



RTO 32074

PARTICIPANT HANDBOOK 2016

Welcome to BIZMATRIX PTY LTD. We hope your time studying with us will be productive and enjoyable. We look forward to assisting you to achieve your full potential.

TABLE OF CONTENTS

ENROLMENT	4
Enrolment Deadlines	4
Continuity of Enrolment.....	4
Mutual Recognition/Credit Transfer.....	5
Refusal and Cancellation of Enrolment	5
ACCESS AND EQUITY POLICY	6
FEES AND CHARGES	10
Other Charges	10
REFUND POLICY	10
Terms and Conditions of Refund.....	11
Refund Complaints Procedure	11
INTERRUPTION OF STUDIES	11
Leave of Absence.....	11
Program Deferment	11
TRAINING	12
Unit of competency outlines	12
ACADEMIC CONDUCT	14
CODE OF BEHAVIOUR	14
Breaches of Code of Conduct:	15
Disciplinary Procedures.....	15
Disciplinary Appeal Process	15
ASSESSMENT GUIDELINES	16
COMPLAINTS AND APPEALS	17
ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT	18
SUPPORT SERVICES	19
Participant Welfare and Guidance Services	19
FIRE/EMERGENCY EVACUATION PROCEDURE.....	19
COPYRIGHT LEGISLATION	20
DISCRIMINATION, SEXUAL HARASSMENT, VICTIMISATION & BULLYING..	20
Responsibility to Participants	20

Responsibility to Co-Workers.....	21
Discrimination	21
Sexual Harassment.....	21
Victimisation.....	22
Bullying.....	22
WORK HEALTH & SAFETY	23
PRIVACY	25
ACCESS TO YOUR RECORDS	26
CONTINUOUS IMPROVEMENT OF SERVICES	26
LEGISLATION	26
http://www.privacy.gov.au/law	27
http://www.training.qld.gov.au/training-organisations/registration-audit/legislation.html	27
Contact Details.....	27

BIZMATRIX is a registered training organisation which was established in 2009.

Our training staff are highly qualified, with recent and varied experiences in the corporate world, ensuring that their training is both relevant and meaningful. All staff are provided with ongoing professional development.

BIZMATRIX is dedicated to providing quality education and quality participant welfare in a safe working environment. BIZMATRIX offers relevant tuition that meets the needs of our varied clientele, and the business industry. We are committed to flexible approaches to the delivery of our courses. To assist participant learning BIZMATRIX incorporates a range of teaching activities and a variety of assessment methods. Successful completion of our courses provides opportunities for further study throughout Australia.

Our philosophy encourages the building of a solid foundation for the love of life-long learning which is paramount to the future of our participants and their careers.

ENROLMENT

Enrolment Deadlines

New participants should refer to their Letter of Offer/Registration Form and the BIZMATRIX website for enrolment deadlines. The enrolment deadline for participants continuing their studies at BIZMATRIX is included on the invoice received. New and continuing participants should enrol before the deadlines listed. Late enrolments may attract penalty fees.

Confirmation of Enrolment

Once a student has submitted the Enrolment Form, the student will be notified that s/he has been successfully enrolled in the course.

BIZMATRIX will endeavour to provide ongoing support to students who have indicated on enrolment they have special needs. If it is not possible for BIZMATRIX to support the student, a referral to an external support service may be recommended.

Continuity of Enrolment

Enrolment of a current participant will be terminated if:

- the participant notifies BIZMATRIX of his/her wish to terminate their enrolment;
- the participant withdraws from all units of competency enrolled in;
- BIZMATRIX terminates the participant's enrolment or suspends or excludes the participant in accordance with the provisions of any BIZMATRIX policy; or
- the participant has completed all course requirements and is eligible to graduate.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning means that participants may be able to receive recognition for any previous learning they have done, regardless of where or how they acquired this learning. For example, you may have completed a certificate at a TAFE College, or you may have acquired skills through work, or even hobbies, you may apply to get credit for these skills. You need to be able to clearly define these skills and provide evidence of them.

How can RPL help me? You may be able to shorten your course, or go on to more advanced lessons rather than waste time learning skills you already have.

What kind of information can be used for RPL?

- participants can supply copies of results for courses they have done
- participants can submit a portfolio with samples of their work and references detailing previous skills or experience
- even if participants are unable to supply any of this information, they are still eligible to undertake testing (theory and practical) to assess their skills.

How to apply for RPL? Participants can obtain an 'Application for Recognition of Prior Learning Form' from the office. They would then meet with the CEO to discuss the RPL requirements. Participants would be required to show evidence and documentation related to the competencies being assessed.

