evidence or any other technical subject material.

All work submitted for assessment must be your own work. Any outsourced work submitted for assessment, whether paid or unpaid, is considered contract cheating.

Contract cheating is a serious form of academic misconduct. A student found to have outsourced their work may not only receive a fail for the assessment task but may have their enrolment reviewed or cancelled.

All staff, contractors and students are required to fully support and promote Ballistic Training Solutions Student Code of Conduct and Academic Misconduct Policy by complying with organisational standards and procedural controls.

Housekeeping

Personal details record keeping

It is the student's responsibility to keep BTS informed of their contact details. If, at any stage while you are enrolled, your personal contact details change, you are obliged to inform BTS. A Student Details Update Form is available from BTS Head Office (info@ballistic.edu.au) which should be completed as soon as practicable. This allows us to send any communication to you in an efficient manner.

Housekeeping Rules

You are expected to comply with the following conditions:

- NO smoking or Vaping is permitted in the building, including the toilets, balcony, stairways and any entrance or exits of the building.
- Mobile phones MUST be switched off in classrooms. When you need to be contacted, e.g., 'on call,' 'sick children,' phones need to be left at Reception where they will alert you as necessary
- No eating or drinking is allowed in the classrooms - water is the exception
- You are required to assume responsibility for your property e.g., bags, books, mobile phones, personal clothing items etc. Items should be clearly marked for easy identification. Ballistic Training Solutions accepts no responsibility for lost, damaged or stolen articles. This applies in all venues used for your program, both on and off-site
- PPE as prescribed must be worn at all times when in the practical training areas
- It is essential you 'sign in' and 'sign out' each day
- Please let your trainer know if you are leaving early via prior arrangement

COMPLAINTS AND APPEALS

Ballistic Training Solutions is committed to developing and maintaining a transparent, effective, timely, fair, and equitable complaints and appeals handling system, which is easily accessible to all complainants, where the focus is on positive outcomes with undue blame and investigation and minimal expense.

This policy applies to all complainants including current, prospective, and existing students undertaking study or training in courses offered by Ballistic Training Solutions including:

- Fee For Service students
- Students funded through state government funding programs
- Trainees under a contract of training. However, trainees under a contract of training will also need to seek advice from the relevant government department in their state about their rights and responsibilities.

This policy also applies to Industry representatives, employers, Ballistic Training Solutions staff, and any other stakeholder.

Definitions

A grievance can be defined as an individual's expression of dissatisfaction with any aspect of the services and activities provided by Ballistic Training Solutions, including both academic and non-academic matters such as, but not limited to:

Academic

- The quality of service/training provided
- Student progress, assessment, curriculum, awards in any VET course or unit of study
- Dissatisfaction with assessment process or result

Non-Academic

- The conduct of BTS and/or any of its staff
- issues such as the handling of personal information and access to personal records
- The enrolment, induction/orientation process.
- Grievances resulting from decisions made by Ballistic Training Solutions
- The way someone has been treated such as harassment, vilification, discrimination
- Issues with financial matters including fines, penalties, fees
- Exclusion from events and facilities
- The conduct of another learner

Informal grievance

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the Operations Manager. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

Formal grievance

A formal complaint is made by forwarding a signed written complaint to the Operations Manager of Ballistic Training Solutions.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the CEO) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing. Each party will have opportunity to formally present their case should they wish to do so.

Complainants can choose to utilise resources outside Ballistic Training Solutions to assist to resolve their complaint. Depending on the nature of the complaint this may include but is not limited to:

- Ballistic Training Solutions Independent Arbitrator
- The office of Fair-Trading Queensland
- Australian Council for Private Education and Training (ACPET)
- The Department of Employment, Small Business and Training for issues related to training provided through state government funding.
- The Queensland Training Ombudsman.
- The Australian Skills Quality Authority.
- Other complaint handling agencies.

In managing a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

Before an Issue Becomes a Formal Grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the trainer or staff member involved in the action(s) in order that the issue may be resolved quickly and effectively. There are also staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Operations Manager if required either in person or by phoning 1300 738 098.

Where the informal discussion has not found a suitable resolution, or the circumstances do not allow this a formal complaint may be lodged.

Assessment Appeal Process

- All students have the right to appeal should they not be satisfied with the assessment decision. This can be dealt with as follows:
- Approach your trainer /assessor informally to discuss your concerns
- If you are not satisfied or do not feel comfortable, a meeting can be arranged with the CEO
- The CEO will have the work re-assessed by an independent or impartial qualified trainer/assessor
- You will be notified of the outcome in writing within 20 working days from the date of the appeal
- Where the appeal is successful the results will be amended
- Where the appeal is not upheld the Operations Manager will advise the student in writing the opportunity for external mediation

You have the right to use the Formal Grievance process if preferred. A formal letter must be submitted within 20 working days of receiving the academic result.

