STUDENT HANDBOOK 2026 I 2027

DOMESTIC STUDENTS

BARRINGTON COLLEGE AUSTRALIA

This handbook has been prepared as a resource to assist students in understanding their obligations and those of Barrington College Australia (BCA). Please carefully read through the information contained in this guide. This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or BCA policy may impact on the currency of information included. BCA reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by downloading the current version of this handbook. If you have any questions about the content in this handbook, please call us on 07 5562 5700 and one of our BCA staff members will be able to help. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Student Handbook.

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Welcome to Barrington College Australia

CEO's Welcome

Welcome!

Thank you for choosing Barrington College Australia to assist you to achieve your learning goals.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this STUDENT HANDBOOK. It contains information on your course and sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best educators and support services to ensure that your learning experience meets and exceeds your expectations.

To help maintain our high standards, please take time to read this information. You may wish to refer to the details in this document during your course, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Barrington College Australia.

Colleen Gauder

Founder and Chief Executive Officer

Introduction

Barrington College Australia is dedicated to providing a high standard of education to meet the personal and career objectives of participants. Our educators are industry experienced professionals committed to remaining up to date with industry skills and knowledge.

This guide will help you understand your rights and obligations as a student of Barrington College Australia. The information will assist you in making your enrolment decision, as well as providing you with valuable information to access during your time as a student with Barrington College Australia. You are encouraged to read it carefully ensuring you understand the requirements; Barrington College Australia staff are available to assist if you have any questions.

Barrington College Australia has the expertise and passion to provide the highest quality education for our students and empower graduates to become leaders in their chosen field. We strive to provide education where individuals gain the skills and knowledge to achieve their potential. Barrington College Australia offers the key tools to make studying relevant, current, and convenient – enhanced by a high level of support to help students graduate successfully.

Our dedicated team of educators is experienced, qualified, and in touch with current industry requirements and trends. All BCA trainers and assessors hold the qualifications, vocational competency, and currency required by the *2025 Standards for RTOs*, ensuring they have the skills and current industry knowledge to deliver your training effectively. They understand the needs of students and utilise innovative learning techniques to deliver the skills, knowledge and insights students need to achieve success in their own field. Educators are available to assist with studies and mentor students through the training program to complete their qualification.

Commitment to Student Success

At Barrington College Australia, everything we do is guided by our commitment to student success. We aim to provide every learner with the skills, knowledge, and support needed to achieve their goals - whether that is progressing in education, advancing a career, or developing new opportunities.

Our educators are industry professionals who bring current expertise, practical insights, and innovative teaching approaches into the classroom. We combine this with personalised support, flexible delivery, and a safe and inclusive learning environment, ensuring that all students are empowered to succeed.

This commitment is reflected in our Vision, Mission, Brand Promise, and Core Values, which define who we are as a college and how we work to deliver the best possible learning experience.

Our Vision

The provider of choice in vocational education services within the Asia Pacific region.

Our Mission

To provide world-class vocational education and leading-edge business solutions, through multi-level learning platforms, enabling the best learning experience.

Our Brand Promise

Our professional and experienced educators are committed to ensuring the best outcomes for students.
We provide flexible delivery modes and develop industry-accredited resources to meet the expectations of both students and employers.

Our Core Values

- **Integrity** - We conduct ourselves ethically, equitably, and for mutual benefit.
- **Mutual Respect and Diversity** - We promote diversity through our people, ideas, and culture, creating an inclusive environment.
- **Customer Service** - Through authentic, student-centred engagement and activities, we create a positive learning experience.
- **Accountability** - We take responsibility for our actions and conduct in the workplace.

Overview of Campuses

Our campuses are modern and vibrant, located in central Brisbane and the Gold Coast. Both campuses are easily accessible by public transport and in close proximity to amenities such as cafes, restaurants, recreational, gym and sporting facilities.

Barrington College Australia provides facilities and support services for its students, staff, and visitors. On-campus facilities include purpose-built commercial cookery kitchens, barista stations, training bars, a bistro, meeting rooms, a front office, housekeeping and concierge training areas. Classrooms are generously sized with readily available access to laptops or computers. Each campus contains various quiet areas to study outside of designated classroom hours. Students have access to a range of resources relating to their studies and to welfare and support materials.

About Our Courses

Course Information

Barrington College Australia offers a broad range of nationally recognised qualifications in Business, Hospitality and Culinary studies. These programs are designed to provide you with the knowledge, practical skills, and industry experience needed to achieve your career goals. With flexible delivery options including face-to-face, online or blended learning - you can choose a study pathway that best fits your lifestyle and commitments.

Business

- BSB10120 Certificate I in Workplace Skills
- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB40420 Certificate IV in Human Resource Management
- BSB40520 Certificate IV in Leadership & Management
- BSB40820 Certificate IV in Marketing & Communication
- BSB50120 Diploma of Business
- BSB50320 Diploma of Human Resource Management
- BSB50420 Diploma of Leadership & Management
- BSB50620 Diploma of Marketing & Communication
- BSB50820 Diploma of Project Management
- BSB80120 Graduate Diploma of Management (Learning)
- BSB80320 Graduate Diploma of Strategic Leadership

Hospitality & Event Management

- SIT20322 Certificate II in Hospitality
- SIT20421 Certificate II in Cookery
- SIT30622 Certificate III in Hospitality
- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50322 Diploma of Event Management
- SIT50422 Diploma of Hospitality Management (Sous Chef)
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management

Each qualification is made up of a combination of core and elective units of competency, as defined in the relevant training package or accredited course. Full course structures, including unit requirements and packaging rules, are available on request or via the College website.

Short Courses and Skill Sets

In addition to full qualifications, Barrington College Australia also offers Short Courses and Skill Sets. These focused, practical programs are designed to build specific skills and industry-relevant competencies. They are ideal for gaining essential workplace skills, meeting industry or certification requirements, complementing existing qualifications, or upskilling quickly for current or future employment.

- SITHFAB021 Provide Responsible Service of Alcohol (RSA)
- SITHGAM022 Provide Responsible Gambling Services (RSG)
- BSBSS00094 Cyber Security Awareness Skill Set
- SITSS00070 Hospitality Compliance Skill Set
- Barista Basics (Non-accredited)

For the most up-to-date information on our courses including delivery modes, duration, course structure, entry requirements, intake dates, applicable fees and potential job prospects, please visit the College's website at www.barringtoncollege.edu.au

Completion of a qualification does not guarantee employment or migration outcomes. Students are encouraged to seek independent advice regarding career pathways.

Competency-Based Training

Competency-Based Training (CBT) is a structured approach to vocational education that emphasises the demonstration of practical skills and knowledge aligned with industry standards. Commonly used within the VET sector, CBT is designed to develop job-ready capabilities by assessing a learner's ability to perform tasks to the level expected in the workplace.

Qualifications delivered through CBT are comprised of Units of Competency, each of which outlines the specific skills and knowledge required for effective workplace performance. Assessment is conducted against clearly defined outcomes for each unit, ensuring that learners are competent in all aspects of their vocational area before a qualification is awarded.

Training & Assessment Overview

Training at Barrington College Australia is designed to provide students with the knowledge and practical skills required for workplace performance. Delivery may include face-to-face classes, practical training sessions, online learning activities, and structured self-directed study.

Students should expect to undertake a combination of structured training and self-directed study. The volume of learning required will vary by qualification level and individual experience. As a general guide, students should expect to invest time in both scheduled training sessions and additional independent study outside of class hours. Specific course duration, scheduled hours, and expected study commitments are outlined in your Letter of Offer and on the BCA website. If you

have questions about the time commitment required for your course, speak with Student Services before enrolling.

Assessment is competency-based and designed to determine whether a student can demonstrate the skills and knowledge required for each unit of competency. Assessment methods may include:

- Written tasks and knowledge questions
- Practical observations and roleplays
- Projects, portfolios, case studies and scenarios
- Workplace-based assessments (where applicable).

Students will be provided with clear instructions, assessment requirements, and due dates for each unit. Students are encouraged to seek clarification from their trainer if they are unsure about any assessment requirements.

Assessment may involve collecting audio, photographic or video evidence of a student's skills and knowledge. The trainer will explain any recording requirements before the assessment.

If a student is assessed as Not Yet Competent (NYC), they will be provided with feedback and may be given further opportunities to demonstrate competency in accordance with BCA's Assessment Policy.

Contact Information

It is essential that Barrington College Australia has your current contact information. This includes your residential address, phone number, personal email address, and details of a nominated emergency contact.

Keeping your contact details up to date ensures that the College can:

- provide you with important information about your course, fees, timetables, and assessments,
- contact you quickly in the event of an emergency, and
- ensure there are no delays in issuing results, certificates, or other important documentation.