All RPL applications must be submitted within four (4) weeks of the course commencing.

Mutual Recognition/Credit Transfer

BIZMATRIX recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO). Participants with an officially recognised qualification or Statement of Attainment for one or more Units of Competency may apply for Credit Transfer for those Units.

Participants who wish to gain credit for already acquired training must formally apply by completing a Mutual Recognition (Credit Transfer) Application Form and bring their qualification and/or Statement of Attainment to a BIZMATRIX representative to be sighted, and a certified copy of the qualification and/or Statement of Attainment to be kept by BIZMATRIX for their records.

Once the Credit Transfer is approved, these units will not need to be undertaken.

Refusal and Cancellation of Enrolment

BIZMATRIX may cancel an enrolment, refuse to enrol, or refuse to re-enrol a person/participant for the following reasons:

- misconduct (refer to the section on Code of Behaviour);
- failure to satisfy the minimum academic requirements for courses chosen;
- failure to enrol by the due date for each course offered;
- the participant has gained admission to BIZMATRIX by misrepresentation, falsification of documents or other fraudulent means;
- failure to fulfil the normal admission or enrolment requirements;
- non-payment of tuition fees;
- cancellation of a participant's visa;

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 5 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

- or other reasons deemed by the CEO.

How to get a Unique Student Identifier Number

Step 1. Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card

Step 2. Have contact details ready (e.g. email address, or mobile number, or address).

Step 3. Visit the USI website at: usi.gov.au

Step 4. Select the 'Create a USI' link and follow the steps.

Step 5. Agree to the Terms and Conditions.

Step 6. Follow the instructions to create a USI – it should only take a few minutes.
Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method contact.

Step 7. The student should then write down the USI and keep it somewhere handy and safe.
your USI must match exactly with those on their form of ID.

Important Make sure

For more information please visit: usi.gov.au

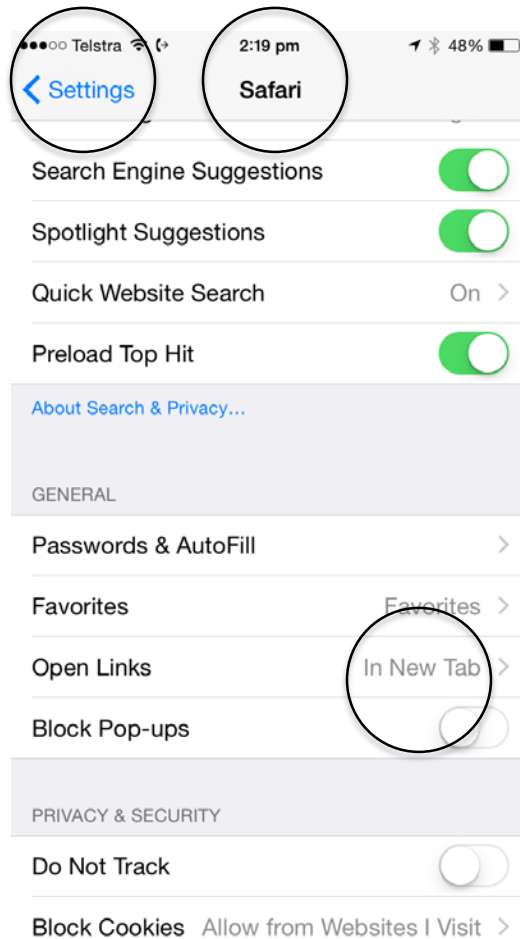
File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 6 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Access Student Portal: E-Learning

iPad, iPhone and smart phone devices

1. Select - Settings
2. Select Safari
3. TURN OFF – Block Pop ups

In windows – do not block Pop ups for Axcellerate



This will give you Access to your course

- 1- Resources and the
- 2- Subject Unit Descriptors- for this course
- 3- Student Hand Book- Policies and Procedures
- 4- Other downloads

Purchase Test Equipment, Gas Equipment and Standards

<http://bizmatrix.com.au/about/products/>

Bizmatrix Brisbane Campus Induction

Important Information & Checklist

Skills Questionnaire

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 8 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

ACCESS AND EQUITY POLICY

At BIZMATRIX we have an open access policy and encourage participation in our courses from any member of the community. We seek to meet the needs of individuals and the community through the integration of access and equity guidelines to ensure all people are provided with the opportunity to participate and successfully achieve their outcomes.