Procedure

This procedure can be used by all complainants to submit a grievance of an academic or non-academic nature and at all times Ballistic Training Solutions will take steps to ensure that:

- The complainant and any respondent will not be victimised or discriminated against
- The complainant has an opportunity to formally present their case
- That each party to a grievance may be accompanied and assisted by a support person/third party at any relevant meeting
- The complainant will be provided with a written statement of the outcome of the complaint and of any appeals, including reasons for the outcome
- A full explanation in writing for decisions and actions taken as part of the process will be provided, if so, requested by the complainant or respondent
- The complainant is given appropriate access to records, whilst maintaining confidentiality

- Where the internal or external grievance handling or appeal process results in a decision that supports the complainant, Ballistic Training Solutions will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome
- There is no cost to the complainant to access this grievance procedure
- Costs of external appeals may apply
- Where BTS considers more than 60 calendar days may be required to process and finalise the complaint or appeal the complainant or appellant will be informed in writing with reasons why and kept updated with progress
- The complainant has the right to withdraw the complaint at any stage

Stage 1 – Formal Grievance

Formal grievances must be submitted in writing or using the Complaint and Appeals Form; and should be marked to the attention of the Operations Manager as follows:

Operations Manager
Ballistic Training Solutions
PO Box 7502
Sippy Downs Qld 4556

This form can be requested from Student Administration, or by emailing info@ballistic.edu.au

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within 5 working days of receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable. The Operations Manager, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask for a third party to accompany them.

The Operations Manager, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within 10 working days of receipt of the formal grievance. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Where the complainant is satisfied with the outcome the resolution will be implemented and the complaint/appeal closed.

Ballistic Training Solutions will review the complaint and a Continuous Improvement action raised for action where required.

Stage 2 – Internal Appeal

If a complainant is dissatisfied with the outcome of their formal grievance, they may lodge an appeal with the CEO (who is senior to the original decision maker) within 20 working days of receiving notification of the outcome of their formal grievance. The CEO will appoint an appropriate person or committee to consult with the complainant and other relevant parties within 10 working days of receipt of notification of appeal against formal grievance.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within 10 working days of hearing the internal appeal. The report will further advise the complainant of their right to the external appeals process if they are not satisfied with the outcome of their internal appeal.

Where the complainant is satisfied with the outcome the internal appeal, any resolution will be implemented, and the complaint/appeal closed.

Ballistic Training Solutions will review the complaint and a Continuous Improvement Notice raised for action where required.

Stage 3 – External Appeal

If the complainant is dissatisfied with the outcome of their appeal, they may lodge an external appeal to an independent Arbitrator appointed to conduct such an appeal within 20 working days of receiving notice of the outcome of their appeal.

Independent Arbitrator: Mr P. Scaysbrook – Independent Training Industry Specialist.

Complainants who wish to lodge an external appeal must complete and lodge the required external appeal form/documentation which is available by contacting the Independent Arbitrator. There are no costs involved to students for the external appeal process.

Once an application has been made; the Independent Arbitrator will advise Ballistic Training Solutions of the external review application made by the complainant. Both the Complainant and Ballistic Training Solutions will be requested to provide documents including student files and records in support of the application within 14 days of receipt of notification of external appeal. The Independent Arbitrator will then consider the documents and make a determination which will be sent to both parties.

Turnaround time for an appeal is 4-6 weeks of lodgement.

Ballistic Training Solutions agrees to be bound by the Independent Arbitrator's recommendations and the CEO will ensure that such recommendations are implemented within 30 days of receipt of the report from the Independent Arbitrator.

Where the complainant is satisfied with the outcome of the external appeal, the resolution will be implemented, and the complaint/appeal closed

Ballistic Training Solutions will review the complaint and a Continuous Improvement action raised for action where required.

Further Action

If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to Ballistic Training Solutions registering and governing body:

- Australian Skills Quality Authority (ASQA) and completing their online complaints form available at www.asqa.gov.au

At no time does this procedure replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this procedure limits the rights of individuals to take action under Australia's Consumer Protection Laws. Neither does this procedure circumscribe an individual's rights to pursue other legal remedies

Enrolment Status

Where a current student chooses to utilise this process, Ballistic Training Solutions ensure their enrolment status continues to be maintained whilst the grievance handling and appeals process is underway.

In the case of Traineeships and Apprenticeships or programs that are linked to a specific industry/employer or Government funding where that relationship or tenure ceases this also concludes the student training plan and agreement per standard cessation/cancelation process.