If your details change during your enrolment, you must notify Student Services immediately. This includes changes to your own contact information or to your nominated emergency contact. Failure to maintain current details may result in missed communications about your course, delays in processing, or difficulties in contacting you in urgent situations.

Award

To be awarded the full qualification, students must successfully complete and be deemed competent in all required units. Where a course is only partially completed, a Statement of Attainment will be issued for the units in which competency has been achieved.

Pre-Enrolment Information

Before you make the important decision to study at Barrington College Australia, it is essential that you have clear, accurate, and up-to-date information about your course and your obligations. Providing this information ensures you can make an informed choice about your education.

This includes access to the following information:

- Course structure, units of competency, and duration
- Delivery modes and study expectations
- Entry requirements and LLND assessment requirements
- Assessment methods and outcomes
- Fees, payment arrangements, and refund conditions
- Available support services
- Work placement requirements (where applicable)
- Student rights and obligations.

Entry Requirements

Each course at Barrington College Australia has specific entry requirements to ensure students are prepared and supported to succeed in their studies. These requirements may include a minimum level of school education, participation in a Language, Literacy, Numeracy and Digital (LLND) skills review, and in some cases, relevant work experience or prerequisite qualifications.

For school-based learners, endorsement from the student's school is also required to confirm suitability for study in addition to secondary education. Mature-age students may be assessed on prior learning, work history, and other evidence of capability.

Entry requirements are in place to make sure that students commence their studies with the appropriate foundation of skills and knowledge, and to identify any support services or reasonable adjustments that may be needed.

If BCA determines that a course is not suitable for a student based on the information provided, the student will be advised and may be guided toward a more appropriate pathway.

For specific entry requirements to each course, visit the Barrington College Australia Website.

Language, Literacy, Numeracy and Digital (LLND) Support

The *2025 Standards for RTOs* require all RTOs to assess and support each student's Language, Literacy, Numeracy, and Digital (LLND) skill needs prior to and throughout their enrolment. This ensures that every student has a genuine opportunity to succeed, regardless of their starting point.

As part of the enrolment process, all applicants are required to complete an LLND assessment. The results are used to identify any support needs and to ensure that the student has the foundation skills required to undertake their chosen course. This process is not a “pass or fail” test - it is a tool to understand how BCA can best support you.

Where LLND needs are identified, BCA will:

- Discuss identified needs with the student prior to or at enrolment,
- Incorporate appropriate support strategies into the student’s learning plan,
- Provide reasonable adjustments to assessment and delivery where appropriate, and
- Refer students to specialist LLND support services where required.

If you are experiencing difficulty with reading, writing, numeracy, or using digital platforms during your studies, please speak with your trainer or Student Services as early as possible. All support is provided confidentially and without judgement.

Where LLND assessment results indicate that a student does not currently have the required foundation skills to successfully undertake the course, BCA will discuss suitable options with the student. This may include additional support, referral to external services, or guidance toward a more suitable course pathway.

Work Placement

Work Placement is a critical component of competency-based assessment and is designed to provide Hospitality / Cookery students with the practical skills and industry experience necessary to successfully complete their course.

In the hospitality sector, work requirements are expressed as service periods, occasions or hours in a commercial establishment.

Students participating in the following are required to undertake work placement:

- SIT20322 Certificate II in Hospitality - 12 service shifts
- SIT20421 Certificate II in Cookery - 12 service shifts
- SIT30622 Certificate III in Hospitality - 36 service shifts
- SIT30821 Certificate III in Commercial Cookery - 48 service shifts
- SIT40521 Certificate IV in Kitchen Management - 12 service shifts
- SIT50422 Diploma of Hospitality Management - 36 service shifts
- SIT60322 Advanced Diploma of Hospitality Management - 48 service shifts.

Students are required to complete a number of service periods/occasions in an operating environment so that they can gain experience in the industry performing real tasks with real customers.

A service period is a minimum of four hours in duration.

Students may choose to organise their own placement, subject to approval by Barrington College Australia, or request assistance from the College to secure a placement through our established industry partners.

All placements must be approved by the College to ensure the workplace is appropriate, safe, and provides adequate supervision. BCA maintains public liability and personal accident insurance for students undertaking approved placements. While on placement, students are required to follow the host employer's workplace policies and procedures, including all health and safety requirements.

Course Credit Recognition

Barrington College Australia provides students with opportunities to have their prior learning and achievements formally recognised. This process is known as **course credit recognition** and may occur through **Recognition of Prior Learning (RPL)** or **Credit Transfer (CT)**. These options ensure students are not required to repeat learning where they have already demonstrated competence, allowing them to progress more efficiently through their studies.

Where RPL or CT is granted, the student's course schedule may be reduced. Any reduction in the course duration will be formally recorded in the student's file.

Recognition of Prior Learning (RPL)

Students who believe they already hold some of the competencies required for their chosen course may apply for **Recognition of Prior Learning (RPL)**.

To be eligible, applicants must provide evidence that they currently possess the skills and knowledge to meet the requirements of the relevant unit(s) of competency. Evidence may include:

- Formal qualifications,
- Previous study,
- Work experience,
- Industry training, or
- Other relevant life experience.

Applications for RPL must be submitted at the time of enrolment. Supporting documentation may include Statements of Attainment, Records of Results, graduation statements, résumés, or other verified evidence of competency.

Credit Transfer (CT)

Barrington College Australia recognises qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) within Australia. Through **Credit Transfer (CT)**, students may be granted credit towards specific units within their course, or to satisfy entry requirements, where equivalent competency outcomes have already been achieved.

Applications for CT must also be submitted at the time of enrolment and indicated on the Enrolment Form. Students must provide appropriate supporting documentation, such as Statements of Attainment or Records of Results, for assessment.

Where CT is approved, it will be documented in the student's file, and applicants will be formally advised of the outcome in writing.

Fees and Refund Information

Barrington College Australia is committed to ensuring that all students are treated fairly and with transparency in relation to tuition fees and refund arrangements.

Fees

Barrington College Australia will not require students to prepay more than $1,500 for a single vocational course prior to the commencement of training. This requirement applies to fees paid by or on behalf of an individual student. Commercial arrangements with employers or other organisations are managed under separate contractual agreements.

The balance of the course fee is to be paid after course commencement in accordance with the agreed payment plan, as outlined in the Letter of Offer.

Individual payment plans may be available on application to suit a student's circumstances. Application for payment plans must be applied for and approved at the enrolment stage. Students on a payment plan will have this formally arranged via an electronic payment platform called Ignition. Students MUST provide Australian bank details to arrange automatic payments to be deducted from their account. The payment schedule is determined by the duration of the course. Full terms and conditions of the payment plan including non-payment and provider default will be clearly outlined to the student before acceptance.

Failure to make payments in accordance with the agreed payment plan may result in suspended access to the Learner Management System and / or cancellation of enrolment. An administration fee will be incurred for each late payment. BCA will make reasonable attempts to contact and support students prior to taking such action.

Barrington College Australia reserves the right to withhold certification to students where fee payments are in arrears / outstanding.

Barrington College Australia charges a $250 non-refundable enrolment fee. See *BCA Refund Policy* for further information.

Additional Fees

Enrolment

- Enrolment Fee: $250 (Domestic) $300 (Non-student visa holders - e.g. students enrolled through a school on a visa other than a Student Visa subclass 500)
- Payment Plan Fee: $100

Miscellaneous

- RPL Assessment Fee: $750 per unit of competency
- Resubmission Fee for each cookery practical marked absent: $250

- Resubmission Fee for each theory assessment/task when the response is deemed unsatisfactory on the 3rd attempt: $150
- Replacement Certification Fee (if lost or damaged): $85
- Replacement Student ID Card (if lost or damaged): $20
- Extension Fee (subject to approval and where a minimum of 80% of the course units have been successfully completed and a satisfactory attendance and engagement record): $150 per week (or thereof)
- Re-take a unit of competency if it is deemed unsatisfactory or not completed within the original course timeframe: $650 per unit
- Academic Misconduct & Assessment Resubmission Fee: $250 per assessment (Plagiarism, Fraud, Cheating, Collusion)
- Re-Enrolment Fee: $250
- Late Payment Administration Fee: $50 for each late payment
- Class / Course Transfer Fee: Fee may apply where a student requests to transfer to a different class or course. The applicable fee will be determined on a case-by-case basis and may include the difference in course fees (if applicable) and administrative processing costs. All fees will be advised and agreed to prior to the transfer being processed.

Student Obligations

As a student of Barrington College Australia, you are expected to meet certain obligations to ensure the integrity of your enrolment and the quality of your learning experience.

