

# Student Handbook



We welcome you as you begin your  
learning journey with  
Bamara Education and Training



**bamara**  
Education & Training

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# Welcome to Bamara Education & Training

## Education and Training

Congratulations on your decision to complete a Nationally Recognised Qualification with Bamara Education & Training Education and Training.

Bamara Education & Training would like to take this opportunity to welcome you as you begin your learning journey with us. We advise you to take the time to read this handbook carefully and ask any of our team members below if you need any further information. Please keep this handbook as a reference throughout your enrolment.

### **Our head office is located at**

Bamara Education & Training Pty Ltd, 18 Pulteney Street, Taree NSW 2430.

For any enquiries you can contact our main reception – 1300 613 214

### **Key Contacts and Locations**

#### **Bamara Education & Training General Manager**

##### **Lesley Zarb**

18 Pulteney Street

Taree NSW 2430

M: 0437 415 784

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# 1 Introduction

## **Welcome to your training program.**

You will be undertaking a competency based course that offers a Nationally Recognised Certificate/Statement of Attainment on completion.

This booklet will provide information about Bamara Education & Training Education, the program structure and your roles and responsibilities over the duration of the program. This information is important that you understand the requirement of the training program; your commitment, our commitment, and support we will provide to ensure you successfully complete your course.

## 1.1 Obligations

Bamara Education & Training are responsible for the quality of training and assessment in compliance with the Standards for RTO's. More information can be found on the ASQA website at: <https://www.asqa.gov.au/>

## 1.2 Course Information

You will receive the following information that will assist you in understanding your roles and responsibilities in undertaking a training program with Bamara Education & Training.

- Information on the course
- Pre-requisites for entry into the program
- USI (Unique Student Identifier)
- Assessment Methods
- Session dates/times and length of course
- Language and Literacy Support
- RPL (Recognition of Prior Learning) Opportunities
- Complaints and Appeals Policy
- Refund Policy
- Access and Equity

### 1.3 Enrolment

All participants are required to complete an enrolment form prior to commencing training. The information in the enrolment form will be used to assess a participant's eligibility, as well as by providing key information for our records.

A Unique Student Identifier (USI) is required for participants undertaking Nationally Recognised Training (qualifications, accredited courses, skill sets and units of competency) to receive their Certificate or Statement of Attainment unless exempt. This includes international participants studying in Australia.

If you don't have a USI you will not receive your Certificate or Statement of Attainment. If you are exempt from holding a USI, the results of your training will not appear on any authenticated VET transcripts prepared by the Registrar.

### 1.4 Language Literacy & Numeracy Support

Prior to the commencement of the course, all participants are assessed on their Language, Literacy and Numeracy needs in order to ensure they are enrolled in an appropriate course and to identify any LLN assistance required.

Our experienced staff can discuss different ways of conducting training and assessment to assist participants in achieving competence or recommend and refer you to additional courses in ESL (English as a Second Language) and literacy and numeracy if required, such as:

- The Reading Writing Hotline - A national telephone literacy referral service for adults  
Ph: 1300655506
- Skills for Education and Employment (SEE Program)  
Website: <https://www.education.gov.au/see-providers>
- Adult Migrant English Program (AMEP)  
Website: <https://immi.homeaffairs.gov.au/settling-in-australia/amep/overview>
- Adult Community Education (ACE) Training Providers

## 1.5 Training Method

Bamara Education & Training delivers training using a variety of flexible approaches to learning, such as Self-paced learning, on the job learning, and Classroom based learning. delivery means providing training that best suits employers and participants to enable each participant to fulfil the requirements of the Nationally Recognised competencies.

### **Online Learning/eLearning**

Self-paced online learning will be offered with the aid of tutorials and trainer support continuously throughout your course

### **Classroom Based Training**

Classroom based training will be conducted at an Bamara Education & Training course site in a classroom environment. Bamara Education & Training trainers will provide you with all of the training materials and information that you will need to assist you achieve competency.

### **Employment Based Training**

Bamara Education & Training offers you the flexibility to learn your vocational skills on the job through employment-based training. Your employer will contribute to determining your competence for each unit by completing paperwork to verify your ability to complete tasks on the job. Your employer will also be asked to provide the final sign off to complete your qualification.

## 1.6 Competency Based Assessment

Competency based training is aimed at providing the participant with knowledge, understanding, and skills to demonstrate competence against Nationally Endorsed Industry Standards. This means the participant will be assessed as either 'Competent' or 'Not yet competent'.

If competency is not achieved the first time, the trainer will provide additional information, support and time to practice the skills and then re-assess them.