This excludes circumstances where the training agreement is withdrawn/cancelled as a result of academic misconduct/breaches of the student code of conduct where the training relationship ceases at the time of action.

Record Keeping

A written record of all grievances managed under this procedure and their outcomes shall be maintained for a period of at least 5 years to allow all parties to the grievance appropriate access to these records. These records will be maintained in accordance with VET Regulator requirements under the Ballistic Training Solutions Record Keeping Policy.

Procedural Fairness / Natural Justice

Natural justice principles will be used to ensure procedural fairness.

All parties will be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, the decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. In order to expedite the process, students shall not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, BTS shall not be held responsible for the consequences.

APPENDIX: GLOSSARY OF ACRONYMS

A

ACPET	Australian Council for Private Education and Training
AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skill Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement
BTS	Ballistic Training Solutions

C

CAL	The Copyright Agency Ltd
CEO	Chief Executive Officer
COAG	Council of Australian Governments
COAGISC	Council of Australian Governments Industry and Skills Council
CPA	Certified Practicing Account
CQI	Continuous Quality Improvement
CT	Credit Transfer
CV	Curriculum Vitae

D

DESBT	Department of Employment Small Business and Training
DTET	Department of Trade, Employment and Training

E

EFTPOS	Electronic Funds Transfer Point of Sale

G

GST	Goods, Services Tax

I

ISC	Industry Skills Council

J

JP	Justice of the Peace

M

MS Access	Microsoft Access
MS Excel	Microsoft Excel
MS Outlook	Microsoft Outlook

N

NCVER	National Centre for Vocational Education Research
NQC	National Quality Council
NRT	Nationally Recognised Training
NVR	National Vet Regulator
NGO	Non-Government Organisation

O

OHS	Occupational Health and Safety

P

PDF	Portable Document Format
PPE	Personal Protective Equipment

Q

QI	Quality Indicators

R

RTO	Registered Training Organisation

S

Standards	ASQA Standards for RTO Registration 2025
SWOT ANALYSIS	Strengths, Weaknesses, Opportunities and Threats Analysis

T

TAE40116	Certificate IV in Training and Assessment
TESTAMUR	Certificate of Merit or Proficiency

U

USI	Unique Student Identifier

V

VET	Vocational Education and Training

W

WHS	Work Health and Safety

TRAINEESHIP GENERAL INFORMATION FOR EMPLOYERS AND TRAINEES (FAQ)

The following information is provided as a general question-and-answer format on frequent questions relating to traineeship participation and completion under a Nationally Recognised Traineeship.

What is a Traineeship?

A traineeship is a government initiative involving subsidised training linking a Student with a Workplace with suitable work tasks and activities under the direction of a trained/qualified supervisor and Nationally Accredited Training with a Registered Training Organisation which provides the trainee with experience and a Nationally recognised Qualification.

Who is Eligible to complete a Traineeship?

Eligibility is determined by the availability of the training program being recognised as a registered Traineeship and the specific eligibility requirements of the individual student based on their previous training and qualifications.

How long is a Traineeship?

This depends on the student engagement in the program (Full-Time/Part-Time, School Based etc) and the level of the approved qualification being completed. The length of time approved for the traineeship is detailed in the contract.

What Fees are applicable to complete a Traineeship?

Depending on the individual student eligibility under the funding program being accessed there will be different charges applicable.

In the event that the student is not eligible for funding this can be negotiated as a Fee for service delivery with the RTO.

What other fees are applicable for eligible students to complete training?

Where a student is eligible under Certificate 3 Guarantee Funding the Student (or Employer) must pay the student contribution fee PRIOR to commencement.

Where a student is eligible under User Choice Funding the employer (or student) must be invoiced the User Choice unit fees per the Qld Government guidelines.

Trainees Responsibilities?

To participate in the traineeship and undertake reasonable instruction as part of their work responsibilities with their supervisor.

To complete the required knowledge and practical evidence requirements to demonstrate their competency for each unit throughout the traineeship.

To complete the workplace training record book throughout the traineeship detailing their experience in the workplace conducting tasks and activities under the direction of their approved Supervisor.

To take control of their progress and activities and be actively engaged in the completion of their traineeship.

Employers Responsibilities?

To provide a suitable safe workplace environment with a suitably experienced Supervisor to support trainees throughout the performance of their work activities linked to their agreed traineeship training plan.

To provide the student/staff member with suitable duties and exposure to learning opportunities as part of the conduct of their role and responsibilities in the traineeship under the direction of an approved supervisor.

To provide the RTO with details of the approved Supervisor and their qualifications and industry experience suitable to supervising and assisting students in their workplace responsibilities.

To provide one on one supervision support to trainees as part of their traineeship workplace activities.