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must hold a valid **USI**, in accordance with the *Student Identifiers Act 2014*. Your USI is a government-issued reference number that creates a secure record of your vocational education and training outcomes across various education providers. This system ensures that your training achievements are stored securely and are accessible throughout your education and career.

A verified USI must be supplied at the time of enrolment. Barrington College Australia is prohibited from issuing any qualification or Statement of Attainment without a valid USI.

To obtain a USI, students should visit the Australian Government Unique Student Identifier website

Learner Unique Identifier (LUI)

For school-based learners in Queensland, a Learner Unique Identifier (LUI) is also required. This number is issued by the Queensland Curriculum and Assessment Authority (QCAA) and is linked to your Queensland Certificate of Education (QCE) learning account.

The LUI ensures that your vocational education and training results achieved with Barrington College Australia are recorded alongside your school results and recognised toward your QCE. This allows for seamless reporting between your school and the College and guarantees that your achievements are counted toward your secondary education pathway.

Students enrolling through their school will need to provide their LUI during the enrolment process. If you do not know your LUI, it can be obtained from your school's administration office or directly from the QCAA. If you are a school-based learner from outside Queensland, an equivalent identifier may be required by your state or territory authority. Please contact BCA Student Services for guidance on the requirements that apply to your location.

Marketing and Advertising

Barrington College Australia is committed to ensuring that all marketing and advertising practices are accurate, transparent, and compliant with the *2025 Standards for RTOs*. This means that any information you see about our courses whether on our website, in brochures, or through third parties is designed to give you clear and truthful details to support informed decision-making.

We guarantee that all course information provided:

- Clearly identifies the course code, title, and duration as published on the national register
- Accurately describes delivery modes, entry requirements, and support services
- Distinguishes nationally recognised training from any non-accredited programs
- Does not make false, misleading, or exaggerated claims about outcomes, pathways, or fees, and
- Identifies when a third party is involved in recruitment or delivery.

These commitments ensure that you can trust the information you receive about Barrington College Australia and make decisions about your education with confidence.

Third-Party Arrangements

Barrington College Australia may enter into formal agreements with approved third-party organisations for the delivery of training and/or assessment services. All such arrangements are governed by legally binding contracts that ensure full compliance with the *2025 Standards for RTOs*.

Where a third-party arrangement is in place, students will be advised prior to enrolment. This disclosure will include the identity of the third-party provider, the specific services being delivered on behalf of Barrington College Australia, and the support services available to students.

Notwithstanding the involvement of a third party, Barrington College Australia retains full responsibility for the quality of training and assessment, compliance with all regulatory requirements, and the issuance of nationally recognised qualifications. Students can be assured that their rights and protections remain unaffected by the use of third-party arrangements.

Enrolment and Orientation

Enrolment Procedure

Step 1. Complete the Domestic Enrolment Form and LLND located on the Barrington College Australia website.

Step 2. The Student Services team will assess the application based on our admissions criteria, which include course suitability, entry requirements, previous studies, work experience, personal details, prerequisites, and course availability.

Step 3. Successful applicants will be issued a Letter of Offer.

Step 4. To accept the offer to study at Barrington College Australia, you must sign the Letter of Offer and pay the required amount as indicated on the Letter of Offer, in addition to the provision and acceptance of other requested documentation. The Letter of Offer is a binding agreement that sets out the terms of your enrolment, including course fees, payment obligations, and key conditions. You should read it carefully before signing and contact Student Services if you have any questions.

Step 5. The College will then process and confirm enrolment including orientation information via email.

Student Orientation

All new students at Barrington College Australia are required to attend an orientation session before commencing their studies. Orientation is conducted by your trainers and is designed to help you settle in, understand what is expected of you, and prepare for a successful learning journey.

During orientation, you will be introduced to:

- The Learning Management System (Cloud Assess), including how to access resources, assessments, and communication tools
- The course outline, including units, structure, and key dates
- Student expectations, including attendance, participation, and assessment requirements
- Available support services and how to access them
- Campus facilities, resources, and health and safety procedures (where applicable).

Orientation also provides an opportunity to meet your trainers and classmates, ask questions, and ensure you are fully prepared to begin your course with confidence.

Governance, Compliance and Student Rights

This section outlines how Barrington College Australia operates within the Australian vocational education and training (VET) framework, and how this supports your rights as a student.

As a Registered Training Organisation (RTO), BCA is required to comply with national legislation, regulatory standards, and quality frameworks that ensure training is delivered ethically, safely, and to a high standard.

These requirements are designed to:

- Protect students and ensure fair treatment
- Ensure training and assessment meet industry expectations
- Provide transparency in all aspects of enrolment and study
- Support continuous improvement in education and student outcomes

Understanding this framework will help you make informed decisions about your training and understand your rights and responsibilities throughout your enrolment.

Overview of ASQA regulation and the 2025 Standards

Barrington College Australia is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). We are required to comply with the *2025 Standards for RTOs*, which set the benchmark for quality and accountability in vocational education and training. These standards ensure that our courses are nationally recognised, industry-relevant, and delivered in a way that protects student interests. Compliance with these standards is central to how we design, deliver, and review training, ensuring you receive a high-quality learning experience that meets national expectations.

Consumer protection rights for domestic students

As a domestic student, you are protected by both the 2025 *Standards for RTOs* and *Australian Consumer Law*. This means you have the right to clear, accurate, and transparent information before you enrol; fair and reasonable terms in all agreements; and access to redress through complaints and appeals processes. We will never mislead you about fees, course outcomes, or your obligations. Your Letter of Offer and this handbook outline your rights and our responsibilities, ensuring you are fully informed and supported throughout your studies.

Student Rights

As a student of Barrington College Australia, you have the right to:

- Receive training and assessment that meets national standards
- Be treated fairly, respectfully, and without discrimination
- Access support services appropriate to your needs

- Have your personal information protected in accordance with privacy laws
- Make a complaint or appeal without fear of disadvantage.

These rights are supported by the 2025 Standards for RTOs, the Disability Discrimination Act 1992 (Cth), and the Anti-Discrimination Act 1991 (Qld).

Privacy, confidentiality, and data management

Your personal information is collected, stored, and managed in line with the *Privacy Act 1988 (Cth)* and the *Student Identifiers Act 2014*. We are committed to protecting your privacy and ensuring that your records are secure, accurate, and only accessed by authorised staff. You have the right to view and request corrections to your personal records at any time. Information is only shared with third parties (such as government bodies or regulators) when legally required or with your written consent. Our approach ensures your data remains confidential while supporting compliance with national reporting obligations such as AVETMISS and USI.

Students with a disability, injury, or other circumstance that may affect their ability to undertake assessment are entitled to reasonable adjustment. BCA will modify how training is delivered or how assessment is conducted to give you a fair and equal opportunity to succeed. For full details of the support available, see the **Student Support and Wellbeing** section of this handbook.

Transition, Teach-Out and Course Discontinuation

From time to time, training packages and qualifications are updated or superseded by the relevant industry or government authority. Where this occurs, BCA has an obligation under the *2025 Standards for RTOs* to manage the transition of affected students in a manner that protects their interests and minimises disruption to their studies.

Where a qualification you are enrolled in is superseded, BCA will notify you in writing and advise you of your options. These may include transitioning to the updated qualification (with credit for units already completed), continuing under the existing qualification within any applicable teach-out period, or receiving a Statement of Attainment for units already completed.

BCA will not enrol new students into a superseded qualification beyond the transition date specified on the national register (training.gov.au). All teach-out arrangements will be managed to ensure no student is disadvantaged. If you have any questions about the currency of your qualification, please contact Student Services.

Issuance of Qualifications and Statements of Attainment

Barrington College Australia will issue AQF certification documentation to students who have been assessed as meeting the requirements of their qualification or unit(s) of competency. This is a mandatory obligation under the *2025 Standards for RTOs*, and the *Australian Qualifications Framework (AQF)*.

Certification will be issued within 30 calendar days of a student being assessed as competent in all required units, provided all fees have been paid and a verified USI is on file. Where a student does

not complete the full qualification, a Statement of Attainment will be issued for any units of competency in which they have been deemed competent.

All AQF certification documentation issued by BCA will include the training package or accredited course title and code, the name of the qualification or unit(s) of competency, the student's full legal name, the date of issue, and BCA's RTO name and code. Qualifications and Statements of Attainment will be recorded against your USI on the national register.

BCA reserves the right to withhold certification where fees remain outstanding. Replacement certification may be requested for a fee of $85 (see Additional Fees).

Student Support and Wellbeing

Barrington College Australia is committed to providing a high standard of service to all students, ensuring that you have access to the support, resources, and guidance necessary to achieve success in your studies.

