

Blended Learning
International

Student Orientation Handbook

2012

Vs 3.1

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Section 1 – Blended Learning International

Guiding principles

The aim of Blended Learning International is to apply the guiding principles of excellence, integrity and creativity in all activities, and to encourage students to make these principles their own.

About the organisation

Blended Learning International (BLI) is a privately owned organisation established in 2003 and now registered with the Australian Skills Quality Authority (ASQA). BLI has established itself as a nationally Registered Training Organisation (RTO), registration number 110068. ASQA-registered training organisations must meet the requirements for registration, including the requirements in the [VET Quality Framework](#) as is defined in the [National Vocational Education and Training Regulator Act 2011](#).

The VET Quality Framework is a set of standards and conditions that ASQA uses to assess whether an RTO meets the requirements for registration. The VET Quality Framework comprises the:

- Standards for NVR Registered Training Organisations
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements.

BLI is focussed on the quality of service and outcomes for our clients, and accordingly we demonstrate flexibility in delivery. Program assessments are designed in consultation with relevant industry and other stakeholders ensuring the industry relevance of training for our clients.

BLI is a leading edge, innovative company specialising in the design and delivery of courses in a blended format, that is; face-to-face training complemented by eLearning, online conferencing, interactive DVD and print on demand. In addition to program design and delivery, BLI provides a range of educational services including: training needs analysis, instructional design, curriculum development, program facilitation, technical writing and full-service project management.

Program delivery

Programs are delivered using the traditional face-to-face method as well as modern technology. A suite of complementary media is available for the trainer and student that will enhance their learning experience.

BLI offers the expertise and capability to design course components, whole courses, or a complete program for delivery in a blended format.

BLI has training premises in Canberra to suit small groups as well as classes of up to 20 participants. Rooms can be configured to suit different styles of learning and delivery, including conferences, lectures and tutorials. Training support includes, flip charts, Litepro, traditional whiteboard and catering.

BLI has two computer laboratories (Mac and PC) with current high performance equipment supporting the latest versions of Macintosh, Microsoft and Open Source operating systems.

BLI is equipped to train and assess competencies in the workplace and at external premises.

Accredited courses

Vocational Education and Training (VET) qualifications have been available through BLI since 2003. A key attribute to the growth of BLI has been the ability to design, develop and deliver new and innovative vocational programs at both the pre and post university levels.

BLI is a RTO delivering nationally accredited advanced diploma, diploma and certificate courses for local students & industry. The VET programs service both the needs of industry and the needs of students wanting a pathway into university, or to expand career

opportunities. Companies and organisations throughout Australia request customised programs to meet their internal training requirements.

VET courses are being developed to provide training in new skill areas such as digital network security, and the management of research and development projects. A select group of VET courses are specifically designed for students, featuring a seamless transition to tertiary level studies.

BLI are currently delivering the following qualifications:

Code	Name
BSB40407	Certificate IV in Small Business Management
BSB41407	Certificate IV in Occupational Health and Safety
BSB41507	Certificate IV in Project Management
BSB50207	Diploma of Business
BSB50407	Diploma of Business Administration
BSB51407	Diploma of Project Management
BSB60407	Advanced Diploma of Management
BSB60707	Advanced Diploma of Project Management
ICA20105	Certificate II in Information Technology
ICA30105	Certificate III in Information Technology
ICA40305	Certificate IV in Information Technology (Websites)
ICA40405	Certificate IV in Information Technology (Networking)
ICA40805	Certificate IV in Information Technology (Multimedia)

Code	Name
ICA50405	Diploma of Information Technology (Networking)
ICA50605	Diploma of Information Technology (Website Development)
ICA50905	Diploma of Information Technology (Multimedia)
ICA60208	Advanced Diploma of Information Technology (Network Security)
TAA50104	Diploma of Training and Assessment
TAE40110	Certificate IV in Training and Assessment

Course outlines

BLI course outlines are available from the BLI website at the following address:

www.blendedlearning.com.au

Training package curriculum, which includes all competency details, can be downloaded from the Training.gov.au website (<http://training.gov.au>), the database on Vocational Education and Training in Australia.

Section 2 – Student commitment and expectations

BLI has a reputation for delivering high quality innovative training in a supportive learning environment. BLI students are supported by quality assured systems, strong course organisation and management, comprehensive learning resources and leading edge equipment and facilities.