To provide access to organisation systems, procedures, and strategies relevant to safe performance of tasks and activities relevant to the Trainees training plan and associated qualification.

Supervisors Responsibilities?

To provide workplace support supervision and assistance to trainees in undertaking workplace tasks and activities which are linked to the trainees training plan and progress.

To Supervise the trainee in the workplace in relation to their work tasks and safety.

To Provide support guidance and assistance to the Trainee throughout the progression of their Traineeship in the workplace.

To provide feedback to the Employer and RTO in relation to Trainees progression and activities performed as part of their employment in the Traineeship.

To review the Trainees progress and completion of the Trainee Workplace Training record book and ensure it is being completed by the trainee and is up to date with the current work tasks and activities being performed by the Trainee.

Trainer/Assessors Responsibilities?

To assist trainees in their understanding and application of their learning to achieve competency and undertake an assessment to determine the student's competency against the unit requirements.

To undertake assessment activities to determine the competency of the Trainee

Consultation and engagement with the Supervisor and Trainee on work task activities linked to traineeship activity requirements and their associated competency assessment.

Provide feedback to the Supervisor and RTO on student Progress and participation per the agreed training plan.

RTO Responsibilities?

To provide an approved training plan specific to the qualification, RTO offering, and the training plan requirements negotiated with the Employer and Student.

To provide a suitably qualified and industry experienced trainer assessor to undertake training and assessment under the qualification requirements and the agreed training plan.

To review the trainees progress against the approved training plan and provide updates on their performance to key stakeholders as appropriate (Employer / Department / Apprenticeship Centre etc)

Will there be "classroom" Training as part of the traineeship?

The delivery of a traineeship is a linkage of training to a workplace and supervised tasks and activities undertaken throughout the period of the traineeship. Generally, this is conducted over the duration of the traineeship in the workplace whilst undertaking work tasks and activities that relate to the unit of competency requirements as defined in the agreed training plan.

A trainer/Assessor will undertake site training and progress monitoring visits on at least a monthly basis to answer queries, assist in trainee understanding and review assessment activities with the trainee and supervisor in the field.

How is Competency Assessed?

The competency assessment is a process that reviews the trainee's knowledge and demonstrated competency applicable to the unit of competency as specified under the requirements for the unit of competency in the agreed training plan and qualification packaging requirements.

This will involve:

- Theory assessment
- Case study knowledge application assessment
- Workplace Project Activity
- Workplace or Field Assessment and observation
- Supervisor acknowledgement of the trainee's completion of required work tasks to the required level.

The nature of tasks and activities relate to the qualification and specific unit of competency requirements.

The workplace supervisor should be providing the trainee with exposure to real work scenarios and experience that link to the trainee's progression in their traineeship.

The Supervisor and the Trainer/Assessor will communicate on the trainee's progression and the scheduling of workplace observation activities linked to these tasks and competency assessment requirements.

Who do I communicate with if I have queries

This will depend on the nature of the query but as a general rule the workplace Supervisor should be the first point of contact in the workplace. The Supervisor/Employer for areas relating to the trainee's employment/role or work tasks. The Trainer/Assessor in relation to training and assessment progress and activity.

The RTO in relation to their progress and issuance of qualifications or feedback on training experience

What is the Role of the Apprenticeship Centre?

The apprenticeship Centre is responsible for the signup documentation related to the Traineeship contract which is the agreement between the Employer, The Trainee, and the RTO.

This will include a site visit and ongoing monitoring against agreed contact timeframes and qualification.

Who is DTET and What is their responsibility?

DTET is the Qld Department of Trade, Employment and Training who are responsible for the monitoring of traineeship and apprenticeship delivery under Certificate 3 Guarantee and User Choice Programs.

DTET will undertake monitoring and review visits to assess trainee progress and the quality of the traineeship process which will include site visits and review of Trainee Student Training Record Books.

How is a traineeship Cancelled?

In the event of a cancellation of traineeship there is a specific government notification form that needs to be completed by the Employer, signed by the Trainee and Signed and processed by the RTO to cancel the traineeship.

Can a traineeship be extended?

A Traineeship is agreed in the contract on a specific timeframe. If this timeframe is influenced by other factors this may be considered for an extension on an individual case by case basis. There is a specific form that the employer needs to complete in connection with the RTO and Trainee to request an extension.

Extensions are not automatically approved. The RTO needs to agree to the extension

If I leave employment, will I receive the qualification?

If you depart prior to the successful competency achievement of all units in the agreed training plan for the qualification you will be ineligible to receive the qualification. If you have successfully completed units of competency up to the point of your exit from the traineeship a Statement of Attainment will be issued for the units successfully completed.