Attendance and Participation

Consistent attendance and active participation are key to getting the most out of your studies at Barrington College. By engaging in classes, workshops, and assessments, you build your knowledge, develop practical skills, and contribute positively to the learning environment. Regular participation also supports collaboration and group learning, which benefits all students.

Missing classes or not actively participating can affect your progress, your ability to meet course requirements, and, in some cases, your continuation in the course. Attending and contributing consistently demonstrates your commitment and supports steady progress toward your study and career goals.

Students are expected to attend all scheduled sessions and actively engage in training and assessment activities. Ongoing non-attendance or lack of participation may result in the student being identified as at risk and may lead to support interventions or further action in line with BCA policies.

Attendance requirements may vary depending on the course and delivery mode. Any specific expectations will be clearly communicated to you at the commencement of your course.

Reasonable Adjustment

BCA is committed to ensuring that students with a disability, injury, or other circumstance that may affect their ability to demonstrate competency have the opportunity to do so on equal terms. This obligation arises under the *Disability Discrimination Act 1992 (Cth)*, the *Anti-Discrimination Act 1991 (Qld)*, and the *2025 Standards for RTOs*.

A reasonable adjustment is a modification to the way training is delivered or how assessment is conducted, to accommodate a student's individual needs. Reasonable adjustments must not compromise the integrity of the assessment or the competency standard being assessed.

Examples of reasonable adjustments may include:

- Additional time to complete assessments
- Alternative assessment formats (e.g. verbal response instead of written)
- Modified physical arrangements or assistive technology, and
- Access to a support person during assessment activities.

Students who require a reasonable adjustment should notify Student Services at the time of enrolment or as soon as the need arises. Requests will be considered on a case-by-case basis in consultation with the relevant trainer and, where necessary, supporting documentation may be requested (e.g. a medical certificate or letter from a treating health professional).

Communication with Educators

Students may contact their trainer or assessor via email or office phone during business hours. While educators balance teaching, assessment, and student support responsibilities, every effort is made to respond to queries promptly.

- Assessment feedback will be provided within ten (10) working days
- General enquiries (emails, phone calls, and messages) will be responded to within two (2) working days.

Academic and Learning Support

BCA recognises that learners may need additional assistance to meet course requirements. Support needs are identified through the enrolment process, LLND testing, and ongoing monitoring of student progress. Based on this, appropriate strategies are put in place to ensure students are supported equitably. Services may include:

- One-to-one support sessions with trainers and assessors
- Targeted classes or workshops (e.g. study skills, Business English, holiday revision)
- Additional learning resources and materials
- Study groups and peer collaboration opportunities, and
- Referral to external services when required.

Wellbeing and Personal Support

BCA understands that student success is closely linked to overall wellbeing. We recognise that challenges, whether personal, academic, cultural, social, or financial-can affect your ability to fully engage in your studies. That is why we are committed to supporting you as a whole person, not just as a student.

If you are experiencing personal or academic difficulties, please speak with your trainer or a member of staff as early as possible. Our team will work with you to identify your needs and provide access to a range of supports, which may include:

- **Wellbeing services**, such as stress management strategies, study skills guidance, and time management support
- **Confidential counselling referrals** for emotional, mental health or personal matters.
- **Community-based services**, including health professionals, legal advice, housing support, or financial counselling
- **Equity and inclusion support**, such as reasonable adjustments for disability, gender identity, or cultural needs
- **Academic assistance**, including one-on-one sessions, extra tutorials, or digital literacy help.

We encourage you to reach out without hesitation, seeking help is a sign of strength, not weakness. All requests for support are treated with confidentiality, respect and cultural sensitivity.

Student Feedback

BCA is committed to continuously improving the quality of training, assessment, and student support through regular collection and review of student feedback. Students will be invited to provide feedback through end-of-course surveys, mid-course check-ins, and other channels throughout their enrolment. All feedback is reviewed by management, and where issues or patterns are identified, actions are taken to improve the student experience. You are encouraged to share your views openly - your feedback contributes directly to BCA's continuous improvement processes.

External Support Services

Mental Health

- Beyond Blue Ph: 1300 224 636
- Kids Helpline Ph: 1800 551 800
- The Butterfly Foundation Ph: 1800 334 673

Personal or family crisis:

- Relationships Australia Ph: 1300 634 277
- Lifeline Ph: 13 11 14
- Headspace Ph: 1800 650 890
- MensLine Ph:1300 789 978
- 1800Respect Ph: 1800 737732

Drug, alcohol, and other types of addiction:

- National Alcohol and Other Drug Hotline Ph: 1800 250 015

- Alcoholics Anonymous Ph: 1300 222 222

Diversity, Equity and Inclusion

Barrington College Australia is dedicated to creating a safe, respectful and inclusive learning environment where every student feels welcome and supported. We celebrate diversity in all its forms and actively promote equity, gender equality, cultural safety and LGBTQIA+ inclusivity.

We recognise that our students come from many different backgrounds and experiences, including First Nations peoples, people with disability, culturally and linguistically diverse learners, LGBTQIA+ students, and women entering non-traditional fields of study. We are committed to ensuring that our enrolment practices, course delivery, assessment processes and wellbeing services are accessible, inclusive, and free from discrimination, racism, sexism, homophobia, transphobia or harassment.

Our staff are trained and encouraged to use inclusive teaching approaches, adapt to the needs of diverse learners, and build cultural awareness. We also work closely with communities and students to ensure that our programs reflect and respect the voices and experiences of those we serve.

As a student, you can expect:

- A learning environment that upholds respect, fairness and equity for all
- Inclusive practices across enrolment, communication, learning and assessment
- Flexibility and understanding to support cultural, accessibility and wellbeing needs
- Access to a range of student support services to help you succeed
- A clear and fair process for reporting and addressing discrimination, harassment or violence, with zero tolerance for such behaviour.

At Barrington College Australia, we believe diversity strengthens our community and enriches the learning experience for everyone.

Child Safety and Wellbeing

Barrington College Australia (BCA) is committed to keeping every student under 18 years of age safe, respected, and supported. The safety, rights, and wellbeing of children and young people are at the heart of every decision we make.

BCA has zero tolerance for child abuse, harm, grooming, or any form of inappropriate conduct towards a child. We take all concerns seriously and act on them immediately.

This section explains what you can expect from BCA, your rights as a student under 18, and how you, your family, or your school can raise a concern at any time. Full details are set out in the *BCA Child Safety and Wellbeing Policy*.

Your Right to be Safe

If you are a student under 18 enrolled with BCA - whether you study on campus, online, or through a VET in Schools program at your high school - you have the right to:

- Feel safe and respected in every BCA learning environment
- Be treated fairly and without discrimination, regardless of your age, background, identity, culture, ability, gender, or sexuality
- Have your voice heard and your concerns taken seriously
- Ask questions, raise concerns, and make a complaint without anyone treating you unfairly because you spoke up
- Receive support from a trusted adult, support person, or interpreter if you need one
- Have your privacy protected, and
- Be told, in a way you understand, what will happen if you raise a concern.

Raising a concern in good faith will never result in any negative consequence for you.

What You Can Expect from BCA Staff

All BCA trainers, assessors, contractors, volunteers, and any third party working with our students must follow the *BCA Staff Code of Conduct*. This sets clear, professional standards for how staff behave around students under 18, and it applies on campus, at school sites, online, and during any BCA activity.

You can expect every BCA staff member to:

- Hold a current and valid Blue Card (Working with Children Check) before they begin working with students under 18 - BCA enforces a strict “No Card, No Start” rule
- Complete child safety training, including the National Principles for Child Safe Organisations Program, before working with students
- Treat you with respect, dignity, and cultural sensitivity at all times
- Only contact you through approved BCA systems, such as the official learning management system (LMS) or BCA email - never through personal social media, personal email, or personal mobile
- Communicate with you for clear, professional, and educational reasons during business hours
- Avoid being alone with you in a non-visible space, and follow clear supervision protocols at all times

- Only photograph or record you with prior written consent from your parent or guardian
- Never transport you alone (other than in a documented emergency, where parents are notified as soon as possible), and
- Report any concern about your safety or wellbeing to BCA senior management immediately.

If a staff member, contractor, volunteer, or any other adult connected with BCA behaves in a way that does not match these standards, you, your parent or guardian, or your school can raise it as a child safety concern. The process is set out below.

Cultural Safety

BCA is committed to providing a culturally safe environment for every student, and especially for Aboriginal and Torres Strait Islander students. Cultural safety means more than being welcomed - it means your identity, history, language, and rights are respected and protected, and that you experience BCA as a place where you are not subjected to racism, discrimination, or culturally unsafe behaviour.