Please note to be deemed competent in a course which requires a work placement, participants are required to undertake a work placement to meet the practical demonstration requirements for the course. When a participant has been deemed Satisfactory in the theory component of all units, Bamara Education & Training will assist in organising a work placement. Participants will be given one opportunity to enter the work placement phase, if you decline the offer, you will be required to source your own placement within a 3-month period. If participants do not complete a work placement for a course which requires work placement, you may only be eligible for a Statement of Results or Attainment for the units which you have successfully completed within the theory components, which do not require a work placement.

## **1.7 Reassessment**

The participant will be given two re-attempts for the not satisfactory task/s. Where the assessment task involves observation either in a simulated environment or in the workplace, the participant will be required to demonstrate the same skills as required in the first assessment task. After the second attempt, if performance is still unsatisfactory, the participant will be required to repeat the whole unit to ensure comprehension of the underpinning knowledge.

## **1.8 Recognition of Prior Learning (RPL)**

RPL stands for Recognition of Prior Learning. RPL can be granted to a participant who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded).

Participants can apply for RPL for a Unit of Competency at the time of enrolment or up to one month after commencing the unit of competency. There is a cost to the participant to undertake an RPL process.

### **RPL Request**

- If a student wishes to apply for RPL they must complete the 'RPL Application Form' with the required information

- The 'RPL Application form' will specify the units to be completed and students will be required to identify how they address the elements and performance criteria of each unit included in the RPL application.
- Once the RPL application form is completed, they are required to submit this with associated evidence to the Trainer. This RPL application and evidence is to be assessed by a Trainer and the student is to be notified of the outcome.

### **Assessment Process**

- On receipt of the self-assessment and relevant documentation from the participant, the evidence will be assessed against the competency standards for the particular units.
- In making an assessment, assessors will consider the following:
  - relevance and nature of evidence provided by the applicant
  - scope of subject matter covered by the evidence
  - whether the evidence is sufficient to enable a judgement of competent to be made in regard to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units
- Where evidence and documentation requires additional information or clarification, this will be discussed with the applicant via a phone call or scheduled meeting
- All original documents such as certificates, workplace reports, etc., should be copied and signed with a date, signature, and name of the assessor.
- Where RPL is 'Granted' this information will be communicated in writing to the participant within 10 business days of completion of the assessment, and the qualification / statement of attainment will then be issued.
- Where RPL is 'Not Granted' participants will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the student is to include a reason for refusal (where applicable). In all cases, a copy of the RPL documentation and outcome will be kept in the participant's file.



## 1.9 Credit Transfer

Credit transfer is the process of recognising a Participant's learning achieved through the formal education and training process. If a Participant wishes to apply for CT, they must mention in the section of the Pre-Training review with the required original or certified copy of their Statement of Attainment.

Where a Participant has completed a program of study from another provider that covers the same unit(s) of competency, Participant is required to provide a Statement of Attainment preferably prior to commencing the course or qualification.

- Participant may bring the original or a certified copy
- Unique Student Identifier ([www.usi.gov.au](http://www.usi.gov.au)) transcripts can be provided as evidence of completion
- For Participants providing a USI Transcript, Bamara Education & Training requires Participants to either:
  - o 1. login to [www.usi.gov.au](http://www.usi.gov.au) in the presence of an AETS staff member to ensure the integrity of the Transcript, or
  - o 2. Provide a certified copy of the USI Transcript, or
- Provide permission to Bamara Education & Training via the USI portal to view the Transcript for the unit/s the Participants wish to apply for CT.
- If there is any doubt as to the Authentication of the Statement that is supplied; the trainer and/or Bamara Education & Training Admin may use the "Qualification Verification Privacy Form" (with Participant consent) to contact the issuing RTO to confirm the authenticity of the document.
- The training plan for the Participant is to be updated to reflect the CT outcome.
- The result of CT is recorded in our Student Management System and reported appropriately as part of Bamara Education & Training's AVETMISS Reporting.

If participant do not have a copy of your Statement of Attainment and need to source this from the previous RTO then participant **MUST** inform their trainer or indicate on the enrolment form that you are going to be applying for CT and for which units.

If you do not have a copy of your Statement of Attainment; and need to source from your previous RTO; you **MUST** tell your trainer or indicate on your enrolment form that you are going to be applying for CT and for which units.

Every state in Australia that Bamara Education & Training trains in has different claiming and reporting systems in place. However, the general procedure is that claims are made based on ATTENDANCE; and attendance records are scanned DAILY by your trainer.