We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

BIZMATRIX prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to:

- Sex
- Marital Status
- Pregnancy
- Parental status
- Race or nationality, ethnic or ethos-religious background
- Age
- Impairment (physical, mental or illness)
- Lawful sexual activity
- Political belief or activity
- Trade union activity, or
- Association with a person having any of these attributes

Access and equity issues are considered during training package/product development and when considering training delivery and assessment. BIZMATRIX advises all relevant personnel of any instruments or strategies that are implemented to support access and equity requirements. These strategies must be adhered to at all times.

We seek to encourage participation by individuals from groups who have historically been underrepresented and disadvantaged in the VET system with the aim to achieve participation by these individuals at least equal to the target groups' representation in the general population.

The following groups have historically been under-represented and disadvantaged in the VET system:

- Aboriginal people
- Torres Strait Islanders
- People with a disability
- Women
- Regional and rural Queenslanders
- People from non-English speaking backgrounds
- Australian South Sea Islanders
- The long-term unemployed
- The educationally marginalised, including people with literacy and numeracy needs
- People who have been displaced through industry and enterprise restructuring
- People in, or who have been in custody or detention centres
- Older people

To maximise participant outcomes BIZMATRIX can assist with language, literacy and numeracy training for trainees, disability services and assistance for Aborigine and Torres

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 9 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Strait Islander participants. Participants should speak with the CEO to avail themselves of any of these services, or if they wish to discuss access and/or equity issues at the time of enrolment.

FEES AND CHARGES

Participants are required to pay fees for their training as per the signed Letter of Offer. Should a participant cancel or withdraw, they may be entitled to a refund as detailed in our Refund Policy.

For full time participants, each instalment is required **two weeks prior to commencement** of each training session. If the payment is not received by the due date, a first notice will be sent to the participant advising that payment is required within 1 week.

Other Charges

Replacement of academic record \$30

Appeal against final assessment (refundable) \$50

Late payment of tuition fees \$50/week

REFUND POLICY

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student has purchased a text or training workbooks or the texts were supplied in the registration fees and subsequently cancels, BIZMATRIX will not refund monies for the text or manuals provided

REFUNDS WILL BE GRANTED IF:

- the course has been cancelled by BIZMATRIX;
- a participant withdraws for any reason more than 28 days before the commencement of the program, less an Administration Charge of 10% of the fees;
- a participant withdraws less than 28 days before the commencement of the program, less an Administration Charge of 20% of the fees;
- when illness or disability prevents the participants from taking up the program;
- when death of a close family member (parent, sibling, spouse or child) occurs; or
- when other special or extenuating circumstances prevent the participants from taking up the program, and which may be accepted for a full or partial refund at the discretion of the CEO, or their nominee, provided a submission under this provision is made to BIZMATRIX prior to the commencement of the program.

REFUNDS WILL NOT BE GRANTED IF:

- the participant withdraws after the commencement of the course
- the participant is excluded from continuing their studies at BIZMATRIX as determined by the CEO.

Terms and Conditions of Refund

1. Requests **must** be made in writing and accompanied with supporting evidence. BIZMATRIX reserves the right to request further documentation/supporting evidence where necessary.
2. Approved refunds will be sent to
 - a. repaid to the individual; or
 - b. the organisation who paid the participant's fees.
3. Refunds will be paid within two (2) weeks from the date of the approval being granted.

Refund Complaints Procedure

1. Enquiries regarding refund calculations must be made in writing to the CEO
2. Participants or a nominee have up to **30 days** to lodge a formal grievance from the date they receive the remittance advice of their refund. This **must** be done in writing. After consideration of all the available evidence, a decision will be made to either (a) uphold the grievance and issue a refund of the appropriate amount, or (b) dismiss the grievance.
3. If the grievance is not resolved to the satisfaction of the participant, parents/legal guardians or nominee, a copy of the written complaint together with the reasons for the grievance should be forwarded to the Directors for review.

This policy does not remove the right to take further action under Australia's consumer protection laws.

INTERRUPTION OF STUDIES

Leave of Absence

A participant may request in writing a leave of absence. International participants must also request Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) leave of absence approval. Their approval will generally only be given based on the following circumstances:

- serious illness; or
- Compassionate grounds.

Program Deferment

Participants may only apply for deferments under the following circumstances:

- medical grounds;
- special compassionate grounds;
- problems associated with employment; or
- other special unforeseen circumstances.

Deferment will not be granted unless extenuating circumstances exist.

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 11 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

A leave of absence will not be granted if a participant has outstanding fees and charges. Once a leave of absence is approved, BIZMATRIX will issue leave of absence confirmation. Leave of absence extensions should be applied for in writing to the CEO.

TRAINING

BIZMATRIX delivers many different courses, and has two predominant methods of delivery – by distance (correspondence), online or in the classroom (face-to-face). The course delivery methods are available by phoning BIZMATRIX, or checking the BIZMATRIX website.