If you experience, witness, or are affected by racism, cultural exclusion, or any conduct that makes you feel culturally unsafe, this is treated as a child safety concern at BCA and managed under the same process as any other safety concern. Aboriginal and Torres Strait Islander students can also be referred to BCA's Indigenous Student Support Officers (ISSOs) for additional, culturally appropriate support - please contact Student Services or the State Operations Manager.

If Something Doesn't Feel Right - How to Raise a Concern

If something has happened or is happening that makes you feel unsafe, uncomfortable, or worried - about yourself or about another student - please tell someone at BCA straight away. You do not need to be sure that something is wrong, and you do not need to have all the details. If you are worried, that is enough.

You can raise a child safety concern in any of the following ways:

- **Speak to any BCA staff member** you trust - including your trainer, assessor, or any administrative staff. They will pass it on to BCA senior management on the same day
- **Contact BCA senior management directly** by phone or email. Contact details are below and on the BCA website
- **Ask a trusted person** - a parent, guardian, school staff member, support person, or family member - to raise the concern on your behalf
- **Write it down** if it is easier than speaking - by email, letter, or in any format that works for you

- **Contact an external authority** (such as the police, the Department of Child Safety, or the QFCC) at any time. You do not need to go through BCA first. Their contact details are listed further down in this section.

BCA will arrange interpreters, AUSLAN interpretation, simplified communication, or any other support you need to raise a concern, at no cost to you. You will never be asked to raise a concern alone or in writing if that is not what works for you.

BCA Child Safety Contacts

Any of the people below can receive a child safety concern. They will treat what you tell them with care and confidentiality, and they will pass it directly to senior management.

Role	Name	How to make contact
Chief Executive Officer (CEO)	Colleen Gauder	Phone or email BCA on (07) 5562 5700 or via the BCA website contact form.
Any BCA trainer or staff member	-	Speak to them in person, by phone, or by BCA email. They will pass the concern straight to senior management on the same day.

Note for VET in School students: if you are studying with BCA at your high school, you can speak with your BCA trainer at the school, or you can contact BCA directly using the details above. You do not have to go through your school first.

What Happens After You Raise a Concern

BCA takes every child safety concern seriously and follows a clear, child-centred process. When you raise a concern, you can expect that:

- **Your safety comes first.** If there is any immediate risk, BCA will act straight away to make sure you are safe - including contacting emergency services or the Department of Child Safety where needed. Action is taken before paperwork.

- **Your concern is acknowledged.** BCA will let you know that your concern has been received and explain what will happen next, in a way you understand. The timeframes depend on how urgent the concern is - for serious concerns, action begins immediately.

- **Senior management leads the response.** All child safety concerns are managed by the CEO with administrative support from the Compliance Manager. Senior management makes the decisions; staff who receive a concern do not investigate it themselves.

- **You will be supported throughout.** You are entitled to a trusted adult or support person, an interpreter, culturally appropriate support, or a referral to external counselling at no cost. The process will be trauma-informed - meaning BCA will respect your pace, your wellbeing, and your need to feel safe.

- **Your privacy is protected.** Information about your concern is shared only with people who genuinely need to know to keep you safe and to manage the matter. Records are kept securely and separately from general student records.

- **You will be told the outcome.** Once the matter is resolved, the CEO will write to you (or to your parent or guardian) with a summary of what was found, what action was taken, and your right to ask for an independent review if you are not satisfied with the outcome.

- **You will not be punished for speaking up.** BCA does not tolerate retaliation - if anyone treats you unfairly because you raised a concern, that is itself a serious breach of BCA's policies.

If you would like more detail about how concerns are classified, investigated, and resolved - including timeframes and review rights - see Section 5 of the *BCA Child Safety and Wellbeing Policy*.

If You Are Not Satisfied with the Outcome

If you, your parent or guardian, or your school is not satisfied with the outcome of a child safety concern, you can ask for an independent review at no cost. The request must be made in writing to the CEO within 10 business days of receiving the outcome (or to the SOM, if the concern involves the CEO).

BCA will arrange for a suitably qualified, independent person - who was not involved in the original investigation - to review the matter. The reviewer's findings will be provided to you within 15 business days of the request being accepted.

External Authorities You Can Contact at Any Time

You, your parent or guardian, your school, or any other person can contact the following external authorities at any time - before, during, or after BCA's internal process. You do not need to wait for BCA, and you do not need BCA's approval. If you are in immediate danger, always call the police on 000 first.

Authority	Contact	When to contact
Queensland Police Service	000 (emergency) 131 444 (non-emergency)	If a child is in immediate danger, or if a criminal offence (including any sexual offence) has occurred or is occurring.

Authority	Contact	When to contact
Department of Child Safety, Seniors and Disability Services	1800 177 135	If a child has been harmed or is at risk of harm and may not have a parent able and willing to protect them.
Queensland Family and Child Commission (QFCC)	www.qfcc.qld.gov.au	Concerns about BCA's compliance with child safe obligations, or about the conduct of a BCA worker (Reportable Conduct Scheme - from 1 July 2026).
Australian Skills Quality Authority (ASQA)	1300 644 844 www.asqa.gov.au	Concerns about BCA's compliance with the *2025 Standards for RTOs*, including obligations to keep students under 18 safe.
Kids Helpline	1800 55 1800 www.kidshelpline.com.au	Free, confidential 24/7 counselling and support for children and young people aged 5–25.
1800RESPECT	1800 737 732	National sexual assault, domestic and family violence counselling - 24/7, confidential.

Privacy and Confidentiality

BCA manages all child safety information in line with the *Information Privacy Act 2009 (Qld)*. Information about a child safety concern is shared only with people who genuinely need to know to protect the child or manage the concern - it is not shared with classmates, with other staff, or with school staff at partner sites unless it is necessary.

The identity of the person who raised the concern is protected to the greatest extent possible. Records are stored securely and separately from general student records, and access is restricted to senior management and the Compliance Manager.

In limited circumstances, BCA must share information with external authorities (such as police, the Department of Child Safety, or the QFCC) without consent - for example, where the law requires it or where it is necessary to protect a child from harm. Where it is safe to do so, you will be told in advance if your information needs to be shared.

Information for Parents, Guardians, and Partner Schools

BCA recognises that parents, guardians, and partner school staff play an important role in keeping students under 18 safe. You are welcome to raise a concern about any BCA staff member, contractor, volunteer, or third party - or about any aspect of BCA's programs, environments, or activities - at any time, in any of the ways described above.

BCA will:

- Acknowledge your concern and explain how it will be handled
- Provide you with the name and contact details of the CEO as primary case manager
- Keep you informed of progress to the extent that is safe and lawful
- Treat your information confidentially, and
- Inform you of the outcome and your right to request an independent review.

BCA does not refer child safety concerns about its own staff or third parties back to those people's organisations for management. All child safety concerns are managed directly by BCA senior management under the BCA Child Safety and Wellbeing Policy.

Partner schools delivering VET in Schools programs with BCA can also raise child safety concerns directly with the CEO or State Operations Manager. Roles, escalation pathways, and reporting obligations between BCA and each partner school are documented in the relevant Memorandum of Understanding (MoU). For more information, please contact BCA on (07) 5562 5700.

Where to Find More Information

This handbook section is a summary written for students and the people who support them. The full BCA child safety framework is set out in the following documents, which my be requested at any time from BCA Student Services:

- *BCA Child Safety and Wellbeing Policy* - the complete policy, including the full complaints process, reporting obligations, and continuous improvement systems.
- *BCA Staff Code of Conduct* - the behavioural standards that all BCA staff, contractors, volunteers, and third parties must follow when working with students under 18.
- *BCA Child Risk Identification and Management Strategy* - how BCA identifies and manages risks to the safety and wellbeing of students under 18 across all delivery environments.
- *BCA Diversity and Inclusivity Policy* - how BCA supports equity, cultural safety, and inclusion for all students.

BCA's child safety framework is maintained to comply with the Child Safe Organisations Act 2024 (Qld), the Child Safe Standards, the Working with Children (Risk Management and Screening) Act 2000 (Qld), and the 2025 Standards for Registered Training Organisations.

If you are not sure who to talk to, or you just want to ask a question, please call BCA on (07) 5562 5700. Whatever the question, we would rather you ask than wonder.

Campus Health and Safety

Barrington College Australia is committed to providing a safe and healthy environment for all students, staff, and visitors in accordance with the *Work Health and Safety Act 2011 (Qld)* and the *Work Health and Safety Regulation 2011 (Qld)*. These obligations are also reinforced under the *2025 Standards for RTOs*, which require RTOs to ensure training environments are safe and fit for purpose.