Code of practice

Our commitment to students

- To provide a supportive, harmonious and positive learning environment where each student is valued irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious beliefs.
- To provide easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to you.
- To deliver quality training and assessment by ensuring that all our training staff have the competencies at least to the level being delivered, and possess at least the Certificate IV in Training and Assessment qualification (or equivalent).
- To ensure prompt and considerate resolution of your concerns, appeals and grievances using procedures which are easily accessible, fair, and transparent.
- To provide excellent, functional, clean and safe facilities.
- To ensure respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those whose duty it is to deal with you.
- To ensure compliance with all the relevant legislation, requirements and guidelines regarding program delivery and assessments, occupational health and safety, and management of the RPL (Recognition of Prior Learning) process.

Policy – please refer *Policy_Access and Equity* at the BLI Website (<http://www.blendedlearning.com.au/policies>)

General expectations of students

- To contribute to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules, regulations, policies and procedures of Blended Learning International.
- To be honest and respectful, which includes not falsifying information or assessment items, and not conducting yourself in any way that may cause injury to others, or disrupt others.
- To be responsible for your own learning and development by participating actively and positively, and by ensuring that you attend class regularly and punctually.
- To monitor your own progress by ensuring that assessment deadlines are observed at all times.
- To utilise facilities and resources correctly as to the purpose they are provided to you and conditions of their use.
- To respect other students' and staff members' right to privacy and confidentiality.
- To be aware of any State or Territory regulation or legislation that influences the operation of the student's program:

ACT User Choice

[http://www.det.act.gov.au/_data/assets/pdf_file/0005/174596/2012_Australian Apprenticeships Requirements Version 5 - Final.pdf](http://www.det.act.gov.au/_data/assets/pdf_file/0005/174596/2012_Australian_Apprenticeships_Requirements_Version_5_-_Final.pdf)

ACT Productivity Places Program

[http://www.det.act.gov.au/_data/assets/pdf_file/0010/245197/ACT Requirements for delivery of Productivity Places Program PPP 2012 FINAL - Amended 06102011.pdf](http://www.det.act.gov.au/_data/assets/pdf_file/0010/245197/ACT_Requirements_for_delivery_of_Productivity_Places_Program_PPP_2012_FINAL_-_Amended_06102011.pdf)

New South Wales

https://www.training.nsw.gov.au/forms_documents/industry_programs/business_services/2011_2012_apl_contract.pdf

http://policy.ballarat.edu.au/tafe/teacher_qualifications_competence/ch1.pdf

Policy – please refer:

- Policy_Access and Equity
- Policy_Orientation Potential Student
- Policy_Potential Student Enrolment

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Section 3 – Student services

Student records

Students are issued with a transcript of their results when they either complete or withdraw from their course, provided they have been deemed fully competent in some, or all, units of the course upon completion or withdrawal. Students may, for a fee, obtain additional copies of their official transcript.

The transcript of a student who has fees or charges outstanding from a session will have WD (withheld, fees due) recorded against the units of the course. The results for these units will be released when the fees and charges are paid.

All student records are archived in an onsite facility, accessible by BLI Administration Staff for periods of 12 months or less. For periods greater than 12 months all student records are stored in an offsite archive facility. All student records are retained by the RTO for a period no less than 30 years.

Student Graduation

Students who complete their qualifications by mid November of any calendar year are invited to a formal graduation at the end of that calendar year where they are issued with their award. Graduation ceremonies are held by mid December of that calendar year.

Invitations are mailed out by the end of November so please ensure you keep the BLI Administration Office advised of all changes to your personal contact details.

Accessing your records

Students can access their records throughout their course by contacting the BLI Administration Staff on either 02 6230 4633 or services@blendedlearning.com.au .

Note: Access to student records may take up to 10 working days.

Computer user guidelines & agreement

The BLI Website (<http://www.blendedlearning.com.au/policies>) has complete information relating to these guidelines.

You will be requested to sign and return this agreement to your Facilitator prior to commencement of your training.

Form – please refer:

- Form_Agreement Student Computer Use

at the BLI Website (<http://www.blendedlearning.com.au/forms>)

What to do about problems at BLI

BLI has a complaints policy and procedure, which provides guidelines for students who would like to submit an appeal against an assessment decision, or make a complaint.

If you are concerned about a decision by BLI that affects you and your studies or the service BLI provides, discuss the matter with your teacher or Course Director. If necessary the matter will be referred to BLI Director.

Policy – please refer:

- Policy_Access and Equity
- Policy_Complaint Management
- Policy_Continuous Improvement

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Student Support/Special Needs

BLI provides student support services. It is especially concerned to help students who have special needs including in the following areas: careers and employment, complaint resolution, counselling, disability support, equal opportunity, discrimination, indigenous support, learner support services, and financial matters. Students may seek advice on support services from our Student Support Officer, Ms Kathryn Deng. The contact number is 02 6230 4633.