If you attend training and are listed on the attendance record for the Unit of Competency that you are wishing to apply for Credit Transfer for; Bamara Education & Training will claim those State Government Funds for the training delivery. It is therefore **ESSENTIAL** that you have advised your trainer or Bamara Education & Training Admin staff of your wish to claim Credit Transfer; so that we do not make the claim for the training delivery.

If you do attend the class, and a claim is made; and you then apply for Credit Transfer; Bamara Education & Training may ask you to **REIMBURSE** the funds we have been paid, dependent on the timeframe between claiming, payment, and Credit Transfer application. For example, if it is within the same month; there may be no charge; however, if the Credit Transfer is processed more than one month after attendance; the funds will be invoiced to you to reimburse Bamara Education & Training as we are required to reimburse the State Government.

Bamara Education & Training is under no obligation to issue Bamara Education & Training Certification that would be entirely comprised of Units of Competency completed at another RTO or RTO's.

## 1.10 Withdrawal

If you wish to terminate your participation in the training program please inform your trainer immediately and complete a withdrawal **form**. This will ensure that your Certificate/Statement of Attainment can be awarded to you promptly

## 1.11 Issuing AQF Qualifications and Statement of Attainment Qualifications:

Qualifications will be issued to participants when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification.

The Qualification will be accompanied by a Record of Results that will identify the units completed as part of the Qualification.

The Qualification will be issued within 30 calendar days of a participant being assessed as meeting the requirements of their training program — provided all agreed fees the participant owes to Bamara Education & Training has been paid.

### **Statement of Attainment:**

A Statement of Attainment will generally be issued when a participant withdraws or cancels their enrolment in a Qualification and have successfully been assessed in one or more units of competency, or if they enrol and undertake in a single Unit of Competency.

The Statement of Attainment will be issued within 30 days from receiving the completed file from the trainer — provided all agreed fees the participant owes to Bamara Education & Training has been paid. A Statement of Attainment will normally consist of a single page; however, it may run onto a further page (the back of the document) where there is a long list of competencies.

## 1.12 Attendance

Participants will be advised of their attendance requirements at the enrolment/information session. Individual and/or group sessions will either be set by the facilitator or negotiated with the participant(s) as appropriate.

Participants are expected to attend ALL training sessions. If you are unable to attend a programmed training session, then you must make every effort to contact your trainer either directly or through Bamara Education & Training before the session to arrange an alternative catch-up/time. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved.

### 1.13 Participant Support Services

Bamara Education & Training will ensure the needs of participants are considered in the structure of its programs to give appropriate time allocation for practical application of knowledge and skill, maturational factors or personal need factors. Your trainer/assessor is the first point of contact to discuss any difficulties you are experiencing.

- Difficulty in understanding resources
- Self-motivation
- Time management

Bamara Education & Training provides access to specialist support for participants who identify special needs, including:

- Language, literacy or numeracy
- Persons from non-English speaking backgrounds
- People with disabilities

Participants with special needs should indicate the special needs in their pre-training review. Assistance will be administered to participants identified with special needs in the form of information, advice, counselling (See Section 1.3 for further information).

Participants with disabilities will be fully supported during the training. This support may include note takers, one on one sessions, flexible training schedule and course material provided in alternative formats. Participants can contact on 1300 613 214 for any support they may need.

## 2 Participant Rights and Responsibilities

As a participant in one of our training programmes, you have rights and responsibilities governed by State and Federal legislation.

### Participant Rights

All participants have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation

- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
- Access the information Bamara Education & Training holds about them
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to Bamara Education & Training on the client services, training, assessment, and support services they receive

## 2.1 Participant Responsibilities

All participants, throughout their training and involvement with Bamara Education & Training, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to Bamara Education & Training in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Training/Assessor
- Progress steadily through their course in line with their training plan
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify Bamara Education & Training if any difficulties arise as part of their involvement in the program
- Notify Bamara Education & Training if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
- Refrain from smoking at training venues and on the premises of Bamara Education & Training
- Make payments for their training within agreed timeframes

## 2.2 Access and Equity

Bamara Education & Training is committed to providing an environment which is free from discrimination and harassment. Participants will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A participant should never feel that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at Bamara Education & Training however, participants who feel they are in this situation should contact Bamara Education & Training.

## 2.3 Workplace Health & Safety

Bamara Education & Training takes the safety of our students and staff very seriously. We operate at all times in accordance with the relevant Workplace Health and Safety (WH&S) guidelines. These guidelines are embedded into all of our courses.