As a student, you have both rights and responsibilities in relation to health and safety on campus:

- Follow all safety instructions provided by trainers, staff, and posted signage on campus
- Report any hazards, incidents, near-misses, or unsafe conditions to a staff member immediately
- Comply with emergency procedures, including evacuation drills and assembly point requirements. Emergency exits and evacuation procedures are displayed throughout the campus
- Use equipment and facilities safely and only for their intended purpose, particularly in commercial kitchen and bar environments
- Do not attend campus if you are unwell and your condition could pose a risk to others.

First aid facilities are available on campus. Students who require first aid should notify a staff member immediately. Incident reports are recorded and reviewed to support continuous improvement of safety systems.

BCA maintains a zero-tolerance policy toward violence, bullying, and threatening behaviour on campus. Any student whose conduct creates a health or safety risk may be required to leave the campus and may face disciplinary action.

Code of Conduct

At Barrington College Australia, all students are required to follow the Code of Conduct to ensure a safe, respectful, and professional learning environment for everyone. By enrolling with us, you agree to uphold the following standards:

- **Respect others** – treat peers, staff, and visitors with dignity and courtesy. Show tolerance towards different cultures, beliefs, and perspectives.
- **Communicate appropriately** – use respectful and professional language in all interactions, including online. Offensive, aggressive, or discriminatory language or behaviour will not be tolerated.
- **Maintain professionalism** – be punctual, attend classes regularly, come prepared, and present yourself in a manner that reflects positively on yourself and the College.

- **Protect the learning environment** – allow others to learn without disruption. Behaviours such as bullying, harassment, or intimidation are unacceptable.
- **Demonstrate academic integrity** – complete and submit your own work. Plagiarism, cheating or collusion are considered serious breaches of conduct.
- **Comply with College policies and laws** – including attendance, assessment deadlines, health and safety requirements, and Australian laws.
- **Zero tolerance for discrimination and harassment** – the College does not tolerate discrimination or harassment based on gender, sexuality, race, religion, disability, or cultural background. Any reports will be investigated and addressed promptly and confidentially.
- **Substance-free campus** – Students must not attend class under the influence of alcohol or prohibited substances. Smoking and vaping (including e-cigarettes) are also prohibited inside campus buildings and within College grounds. Students may only smoke or vape in designated outdoor areas, following local council regulations.
- **Follow educator and staff instructions** – for the safety and wellbeing of all, directions given by trainers, assessors, and staff must be respected and followed.

Any breaches of the Code of Conduct will be taken seriously and may result in disciplinary action, including suspension or cancellation of enrolment.

Disciplinary Process

Where a student is alleged to have breached the Code of Conduct, BCA will follow a fair and transparent process.

This includes:

- Notifying the student in writing of the alleged breach
- Providing the student with an opportunity to respond
- Reviewing all relevant information before making a decision
- Advising the student in writing of the outcome and any actions taken.

Outcomes may include a warning, requirement to undertake corrective action, suspension, or cancellation of enrolment, depending on the severity of the breach.

Students have the right to appeal any decision in accordance with the *BCA Feedback, Complaints and Appeals Policy.*

Students may bring a support person to any formal meeting relating to assessment, misconduct, or disciplinary action.

Barrington College Australia Policies

Monitoring Course Progress Policy

Purpose

Barrington College Australia (BCA) is committed to supporting students to successfully complete their course within the expected timeframe. The College monitors student progress throughout the course to ensure students are achieving competency, staying engaged, and receiving appropriate support where required.

This section of the Student Handbook outlines how BCA monitors course progress, how students are identified as needing support, and the steps taken to assist students to successfully complete their studies.

How Course Progress is Monitored

BCA monitors course progress using a range of indicators to ensure students are progressing appropriately through their training. Progress is primarily measured through the successful completion of assessments and units of competency.

Trainers regularly review student performance using assessment outcomes, participation in learning activities, and overall engagement. Student progress is tracked through BCA's learning and student management systems to ensure that any issues are identified early.

What is Unsatisfactory Course Progress

A student may be identified as making unsatisfactory course progress if they are not successfully completing units of competency within the expected study period or are not meeting assessment requirements.

Students who:

- Do not submit assessments
- Require multiple resubmissions, or
- Are not progressing through units as scheduled

may be identified as needing additional support.

Support for Students

BCA provides structured support to assist students who are experiencing difficulty in progressing through their course.

Support may include:

- Additional academic support from trainers
- Structured support sessions or workshops (including sessions outside normal class hours)
- Assistance with assessment requirements

- Referral to language, literacy, numeracy and digital (LLND) support, and
- Access to wellbeing or external support services where required.

Students may be invited or required to attend additional support sessions as part of their learning plan.

Intervention Process

If a student is identified as at risk of not meeting course progress requirements, BCA will contact the student and arrange a meeting to discuss their progress.

During this process:

- The student's progress will be reviewed
- Any barriers to completion will be discussed, and
- A tailored support plan will be developed.

Students are expected to actively participate in their support plan and attend any required support sessions.

If a student does not demonstrate improvement following the implementation of a support plan, BCA may take further action, which may include reviewing the student's enrolment status in accordance with College policies.

Ongoing Monitoring

Following the implementation of a support plan, student progress will continue to be monitored. Additional support may be provided if required to ensure the student has every opportunity to successfully complete their course.

Student Responsibilities

Students are expected to:

- Actively participate in all learning and assessment activities
- Submit assessments by required due dates
- Engage with trainers and support staff
- Attend scheduled support sessions where required, and
- Seek assistance early if they are experiencing difficulty.

Appeals

If a student disagrees with a decision relating to their course progress, they may lodge an appeal in accordance with the *BCA Feedback, Complaints and Appeals Policy.*

Commitment to Student Success

BCA is committed to identifying and supporting students as early as possible to ensure successful course completion. The College's approach focuses on early intervention, practical support, and ongoing monitoring to help students achieve their learning outcomes.

Feedback, Complaints and Appeals Policy

Purpose

Barrington College Australia (BCA) is committed to providing a fair, transparent, and accessible process for students to raise concerns or appeal decisions. The College encourages students to raise issues early so they can be addressed promptly and effectively.

This section outlines how students can make a complaint or appeal a decision, and how BCA manages these processes to ensure fairness and consistency.

What is a Complaint or Appeal

A **complaint** is when a student is dissatisfied with any aspect of their experience at BCA, including training delivery, assessment, support services, staff conduct, or administrative processes.

An **appeal** is when a student requests a review of a decision made by BCA. This may include decisions relating to:

- Assessment outcomes
- Course progress
- Student conduct, or
- Administrative actions affecting enrolment.

BCA's Approach

BCA manages complaints and appeals in a way that is:

- Fair and unbiased
- Confidential
- Timely, and
- Focused on resolution.

Students will not be disadvantaged or treated unfairly for making a complaint or appeal.

All complaints and appeals are managed in accordance with the principles of natural justice. This means:

- Students have the right to be heard
- Decisions are made fairly and without bias
- All relevant information is considered

- Outcomes are clearly explained

How to Make a Complaint or Appeal

Students are encouraged to first raise concerns informally with their trainer or a staff member where appropriate. Many issues can be resolved quickly through discussion.

If the issue is not resolved, or if the student prefers, a formal complaint or appeal can be submitted in writing. This can be done by contacting BCA administration or submitting the required form.

All complaints and appeals must clearly outline:

- The issue or decision being challenged
- Relevant details and supporting information, and
- The outcome the student is seeking.

Timeframes

BCA will acknowledge a formal complaint or appeal within 5 working days of receipt. A written decision, including reasons and any proposed remedy, will be provided within 20 working days. If more time is required, you will be told why and kept updated regularly.

If you wish to appeal a decision, you must submit your appeal in writing within 20 working days of the decision being communicated to you. Appeals are considered by an Appeals Committee that includes at least one senior manager not involved in the original decision. A written decision will be issued within 10 working days of your hearing.

Assessment of Complaints and Appeals

BCA will review all complaints and appeals in a structured and consistent manner.

This may include:

- Reviewing relevant records and evidence
- Consulting with staff or other parties involved, and
- Considering the student's circumstances.

Students may be invited to participate in discussions to clarify details or provide additional information.

Outcomes

Students will be advised in writing of the outcome of their complaint or appeal, including reasons for the decision.

Where appropriate, BCA will implement actions to resolve the issue and improve services.

External Appeals

If a student is not satisfied with the outcome of an internal appeal, they may contact the National Training Complaints Hotline on 13 38 73, which can refer the complaint to the most appropriate external authority. Students may also raise concerns about BCA's compliance with the 2025 Standards for RTOs directly with the Australian Skills Quality Authority (ASQA) at any time.