Section 4 – Assessment

General assessment guidelines

- All students will be given sufficient prior information on the conditions relating to submission of assessment tasks, including where and when assessed work can be safely and securely lodged and collected.
- Students unable to submit assessment work due to medical or other compassionate reasons have the opportunity to negotiate alternative arrangements agreeable to the trainer/assessor.
- Students are advised to keep a copy of all submitted work.
-

Policy – Please refer:

- Policy_Student Assessment
- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

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Section 5 – Policies and procedures

Fees – payment & refund

For government-funded programs, tuition fees are waived for students who are permanent residents of Australia, or Australian citizens, and are residents of the state or territory where the program is delivered. However, an enrolment fee would still apply. The full tuition fee applies for non-funded programs. Please refer to individual course outlines for details of fees.

Payment of fees

Fees may be paid in person at any of the public offices or retail establishments marketing BLI programs. Accepted modes of payment are:

- MasterCard
- VISA
- Cheque (made payable to “Blended Learning International”)
- Cash – **Note:** for security reasons, payments in cash are discouraged.

Refund of fees

If you have paid your tuition or enrolment fees, BLI will refund all or part of your fees only on the following basis:

- If an offer of a place is withdrawn, or BLI is unable to provide the course. In this circumstance the intending student is eligible for a full refund of all course fees paid. However, if the offer was made on the basis of incorrect or incomplete information supplied by the intending student, BLI reserves the right to retain 10% of all fees paid.
- An intending student who cancels his/her place (in writing) at least 4 weeks before the course starts will be refunded 90% of the course fees paid.
- An intending student who cancels his/her place or withdraws from the course (in writing) less than 4 weeks before the course starts, or within the first four teaching weeks, will be refunded 50% of the course fees.

You should also note the following fee conditions:

- An intending student who withdraws from a course, for whatever reason, after the first four teaching weeks is not eligible for a refund.
- A Director of BLI will make the final decision about refunds.
- The date of withdrawal is the date upon which written notification is received by BLI.

Enrolment

BLI undertakes to enrol those who have applied in the appropriate manner and have been chosen by the selection officers for a course of study.

Enrolment is conditional upon:

- accurate and complete information being supplied by the applicant to BLI;
- completion of the required enrolment form;
- the undertaking of the student to abide by the policies and procedures of BLI;
- availability of places to be filled; and
- payment of enrolment fees.
-

BLI has implemented the Access and Equity Policy as part of its enrolment procedures.

Students are advised that for each new course they may wish to undertake that a new enrolment fee applies for that new course. For example, if a student enrolls in a course, then decides to withdraw or is unable to achieve competence within the specified course time schedule, and later wishes to enrol in the same qualification at a later date, then a new enrolment fee applies. For each program a student enrolls in, an enrolment fee applies.

Eligibility for enrolment

In order to be enrolled in a course, applicants must meet the entry requirements of the course. Entry requirements differ for each course. Some courses require the successful completion of an aptitude assessment. Some may require the applicant to attend an interview where a diagnostic assessment will be made. Please refer to the individual course outline for details of eligibility and selection criteria.

Policy – please refer:

- Policy_Student Assessment
- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Induction

An induction, or orientation, session will be incorporated into the first learning session. Students will be briefed on the relevant BLI policies, procedures and expectations, as well as become familiar with the BLI facilities, support services and learning resources.

Policy – please refer:

- Policy_Orientation Potential Student
- Policy_Potential Student Enrolment
- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Recognition of Prior Learning (RPL)

Students may already possess the knowledge and skills required to meet the requirements of some or all competencies in a course. These students may apply for RPL and be exempted from subjects relating to the said competencies.

Policy – please refer:

- Policy_Recognition of Prior Learning

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Mutual recognition

BLI will ensure that an individual's learning and skills are recognised, when they are supported by certificates or statements of attainment issued from another RTO, which will be validated by BLI contacting and seeking confirmation from the issuing RTO.

Policy – please refer:

- Policy_Mutual Recognition
- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Language, literacy and numeracy

BLI acknowledges that all the VET courses it delivers include language, literacy and numeracy tasks. As a result, BLI trainers must provide materials, resources and assessment tasks at a level of complexity required in industry for that competency only. Trainers must also provide opportunities for repeated and supported practice.

A BLI trainer is qualified to formally assess a student's literacy and numeracy levels. Support is given to students who may require assistance to meet course requirements. BLI has links to specialist literacy and numeracy agencies and support services and can refer students to those which are appropriate to their needs.