Seminars

Participants completing courses are required to attend seminars and/or tutorials for practical components of all courses. A trainer leads the group through the topic using resources such as manuals, textbooks, projects, practical tasks and exercises.

Self-paced study

Self-paced study, allows a participant to learn at his/her own pace. During a self-paced session a trainer will supervise each participant and assistance will be provided if required.

Distance/Online

In this mode, BIZMATRIX provides training for the participant through the use of online material, manuals or textbooks and assessment materials to work through at home. Upon completion of assessments the participant submits the assessment to BIZMATRIX for marking. BIZMATRIX has a telephone and email help-desk service to provide assistance to participants during working hours. During online study participants may be required to interact with fellow participants through the use of Meeting Rooms, or blogs.

The course must be completed within the same time line as the face to face delivery units, failure to complete the unit within the allocated time period as defined at enrol, will deem the student as NYC – Not Yet Competent

E-learning and Online Policies

E-learning students must complete the Online and face to face practical within 3 months from enrolment. After which the enrolment will be closed. The student may apply for an extension, which will not exceed 2 weeks past the end date.

If the course is not completed. Should the student wish to complete the course, they will be required to re-enrol into a new course and the payment of the relevant course fees.

Unit of competency outlines

Unit of Competency Outlines provide information regarding subject content, assessment procedures and resource requirements. These are provided to participants upon commencement of delivery of each unit.

Language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. BIZMATRIX will assess a student's language, literacy and numeracy skills during his/her enrolment to ensure s/he has adequate skills to complete the training and provide Support Services for

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 12 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

students who require language, literacy and/or numeracy assistance during the enrolment period.

Punctuality

Participants are required to be seated in the training room at the designated commencement time. Participants need to consider the needs of the other participants and the Lecturer/Trainer. Participants who are consistently late for class will be asked to meet with the CEO to provide an explanation.

Absences from courses

If you are absent from BIZMATRIX, you are expected to telephone BIZMATRIX between 7.30am and 9.00am. Please advise the reason for your absence, and ask that a message be passed on to the appropriate Lecturer/Trainer. If you are unable to attend training for which you are scheduled you will be required to discuss this with your Lecturer/Trainer.

If you are unable to attend training on a day when there is an assessment scheduled for you, you are required to telephone and advise BIZMATRIX of your situation so that an alternative time can be arranged.

Mobile phones/ Emails or communications via electronic means

Mobile phones should be **switched off** during class. No calls are to be taken through the class periods, all calls must be taken at the breaks.

Emails, Facebook, twitter and all communications activities are not allowed during the class sessions. Unless advised by the trainer .

Meal/coffee breaks

Your timetable will show the time of your lunch and any other breaks. Please note that food or drink is not to be taken into the training room. Participants are required to vacate training rooms during the lunch break, unless special permission has been given by a Trainer to stay and complete BIZMATRIX study.

No food or drinks allowed at the training desks or training areas. Food and drink to only be consumed in the dedicated areas.

Tea/coffee facilities are provided for all students, it is expected that all students return the items to where they were removed, after washing and cleaning the item, ready for the next person.

Smoking restrictions

Legislation related to cigarette smoking prohibits smoking in “enclosed places”. There is no smoking within any building used for training purposes. Smokers may be fined if they fail to comply with the direction to stop smoking.

Changes to personal details

BIZMATRIX needs to keep all participant records up to date. Should you change your name, address or contact number please contact us.

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 13 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Valuables

BIZMATRIX cannot be held responsible for items of value that are stolen or go missing. Please try not to bring these items to BIZMATRIX, if possible. Keep your purse, wallet, or other items of value with you at all times. Participants who are found to have in their possession the property of other participants or staff, without the express permission of that other person, risk expulsion from BIZMATRIX.

ACADEMIC CONDUCT

Participants are expected to perform academically in subjects in order to maintain enrolment.

Participants having difficulties with a unit will be academically counselled and given additional tutorial support. It is a requirement of international participant visas that participants meet course requirements, including passing all subjects studied.

Should you not achieve competency in an assessment, you will be given the opportunity to be assessed again. Please see your Trainer for further information about this. You have two opportunities to become “competent” in a unit. If you are having difficulty with the work, please make a time to see the Trainer to discuss your difficulties.

If you do not achieve competency because you did not attend class for enough hours to learn the course material, you may be required to study the complete subject again.

CODE OF BEHAVIOUR

BIZMATRIX believes that unacceptable participant behaviour can have a negative impact on the others. Participants need to behave in a manner appropriate to a business environment.