Student Status During Appeals

Students may continue their studies throughout the complaints and appeals process unless there is a genuine health or safety risk that requires otherwise. BCA will not disadvantage, victimise, or take reprisals against any student for lodging a complaint or appeal in good faith. Where an appeal relates to a decision directly affecting a student's enrolment status, BCA will advise the student in writing of the arrangements that will apply during the review period.

Record Keeping and Continuous Improvement

All complaints and appeals are recorded and reviewed to identify trends and opportunities for improvement. This helps BCA enhance the quality of its training, services, and student experience.

Commitment to Fairness

BCA is committed to resolving complaints and appeals in a fair, transparent, and timely manner. Students are encouraged to raise concerns without fear of disadvantage, knowing that their concerns will be taken seriously and handled professionally.

Refund Policy

Purpose

Barrington College Australia (BCA) ensures that fee payments and refunds are managed in a fair, transparent, and consistent manner. This policy outlines when refunds may be granted and informs students of their financial rights and obligations prior to enrolment.

Eligibility for Refund

All refund requests must be made in writing by submitting a Refund Application Form and include supporting documentation where applicable (e.g. medical certificates).

Refunds may be considered in the following circumstances:

- Student-initiated withdrawal from a course
- Barrington College Australia being unable to deliver the course as agreed (provider default).

Summary of Refunds

Scenario	Notification Period	Refund Payable

Cancellation **before** course commencement	Before course commencement	Full refund on tuition and payment plan fees less enrolment fee.
Cancellation **after** course commencement	On or after course commencement	Pro rata refund less enrolment and payment plan fees.
Provider default **before** course commencement	Before course commencement (within 14 days)	Full refund on tuition and payment plan fees less enrolment fee.
Provider default **after** course commencement	On or after course commencement	Pro rata refund less enrolment and payment plan fees.

Refund calculations are based on the terms outlined in your payment plan as outlined in the Letter of Offer.

In the event of a provider default, Barrington College Australia may offer a student an alternative course or part of a course at no additional cost, in lieu of refunding the unused portion of tuition fees. Students have the right to choose between receiving a refund of the unused tuition fees or accepting the offer of an alternative course.

Should a student elect to enrol in the alternative course, they will be required to sign a new Letter of Offer and to formally indicate their acceptance. Once the student agrees to this arrangement, Barrington College Australia is no longer obligated to refund any fees related to the original course enrolment.

Additional Information

- Refund decisions are formally communicated via email
- All approved refunds will be processed within 28 calendar days of receiving a complete application and will be paid in Australian dollars
- Refunds will be made directly to the student unless written consent is provided for payment to an alternative party
- If you are dissatisfied with the outcome of a refund request, you have the right to lodge an appeal in accordance with the *BCA Feedback, Complaints and Appeals Policy*
- The existence of the College's refund policy does not affect your rights under Australian Consumer Law.

For further advice or to request a Refund Application Form, please contact the College.

Cancellation Policy

Purpose

This policy governs the cancellation of enrolments and/or scheduled training sessions by either the student or Barrington College Australia (BCA). It ensures that cancellations are managed fairly, transparently, and in accordance with the *2025 Standards for RTOs* and Australian Consumer Law.

Deferral and Leave of Absence

Before cancelling your enrolment, we encourage you to speak with Student Services about whether a deferral or leave of absence may be a suitable alternative. A deferral allows you to pause your studies and recommence at a later intake without losing your enrolment. Leave of absence may be available for students experiencing exceptional personal, medical, or compassionate circumstances.

Deferral requests must be submitted in writing to Student Services and are subject to approval by BCA management. Approved deferrals will be confirmed in writing, including the conditions and the recommencement date. Fees already paid will be held in credit toward the deferred intake. Deferrals are not available to students who are under a formal unsatisfactory course progress intervention without an approved support plan in place.

Student-Initiated Cancellation

Students who wish to cancel their enrolment must notify BCA in writing as soon as possible. Written notification must be submitted to Student Services via email or the approved Course Cancellation Form. Cancellation takes effect from the date written notice is finalised by BCA.

Fee implications for student-initiated cancellations are outlined in the Refund Policy. Students are encouraged to speak with Student Services prior to withdrawing, as alternative arrangements (such as a deferral or course transfer) may be available.

BCA-Initiated Cancellation (Provider Default or Course Cancellation)

In circumstances where BCA is unable to deliver a course as agreed (provider default), BCA will notify students in writing as soon as practicable. Students will be offered either a full refund of unused fees paid or an alternative course at no additional cost, in accordance with the Refund Policy.

BCA may also cancel a student's enrolment due to serious or repeated breaches of the Student Code of Conduct, non-payment of fees, failure to provide required documentation (such as a valid USI), or where a student has not engaged with the course for an extended period without contact. In such cases, students will be notified in writing and advised of their right to appeal the decision under the Complaints and Appeals Policy.

Cancellation of Scheduled Sessions

In the event that a scheduled training session must be cancelled by BCA (for example, due to trainer illness, facility issues, or extreme weather), students will be notified as promptly as possible via email and/or SMS. BCA will make every effort to reschedule cancelled sessions within a reasonable timeframe and at no additional cost to the student.

Assessment Policy

Purpose

BCA is committed to conducting assessment that is fair, flexible, valid, and reliable, in accordance with the *2025 Standards for RTOs*. This policy explains how assessment works at BCA, what you can expect from the assessment process, and what happens if you do not yet meet the required standard.

How You Will Be Assessed

Assessment at BCA is competency-based. This means you are assessed against the requirements of each Unit of Competency in your qualification - not against other students. You will be assessed as either Competent (C) or Not Yet Competent (NYC).

Types of Assessment Evidence

BCA collects evidence of your skills and knowledge to determine whether you meet the requirements of each unit of competency. Depending on the assessment task, evidence may include:

- Written responses, knowledge questions, reports, projects and case studies.
- Practical demonstrations, observations, roleplays and presentations.
- Portfolios, work samples, workplace records and third-party reports.
- Audio recordings of oral responses, discussions or presentations.
- Photographs or video recordings of practical activities, demonstrations, completed work or workplace tasks.

Your trainer will explain the specific assessment tasks and evidence required for each unit, including when you need to submit recordings or when BCA will make recordings. Photographs alone may not be sufficient where the assessor needs to observe how you perform a task.

Evidence must be your own work and follow the assessment instructions. Before recording other people or including workplace information, seek your trainer's guidance and obtain any necessary permissions. If you have concerns about being recorded or providing recordings, speak with your trainer before the assessment so suitable arrangements can be considered without compromising the assessment requirements.

Assessment evidence is submitted through Cloud Assess and handled in accordance with BCA's Privacy Policy and Student Records and Data Retention requirements.

Principles of Assessment

All assessment at BCA is designed and conducted in accordance with the following principles:

- Fair - you are given a clear explanation of assessment requirements, sufficient time to prepare, and the opportunity to demonstrate your competency without bias or discrimination.

- Flexible - where possible, assessment approaches accommodate your individual learning needs, including reasonable adjustments for students with a disability or other circumstances.
- Valid - assessment tasks are directly aligned to the unit of competency being assessed and measure what they are intended to measure.
- Reliable - assessment judgements are applied consistently by all trainers and assessors across all campuses and delivery modes.

Submission and Attempts

All assessments are submitted through Cloud Assess, BCA's online learning management system. Submission instructions and due dates for each assessment task will be clearly communicated by your trainer.

You are permitted up to three (3) attempts per assessment task as part of the standard assessment process. If you are assessed as Not Yet Competent (NYC) on your first or second attempt, you will be given the opportunity to resubmit the assessment.

If you are assessed as NYC after three (3) attempts, your trainer will send you the relevant form through Cloud Assess for completion. Once submitted, the matter will be referred to Senior Management for review.

Further attempts may be approved at BCA's discretion and may incur an additional fee (see *Additional Fees*). The outcome will be provided to you in writing and will explain any conditions or consequences, which may include an additional attempt or reenrolment in the unit.

For high school students, a parent/guardian and relevant school representative will also be notified of the outcome.

Feedback

Your trainer will provide written feedback on all submitted assessments within ten (10) business days of submission. Where an assessment has not met the required standard, feedback will identify what was not demonstrated and what is required for resubmission.

Assessment Authenticity

All work you submit must be your own. Your trainer may ask you questions about your submitted work to verify that it reflects your own skills and knowledge. Submitting another person's work, using unauthorised AI-generated content, or any other form of academic misconduct will be managed under the Academic Misconduct Policy.

Reasonable Adjustment in Assessment

If you have a disability, injury, or other circumstance that may affect your ability to undertake an assessment as designed, you may request a reasonable adjustment. Adjustments modify how the assessment is conducted without compromising the standard being assessed. See the Reasonable Adjustment section under Student Support and Wellbeing for further information.