Policy – please refer:

- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Occupational health and safety

BLI is committed to providing a safe and healthy environment for its staff and students. This is achieved by fully integrating health and safety into all of our operations and activities, and embracing continuous improvements in safety.

Training and information will be provided to assist staff and students to identify health and safety hazards, leading to safe work practices within the learning environment and beyond. All potential health and safety hazards should be reported immediately.

Policy – please refer:

- Policy_Occupational Health & Safety

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Diversity

BLI welcomes students with disabilities by providing a working and learning environment which is free from discrimination, harassment, victimisation and bullying, and that promotes equality of opportunity and values, and nurtures the diverse range of abilities, talents and interests of its staff and students.

Students can discuss their special needs directly with the Program Manager, who can provide assistance with:

- individual support needs, including the need for adaptive equipment
- welfare and guidance services
- alternative print formats or note-takers
- adjustments to assessment tasks
- the process of negotiating adjustments within BLI
- medical or other information needed to validate the adjustments that may be required.

Policy – please refer:

- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Access and equity

BLI supports and applies access and equity principles to people from, but not limited to, the following areas:

-
- people with a disability
 - Aboriginal and Torres Strait Islanders
 - women
 - people from a non-English speaking background.
 -

BLI will ensure that:

- access to programs is available to all persons regardless of age, colour, gender, religion, race or social/ethnic background
- disadvantaged groups have access to training
- all advertising and promotion of training programs will be closely monitored to reflect BLI's policy of inclusion.

Policy – please refer:

- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Privacy

BLI has a detailed privacy policy, which adheres to the Privacy Act. In brief, BLI staff and trainers will not disclose any information that we gather about students to any third party, subject to legal obligations. We must use the information we collect only for the services we provide. No client information is shared with another organisation. If a third party requests information about a student, BLI must obtain that student's written consent prior to the release of any information.

Policy – please refer:

- Privacy Policy listed on the BLI Website at (<http://www.blendedlearning.com.au/privacy-policy>)

Confidentiality

Student records and assessment items are confidential. Subject to legal obligations, BLI will release such information **only** to that student, and to authorised staff members.

If properly authorised, in writing, by a student (signed letter), BLI will release his/her student records, and/or assessment items to another person or organisation.

Where information from student records or assessments is disclosed, other than as stipulated above, that information must be published in such a way that the student cannot be identified from that information.

Access to student records

The following staff are authorised to access student records:

- Director, Blended Learning International
- Facilitator / Trainer (only assessment and attendance records relevant to the units being delivered by that trainer)
- BLI Administration staff.

Policy – please refer:

- Policy_Access and Equity
- Policy_Student Assessment

at the BLI Website (<http://www.blendedlearning.com.au/policies>), and

- Privacy Policy listed on the BLI Website at (<http://www.blendedlearning.com.au/privacy-policy>)

Withdrawal

Students must advise the BLI Program Administration Office in writing of their intention to withdraw from a course. A student is deemed withdrawn on the date the notice is received. Please refer to the section on "Refund of fees" for details of any refund entitlement.

Policy – please refer:

- Policy_Student Assessment

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Misconduct

BLI is a community where everyone can be expected to be treated with dignity and respect. We are committed to providing equality of opportunity.

Policy – please refer:

- Policy_Access and Equity

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Complaints

BLI has a complaint management policy which provides guidelines for students who would like to submit an appeal against an assessment decision, or make a complaint.

Policy – please refer:

- Policy_Complaint Management

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

Training evaluation

Students will be given the opportunity to fully evaluate their trainers and all aspects of the training provided by BLI. This feedback is anonymous and is used to inform and improve our programs, our staff, and our services.

Policy – please refer:

- Policy_Continuous Improvement
- Policy_Organisational Risk Management

at the BLI Website (<http://www.blendedlearning.com.au/policies>)

For all policy copies and advice, please either download from the BLI website (<http://www.blendedlearning.com.au/policies>), or contact the BLI Program Administration Office.

Section 6 – BLI Program Administration Office

Important contacts

BLI Program Administration Office
Suite 5, Ground Floor
54 Marcus Clarke Street
Canberra City ACT 2601

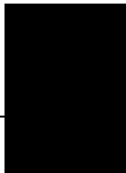
GPO Box 1097
Canberra City ACT 2601

T) 61 2 6230 4633

F) 61 2 6230 4622

E) services@blendedlearning.com.au

Query area	Contact person
Course/program information	Ian Read
BLI policies and procedures	Ian Read
Student records and grievances	Kathryn Deng
IT equipment and help desk	Chris Shen
OH&S and first aid	Chris Shen
Fees and payments	Kathryn Deng
General enquiries	Lisa Materano



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