The following behaviour will not be tolerated:

- Not observing rules set by the lecturers/trainers;
- Smoking in the building. (You may only leave the building to smoke during scheduled breaks.)
- Swearing, abusing or disrespecting other participants or staff
- Other participants and staff are to be treated with respect at all times
- Endangering the lives of others
- Breaching relevant State and Federal Laws e.g. Workplace Health and Safety
- Selling, using, distributing and/or being in possession (under the influence) of drugs whilst attending classes
- Selling, consuming, distributing or being under the influence of alcohol whilst attending training

- Wilful damage to or theft of BIZMATRIX property, or property entrusted to BIZMATRIX's care;
- Accessing, storing, processing or transmitting any information deemed to be threatening, obscene, pornographic or harassing in nature;
- Unauthorised use of BIZMATRIX intellectual property including BIZMATRIX name, logo, training manuals/materials, trademarks, designs, confidential information and copyright material.
- Behave in a manner that interferes with the learning of others;

Breaches of Code of Conduct:

Where behaviour is unacceptable, disciplinary action may be taken. This action may include, but is not limited to:

- Excluding and or refusing entry to a training room if the behaviour is disruptive or dangerous
- Suspension of studies by the CEO
- Expulsion from BIZMATRIX by the CEO
- In cases of criminal behaviour, notification to the police

Disciplinary Procedures

In the case of misconduct by a participant in the training room, a lecturer/trainer may suspend the participant immediately from the remainder of the training activity. The lecturer/trainer issuing the suspension will advise the CEO immediately and complete an incident report.

The CEO will discuss the reason for suspension with the participant and will give the participant reasonable opportunity to be heard in respect to the misconduct.

At this point the CEO will:

- modify or dismiss the charge;
- reprimand and warn the participant against repeating the behaviour
- recommend that further action be taken.

Disciplinary Appeal Process

If the participant wishes to appeal the decision made they must complete a Participant Complaints and Appeals Form within 7 days of the decision being made. The appeal will be dealt with in accordance with BIZMATRIX's Complaints and Appeals Policy and Procedure.

ASSESSMENT GUIDELINES

The following assessment guidelines apply to all participants of BIZMATRIX. It is the participant's responsibility to read, understand and abide by these.

1. All assessment items in a unit must be successfully completed to qualify for the issue of a Statement of Attainment for that unit.
2. All units that make up a qualification (eg Certificate or Diploma) must be successfully completed to be awarded the qualification.
3. All assessments must be your own work. The lecturer/trainer will not accept work copied from another participant or other source without appropriate referencing. Your lecturer/trainer will advise you on referencing sources. Plagiarism may incur penalties of a grade of Not Yet Competent for the unit or other disciplinary action decided upon by BIZMATRIX, including automatic expulsion from BIZMATRIX.
4. Other participants assisting in respect to cheating and plagiarism may also face automatic expulsion from BIZMATRIX.
5. BIZMATRIX does not tolerate cheating on an assessment. Any participant who is found cheating during an assessment or copying from another participant will be deemed to have cheated on that assessment, resulting in a "Not Yet Competent" outcome.
6. Assessment items may not be accepted if overall attendance at a course is less than 90% (for local and international participants) or if tuition fees are outstanding.
7. If a participant is having difficulty in completing assessment items by the due date they should make an appointment with the lecturer/trainer prior to the due date (outside normal class time) to discuss alternative arrangements.
8. All assessment items must be completed, with the appropriate cover sheet attached and received at BIZMATRIX on or before the due date. The receipt of the assessment item will be recorded by BIZMATRIX. Participants should always keep a copy of any assessment item. Any assessment item handed in after the due date, without an approved extension and medical certificate, will incur a penalty of 10% of the total mark per business day, for each day it is late (if the assessment is graded).
9. An Assessment Extension Request must be completed and forwarded to the class lecturer/trainer 2 days before the due date of the assessment. A medical certificate or other supporting evidence should be attached to the Assessment Extension Request. Your request will be approved/not approved by the CEO and a copy of the form indicating this will be returned to you. If your request is approved, a copy of the Assessment Extension Request must be attached to the assessment item. If it is not attached, your assessment will not be accepted.
10. Anyone who unsuccessfully completes an assessment item is entitled to a re-sit at a time and place negotiated by all parties. The participant has full responsibility to make arrangements for a re-sit or follow Lecturers'/Trainers' requirements.
11. BIZMATRIX has full discretion with respect to assessment extensions, re-sit assessments and overall assessment procedure.
12. Participants must provide a written statement if they are unable to attend the scheduled assessment. A doctor's certificate and any other supporting evidence must be attached. The written statement must be received by BIZMATRIX before the assessment. Failure to supply this information may result in an automatic fail for the subject. The participant will be notified if alternative arrangements can be made.