Assessment Appeals

If you disagree with an assessment outcome, you have the right to appeal the decision. Appeals must be submitted in writing within 20 working days of receiving the outcome, in accordance with the Feedback, Complaints and Appeals Policy. Your appeal will be reviewed by a senior assessor not involved in the original decision.

Academic Misconduct Policy

Purpose

BCA is committed to ensuring that all assessment submitted by students is authentic and represents their own skills and knowledge. This policy outlines what academic misconduct is, how it is managed, and what it means for you as a student. It supports a culture of honest, ethical learning and protects the value of your qualification.

What is Academic Misconduct?

Academic misconduct is any conduct that seeks to gain an unfair academic advantage. This includes, but is not limited to:

- Plagiarism - Presenting someone else's ideas, words, or work as your own without acknowledgement
- Collusion - Working with another person on an assessment task without authorisation
- Cheating - Dishonestly obtaining or copying assessment answers
- Contract cheating - Having someone else complete your assessment, whether paid or unpaid
- Misuse of artificial intelligence (AI) - Using AI-generated content in a way that is inconsistent with assessment instructions
- Falsifying data or records.

Your Responsibilities

You are responsible for understanding what constitutes academic misconduct and for submitting only your own work. If you are unsure whether something is permitted, ask your trainer before submitting. Ignorance of this policy is not an acceptable defence.

BCA actively verifies the authenticity of assessment evidence. Your trainer may ask you questions about your submitted work, review drafts, or use detection tools as part of this process.

How BCA Responds to Academic Misconduct

Where a trainer suspects academic misconduct, the matter is referred to Senior Management for investigation. You will be notified of the allegation in writing and given at least five (5) business days to respond. For high school students, a parent/guardian and relevant school representative will also be contacted. You may bring a support person to any meeting.

You will be given an opportunity to explain the circumstances before an outcome is determined. Outcomes will be proportionate to the nature, severity and circumstances of the misconduct.

Minor breaches (e.g. first-time or unintentional plagiarism) may result in counselling, resubmission (fees may apply - see Additional Fees), completion of a 1,000-word Academic Misconduct Report, or attendance at a referencing workshop.

Major breaches (e.g. deliberate, repeated or serious misconduct) may result in a failing grade for the unit, re-enrolment in the unit, suspension, or cancellation of enrolment.

The outcome will be provided in writing within five (5) business days of the decision and will include the findings, costs involved, any sanction applied, and your appeal rights.

Appeals

If you disagree with a decision, you may appeal in writing within 20 business days in accordance with the Complaints and Appeals Policy. Appeals are handled by a senior manager who is not involved in the original decision.

Academic Integrity and AI

BCA recognises that AI tools are increasingly available. Whether and how AI may be used in assessment will be clearly stated in your assessment instructions. Where AI use is not permitted or is restricted, submitting AI-generated content as your own work constitutes academic misconduct. If you are unsure, always check with your trainer first.

Privacy Policy

Purpose

BCA is committed to protecting your personal information in accordance with the *Privacy Act 1988 (Cth)*, the *Information Privacy Act 2009 (Qld)*, and the *Student Identifiers Act 2014 (Cth)*. This section explains what personal information we collect, how we use it, and your rights regarding that information.

What Personal Information We Collect

The personal information BCA collects about you includes, but is not limited to:

- Your name, address, date of birth, email address, phone number, and contact details
- Your Unique Student Identifier (USI) and citizenship details
- Education history, enrolment details, and training records

- Payment information
- Health and sensitive information, where directly provided by you
- Audio recordings, photographs and video recordings submitted by you or collected by BCA as assessment evidence. These may include recordings of oral responses, presentations and practical demonstrations, and may be used to assess your skills and knowledge, verify authenticity, and support assessment review and quality assurance.
- Photographs, audio or video recordings of college activities, where collected for an identified purpose and with any necessary consent. Use of assessment or college activity recordings for marketing or promotional purposes will be subject to separate consent.

How We Use Your Information

Your information is collected and used to:

- Process your enrolment and deliver your training
- Verify your identity and maintain your student records
- Communicate with you about your course, fees, and assessments
- Report to government authorities as required by law, including AVETMISS reporting to NCVER and USI verification
- Support your health, safety, and wellbeing while on campus.

NCVER and Government Reporting

Under the *National Vocational Education and Training Regulator Act 2011 (Cth)*, BCA is required to disclose your personal information to the National Centre for Vocational Education Research (NCVER) for the National VET Data Collection. NCVER uses this data for research, statistics, and administration of the VET sector. BCA is also authorised to disclose your information to the relevant state or territory training authority. For more information, visit www.ncver.edu.au/privacy.

You may also receive a student survey conducted by a government department or NCVER. You may opt out at the time of contact.

Who We May Share Your Information With

BCA may be required to share your personal information with:

- Government agencies including ASQA, the Department of Employment and Workplace Relations (DEWR), the Australian Tax Office, and Queensland state authorities
- Your school or the QCAA, if you are a school-based learner
- Your employer or a third party, if they are funding your training
- Third-party service providers engaged by BCA to deliver services on our behalf
- Other parties where required or authorised by law, or with your written consent.

Your Rights

You have the right to:

- Access the personal information BCA holds about you
- Request corrections to any information that is inaccurate, incomplete, or out-of-date
- Make a complaint about how your personal information has been handled
- Opt out of direct marketing communications (though you cannot opt out of administrative messages related to your enrolment).

To exercise any of these rights, contact BCA's Chief Executive Officer at 9 Seabank Lane, Southport QLD 4215 or at info@barringtoncollege.edu.au.

Security and Accuracy

BCA takes reasonable precautions to ensure that the personal information we hold is accurate, secure, and up to date. If your details change during your enrolment, please notify Student Services immediately so your records can be updated.

Release of Information Policy

Purpose

BCA will only release your personal information to third parties in circumstances permitted by law or with your written consent. This policy outlines when and to whom your information may be released.

When BCA Will Release Your Information Without Your Consent

BCA is required or authorised by law to release student information in the following circumstances:

Regulatory reporting: BCA reports training activity data to NCVER (AVETMISS), ASQA, and state training authorities as required under the *National Vocational Education and Training Regulator Act 2011 (Cth)*.

USI verification: Your USI is verified with the USI Registrar under the *Student Identifiers Act 2014 (Cth)*.

School-based learners: BCA may release results to your school or the Queensland Curriculum and Assessment Authority (QCAA) for QCE reporting purposes. BCA may release your results and enrolment information to your school and/or the relevant state or territory curriculum and assessment authority for secondary education reporting purposes. In Queensland this is the Queensland Curriculum and Assessment Authority (QCAA); in other states and territories, the equivalent body for your jurisdiction will apply. This ensures your VET achievements are recognised toward your senior secondary certificate, wherever you are studying in Australia.

Employer-funded enrolments: If your training is funded by an employer or third party, BCA may provide relevant enrolment and progress information to that party.

Students under 18: BCA may release information to your parent or legal guardian, unless you have formally advised us otherwise.

Legal requirements: BCA may be required to release information to law enforcement or government agencies where required or authorised by law, including under the *Information Privacy Act 2009 (Qld)* and the *Right to Information Act 2009 (Qld)*.

Release of Information With Your Consent

BCA will release your personal information to other third parties only where you have provided written consent. This may include, for example, releasing your academic transcript to a prospective employer or higher education provider. To authorise a release of your information, contact Student Services in writing.

Requests From Students

You may request a copy of your own enrolment records, assessment results, or certification documentation at any time by contacting Student Services. Requests will be processed within a reasonable timeframe. A fee may apply for replacement certification documents (see Additional Fees).

Complaints

If you believe your personal information has been released without your consent or contrary to this policy, you may make a complaint in accordance with the Complaints and Appeals Policy, or contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

Student Records and Data Retention

Barrington College Australia is required to create, maintain, and retain accurate student records in accordance with the *2025 Standards for RTOs*, the *Privacy Act 1988 (Cth)*, and Queensland's *Information Privacy Act 2009 (Qld)*.

Student records maintained by BCA include enrolment records, assessment results, attendance records, AQF certification issued, complaints and appeals, and student support records. These records are held securely and only accessible by authorised staff.

BCA retains student records for a minimum of 30 years for AQF certification documentation, and a minimum of five (5) years for all other student records. AVETMISS data is reported to the National Centre for Vocational Education Research (NCVER) annually as required.

You have the right to access and request corrections to your personal records at any time. Please contact Student Services in writing to make a request.

Domestic Student Handbook

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Phone: 07 5562 5700
Website: www.barringtoncollege.edu.au

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