We expect staff and students to comply with WH&S and welfare guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. If you find yourself to be in a situation where you feel either a member of staff, employer or fellow student is in violation of WH&S policy, you are required to report the situation to Bamara Education & Training on the contact number provided in this handbook.

In the event of a critical incident, Bamara Education & Training has policies, support mechanisms and procedures in place to manage the critical incident and ensure all necessary support services are provided for.

## 2.4 Participant Welfare

In order to protect the welfare of participants and to ensure participants have positive living, studying and working experiences, Bamara Education & Training:

- a) Does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Participants will be notified where exemptions have been provided
- b) Does not permit or require full time participants to attend scheduled classes prior to 8.00am and/or after 10.00pm, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Participants will be notified and asked to sign an agreement to this arrangement in writing.

## 2.5 Respect for others

You will be expected to treat Bamara Education & Training team members and fellow participants with respect and observe any conditions which may appear in this information booklet or be raised during the course by an Bamara Education & Training team member. Inappropriate language and actions will not be tolerated.

## 2.6 Participant Conduct

If a participant fails to follow the guidelines set out in the 'your rights and responsibilities' section of this handbook, or otherwise behave in an unacceptable manner, you may be subject to disciplinary action.

Bamara Education & Training is committed in providing a fair, equitable and confidential framework and procedure for investigation and resolving alleged cases of student discipline and misconduct.

This policy applies to all educational circumstances that relate to your enrolment, including classroom, on training premises, and also applies to related excursions and activities.

### **Non-Academic Misconduct**

- Non-Academic Misconduct is unacceptable or improper behaviour by a participant relating to people or property which is contrary to, but not limited to the above.



**Academic Misconduct includes but is not limited to:**

- Any attempt by a participant to submit assessable work that is not their own
- Plagiarism not attributed to the original source or process
- Any form of collusion between participants to submit assessable work that is not their own
- Failure to attend class with your compulsory work books and/or other resources required
- Presenting an assessment as being your own work when it was produced in whole or part of group work

The following steps are followed for the process of disciplinary action against the participant who has displayed unacceptable behaviour.

**Step 1: Informal Counselling** - Trainers are encouraged to deal with behavioural problems informally by reminding you of your responsibilities and offering advice and assistance.

**Step 2: Referral to the Executive Director** – Allegations of non-academic and academic misconduct are handled by the General Manager. Trainers will refer the case within two working days if unable to resolve or determine that an allegation should be investigated. The referral will be recorded in writing in the participant file. If the General Manager decides that it is more appropriate for an allegation to be investigated by another senior officer, he or she must immediately refer it to that other senior officer.

**Step 3: Investigating-** All participants are entitled to a fair hearing and an opportunity to present their case. The privacy and confidentiality of all parties will be maintained to the extent lawfully allowable. The ED will contact the relevant Bamara Education & Training Delegate who will undertake an initial investigation with all parties and record the findings. Bamara Education & Training will follow the below disciplinary process:

**Formal Disciplinary Process:**

- Participants who are the subject of an alleged breach of conduct will be advised, in writing, and given an opportunity to respond;
- The allegations can be discussed over the phone, face to face or in writing with the participant;
- Obtain a second opinion from another trainer and/or other participant (where possible);
- The information/evidence must be recorded and saved for future reference;
- The participant/s who is subject of the alleged breach of conduct will be sent a written communication advising of the outcome of the investigation;
- Where the participant has been proved to have breached this policy, the following recommendation/s will be made which will include, but not be limited to, one of the following actions:
  - Counselling
  - Written warning
  - Suspension (participant suspended from a course for disciplinary reasons is not eligible for a refund)
  - A fail on the assessment or be marked as Not Competent for the Unit of Competency (for academic misconduct)
  - Alternative assessment may be provided (for academic misconduct)
  - If the participant has attended the course through their employer or organisation, notify the employer or organisation
- All misconduct records will be recorded in the incident register

**Step 4: Further Action** – Failure to comply with the above responsibilities and continued unacceptable behaviour will result in the expulsion from the course (a participant removed from a course for disciplinary reasons is not eligible for a refund) If there are suspected criminal actions then it should be reported by the General Manager to CEO who must also notify the police.

## **APPEALS**

The participant may appeal the decision by completing the Appeals form within 20 working days commencing three days after the date of the written communication advising of the outcome of the investigation. Detailed Complaints and Appeals Policy and Form can be accessed from the Bamara Education & Training website:

<https://www.bamara.com.au/education-and-training/>

## 2.7 Plagiarism

Plagiarism is a form of cheating. Plagiarism and cheating are serious offenses and may result in failure to achieve competency, and further disciplinary actions.