13. If on the day of the assessment an incident occurs which prevents the participant from attending the assessment and which is beyond the control of the participant, it is the participant's responsibility to contact BIZMATRIX as soon as possible so that alternative arrangements may be made. BIZMATRIX still requires a doctor's certificate or other evidence to substantiate the absence.

14. For participants who receive an assessment result of Not Yet Competent for a formal assessment, an opportunity to take one re-sit examination is provided.

COMPLAINTS AND APPEALS

Complaints

BIZMATRIX will attempt to resolve all verbal and/or written client/student complaints initially through discussion and conciliation.

Procedure:

BIZMATRIX will maintain a Complaints and Appeals Register in a secure location, and will outline the following:

- o Submission date of complaint
- o Nature of complaint
- o Date/s when cause of complaint occurred
- o Attachments / Comments (if required)
- o Determination
- o Appeal
- o Resolution
- o Date of Resolution
- o any complaints will be dealt with fairly and equitably within 5 working days of receipt of the complaint.

All complaints should be approached with an open attitude and to attempt to resolve issues through discussion and conciliation with appropriate personnel as required. The Complaints Procedure can be found on the BIZMATRIX website, on the secure online server. All applicants shall be given the opportunity to formally present his or her case to a mediator. The applicant shall be notified in writing of the outcomes of the complaint.

If the complaint is unable to be resolved, the client/participant will be provided the details of external authorities – Australian Skills Quality Authority (ASQA) has a formal procedure for individuals who wish to make a formal complaint about a private Registered Training Organisation.

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

<https://rms.asqa.gov.au/registration/newcomplaint.aspx>

Appeals

All participants have the right to appeal an assessment result within a period of twelve (12) weeks of notification of an assessment result.

Procedure:

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 17 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Upon resolution of a complaint, the client/participant may wish to dispute the outcome of a resolution/assessment. All appeals are to be submitted in writing and all appeal details will be included in an Appeals Register.

If the appeal is in respect to an assessment, an independent third party Assessor will conduct a reassessment within a reasonable timeframe. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process.

If the appeal is to dispute the outcome of a grievance other than an assessment, the appeal will be scheduled to be heard by an independent person or panel, inviting the appellant to formally present his/her case.

Upon a decision being made, the appellant will be provided with a written statement of the appeal outcome, including reasons for the decision. All decisions are documented in the Appeals Register.

If an appellant is dissatisfied with the appeal outcome, s/he can lodge an appeal which is to be directed to the appropriate authority.

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

When are certificates issued?

Qualifications or Statements of Attainment must be issued within 21 days after the following conditions are satisfied:

(i) BIZMATRIX

- is satisfied the participant attains the skills and knowledge required for its issue; or
- recognises the participant as having the skills and knowledge required for its issue;

(ii) the participant has paid all fees payable by the participant to the organisation. BIZMATRIX will withhold a qualification or statement of attainment if a participant has outstanding fees.

Participants will be issued results for each unit within 21 days after the unit has concluded provided all fees have been paid.

A Statement of Attainment or qualification issued will list the units of competency completed during the course of study.

SUPPORT SERVICES

Participant Welfare and Guidance Services

BIZMATRIX has the interests of all participants in mind. All participants will have access to welfare and guidance services that include:

- personal guidance – all participants can be referred to a counsellor to help resolve personal problems affecting your progress
- vocational guidance - vocational guidance to assist you to clarify your goals and to make the best choice of subjects/modules to achieve those goals; and
- educational guidance - for participants experiencing difficulty in attaining their goals, Lecturers/Trainers can help with problems in this area.

BIZMATRIX recommends counsellors registered with the national association for counsellors, Australian Counselling Association (ACA).

FIRE/EMERGENCY EVACUATION PROCEDURE

All employees are trained as part of the induction process and during trial evacuations.

All Wardens are trained before they commence duties. The procedure is readily available and prominently displayed in training premises. Trial evacuations are conducted every six months.

Evacuation Procedure:

1. The alarm is activated.
2. During the sounding of the alarm, check all processes are followed using the Evacuation Trial Assessment Form.
3. Once all occupants have evacuated, and checks have been completed, turn off the alarm. Assembly areas will be prominently signed and staff and trainees will be made aware of the assembly areas during induction.
4. When the “all clear” has been given, by the Warden, all occupants can return to the building.
5. All Wardens attend a debriefing meeting following evacuations. The Health and Safety Officer will prepare a report of events.
6. Inform the Building Owners in the event of an evacuation (excluding trial evacuations)

Staff have been trained to carry out emergency exit from the building in case of fire. In the event of a fire, Lecturers/Trainers will get participants ready to leave the training rooms. Participants should wait for instructions from the Fire Wardens and Lecturers/Trainers.

When asked to exit, Lecturers/Trainers leave with their class and gather in the car park. It is important that Lecturers/Trainers checks that all participants are present. Any missing participants/staff should be reported to a Warden.

In normal circumstances, exit should be made through the regular fire exit doors. In the event of fire outside a training room, or in the hallway, exits may be via the internal doors between rooms or via the Fire Exit doors.

COPYRIGHT LEGISLATION

• The Copyright Act 1968 (Commonwealth)

This legislation makes it illegal to photocopy or otherwise reproduce (eg. scan, facsimile, record or store) another person's work without that person's express written permission, except in the limited circumstances set out in the Act.

The Act applies to all written materials (books, magazines, reports), pictorial representations (photographs, drawings, graphs), electronic materials (websites, computer programs) and sound recordings (tapes, CDs).

The Act does allow copying of materials in certain situations, if the copying is for the purpose of research or study.

For research or study purposes, it is legal to copy:

- 10% of a written work, or one chapter if the work is divided into chapters;
- one whole article from a newspaper, magazine or journal, or more than one article if they are about the same subject matter.

For copying more than this amount, and copying other types of materials, the Act sets out guidelines for working out whether the copying is legal. You should consider whether your use of materials at work or for your training and assessment may breach copyright.

For detailed information and advice on copyright go to www.copyright.org.au or contact the Australian Copyright Council on (02) 9318 1788.

DISCRIMINATION, SEXUAL HARASSMENT, VICTIMISATION & BULLYING

BIZMATRIX is an equal opportunity organization; all staff and participants are treated on their merits. Discrimination, sexual harassment, victimisation and bullying undermine proper working relationships and cause low morale, absenteeism, withdrawals and resignations.

BIZMATRIX is committed to providing an environment that is safe for its staff and participants. Any reports of discrimination will be treated

The relevant legislation prohibits discrimination, sexual harassment and victimisation at BIZMATRIX, in respect to any aspect of your training or assessment.

Responsibility to Participants

It is the responsibility of all staff and trainers to ensure BIZMATRIX and its teaching environments are free from discrimination, sexual harassment, victimization and bullying. It is also the responsibility of BIZMATRIX and its employees that all participants are treated equitably with regard to enrolment, instruction and assessment.

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 20 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Responsibility to Co-Workers

Equally, all staff and trainers must ensure that BIZMATRIX work environment remains free of these behaviours. No one is expected to tolerate discrimination, sexual harassment, victimization, or bullying. BIZMATRIX is committed to equity with regard to employment, performance and promotion.

Discrimination

Discrimination is treating someone less favourably because of a personal characteristic.

Discriminating behaviours include but are not restricted to:

- Offensive statements about personal characteristics
- Negatively stereotyping individuals or groups
- Judging a person's performance based on personal characteristics rather than skills and abilities.

Under the Anti-Discrimination Act (Qld) and the Racial Discrimination, Sex Discrimination and Disability Discrimination Acts (Commonwealth) it is illegal to discriminate against someone in their work, or education because of their:

- Sex
- Marital Status
- Pregnancy
- Parental status
- Race or nationality, ethnic or ethos-religious background
- Age
- Impairment (physical, mental, or illness)
- Lawful sexual activity
- Political belief or activity
- Trade union activity, or
- Association with a person having any of these attributes

Sexual Harassment

Sexual harassment is any form of unwelcome sexual behaviour, which could reasonably be offensive, humiliating or intimidating.

Examples of sexual harassment include but are not restricted to:

- distribution or display of offensive pictures or written material
- repeated unwelcome requests for social outings or dates
- offensive comments about a person's appearance, dress or private life
- unsolicited comments, messages or telephone calls of a sexual nature
- leering, patting, pinching, touching, indecent exposure and unnecessary familiarity

Sexual harassment may result from a single incident, or be an accumulation of acts. Both men and women can be sexually harassed.

The harasser does not have to intend to cause discomfort or distress for an action to be harassment. It is not an excuse for them to say they didn't mean to offend.