Plagiarism is not permitted in any Bamara Education & Training course. Plagiarism includes but is not limited to:

- Directly copying someone else's work and presenting it as your own without acknowledging its source
- Presenting an assessment as being your own work when it was produced in whole or part of group work
- Submitting another student's work as your own
- Copying work from computer programs or from the internet

## 2.8 Complaints/Appeals Policy

Despite all efforts of Bamara Education & Training to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The purpose of this policy is to ensure that students have a complaints and appeals process that includes access to an independent external body if necessary.

**Please see the detailed policy on Bamara Education & Training website under Complaints and Appeals Policy.**

## 2.9 Fees

Bamara Education & Training abide by the Standards for Registered Training Organisation's 2015 in relation to collection of fees and fees in advance and therefore cannot accept payment for more than \$1500 from individual learners in advance.

Please speak to one of the Bamara Education & Training team members for Fee details and Government subsidised training places.

## 2.10 Impact on Future Training Entitlements

Completion of a Nationally Recognised Training qualification with some organisations may impact on accessing future state government funding or entitlements.

Whilst each state and territory have different requirements, it is best to have a conversation with the funding body to make sure your decision is made with all the information relevant to the funding you receive.

For further information please visit:

Victoria: <https://www.skills.vic.gov.au/s/>

NSW: <https://smartandskilled.nsw.gov.au/are-you-eligible>

Tasmania: [https://www.skills.tas.gov.au/learners/about\\_VET\\_in\\_Tasmania](https://www.skills.tas.gov.au/learners/about_VET_in_Tasmania)

QLD: <https://www.qld.gov.au/education/training/subsidies>

SA: <https://www.skills.sa.gov.au/>

## 2.11 Refund Policy

The participant must complete an *'Application for Refund / Request to Stop Payment Plans'* form for a refund. This form can be accessed at:

<https://www.bamara.com.au/education-and-training/> (under Refund Policy); or by asking a staff member to download from our intranet system and submit to [training@bamara.com.au](mailto:training@bamara.com.au) or by post to our Head office; or handing in person to reception at any of our branches listed in the student handbook.

All refunds applications shall be accompanied by:

- Completed Bamara Education & Training Withdrawal form (access it from website/ student handbook)
- Proof of extenuating circumstances, if applicable

The request will be processed within fourteen (14) working days of the application being received by Bamara Education & Training and are to be signed off by the General Manager.

Details of refunds will be maintained in the participant's file.

The refund will be paid in Australian dollars to the student.

Fees paid by 3<sup>rd</sup> parties are not refundable to the participant but will be paid to the 3<sup>rd</sup> party.

**Note:** Once Materials (textbooks or resources) are handed to a student they are the property of the student and considered second-hand, and therefore no refund will be given.

**Please see the detailed policy on Bamara Education & Training website under Refund Policy.**

## 2.12 Consumer protection

Participants can access information regarding their rights and responsibilities under consumer protection laws at the Australian Competition and Consumer website:

<https://www.accc.gov.au/consumers/complaints-problems>

## 2.13 Privacy

Bamara Education & Training ensures that:

- Individuals must be aware of, or informed of, the purposes for which personal information is obtained.
- The collection and use of personal information must relate directly to the legitimate purposes of the RTO.
- All reasonable measures are taken to store personal information securely.

At all times Bamara Education & Training complies with the Privacy Act 1988 and the Australian Privacy Principles. Refer to <http://www.oaic.gov.au/privacy/about-privacy> for further information.

The Privacy Policy can be found on the Bamara Education & Training website.

## 2.14 Relevant Legislation

A range of legislation is applicable to Bamara Education & Training staff and students. Information on relevant legislation can be found as follows:

OH&S [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

Equal Opportunity [www.hreoc.com.au](http://www.hreoc.com.au)

Privacy

[www.oaic.gov.au](http://www.oaic.gov.au)

ASQA

[www.asqa.gov.au](http://www.asqa.gov.au)

It is the responsibility of all staff to ensure the requirements of relevant legislation are always met by Bamara Education & Training. Please use the websites indicated or contact the General Manager Director if you require further information.

## 2.15 Evaluations

Bamara Education & Training surveys all participants and employers to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA. Participants will be asked to complete a “Learner Engagement” survey towards the end of the training program. Feedback received forms part of the continuous improvement process to ensure Bamara Education & Training provides quality training and assessment. Participants can provide feedback at any time during their studies to the Compliance and Quality Department via email to [training@bamara.com.au](mailto:training@bamara.com.au)