Victimisation

Victimisation is threatening or harassing a person because they;

- have made a complaint or intend to make a complaint
- are acting as a witness or intend to act as a witness
- are supporting a victim or intend to support a victim

Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at BIZMATRIX

Examples of bullying include;

- abuse, insults, threats, continuous teasing or criticism
- physically hurting another person
- touching another person who doesn't want to be touched
- overwork, unnecessary pressure, impossible deadlines
- undermining work performance, unfair assessment
- discrimination, racism, sexism

Reporting Discrimination, Sexual Harassment, Victimisation & Bullying

All staff and trainers should report an incident of concern to the CEO. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and BIZMATRIX will ensure any person making a report is protected from victimisation.

If you wish to make a complaint about any of these behaviours at BIZMATRIX, please contact the CEO. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.

If the complainant is dissatisfied with the action taken, then recourse may be taken through the following organizations:

- Anti-Discrimination Commission Queensland – Ph: 1300 130 670
- Workplace Health & Safety – Ph: 1800 177 717

For detailed information and advice on discrimination, sexual harassment and victimisation go to www.adcq.qld.gov.au or phone the Anti-Discrimination Commission Queensland (ADCQ). ADCQ can assist with making formal or informal complaints, and resolving these matters.

WORK HEALTH & SAFETY

BIZMATRIX holds the view that the health and safety of people is of paramount importance. The development of the highest possible standards of workplace health and safety are central to the management of all operations carried out by school personnel.

BIZMATRIX endeavours to ensure a healthy and safe workplace by providing and maintaining:

- safe systems of work;
- safe plant, machinery, equipment and workplace conditions;
- necessary information, instruction, training and supervision.

All staff and visitors are required to:

- adhere to standard work processes and instructions;
- perform all duties in a manner which ensures the health and safety of all;
- cooperate with management to enable compliance with health and safety responsibilities.

In order to support this policy BIZMATRIX administration will ensure BIZMATRIX will:

- comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements;
- promote health and safety awareness and the development of healthy and safe working procedures;
- provide information, training, instruction and any required protective equipment;
- consult with employees on health and safety matters and on ways to reduce workplace hazards and improve control systems;
- maintain effective accident analysis and hazard reporting systems;
- encourage the rehabilitation of injured employees;
- set health and safety objectives and regularly review performance.

Employees, contractors and visitors for their part will be expected to:

- comply with all relevant legislation and statutory requirements and working procedures, codes of practice and industry standards wear appropriate protective equipment, if applicable;
- report, and where appropriate, rectify hazards and participate in the analysis of accidents;
- accept responsibility for protecting themselves and others.

Risk assessment procedures:

- No gas to be activated , unless the trainer has authorised
- All main gas taps to be locked off – with the master key system
- All gas cylinders internally stored, shall be either plugged off or enclosed in the gas safe boxes.
- All electrical 240Vac and 415 Vac systems shall be locked off, before any covers are removed from appliances. To be checked by the trainer before proceeding/ and the safety officers for the day.

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 23 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

- All 24Vac items will be treated as Dangerous Low Voltage electrical , and use the same safety methods as LV

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 24 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Reporting Hazards

All hazards should be reported even if you think someone should already have done so. If you have discovered a hazard you should report it to the Workplace Health and Safety Officer.

If the hazard is potentially serious or even life threatening you should send someone else for help and, without causing any danger to yourself, stay at the scene to warn others of the danger. Remain at the scene until help arrives or the situation becomes too dangerous to remain.

If you have any concerns about health and safety matters at BIZMATRIX, or in relation to your training, please advise the CEO. If your concerns are not resolved, you can contact the Department of Workplace Health & Safety, who may send an inspector to investigate.

For detailed information and advice on workplace health and safety go to www.whs.qld.gov.au or contact Workplace Health and Safety on 1300 369 915, Workplace Rights 1300 363 079, Electrical Safety 1300 650 662 or mailbox@justice.qld.gov.au

For information and advice on claiming for workplace illness or injury go to <https://www.workcoverqld.com.au/> or contact Workcover on 1300 362 128.

PRIVACY

Confidentiality of participant information is considered essential at BIZMATRIX. BIZMATRIX will act in accordance and compliance with the Privacy Act 2001 with regard to confidentiality of participant information, at all times. BIZMATRIX will only collect information that is required for training purposes and records. Such information will be available if requested, by the individual participant. Information will be used only for the purpose for which it was collected, unless the individual's consent is obtained for any other use.

Under certain circumstances, BIZMATRIX is bound by law to disclose enrolment details for the purposes mentioned in the Queensland Vocational Education, Training and Employment Act 2000. Also agencies, such as Commonwealth and State Government Departments, are granted access to enrolment details. If you have any objections to this access, you must notify the CEO of BIZMATRIX within 10 days of receipt of your Participant Handbook.

For further information participants can access the website.
<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2009/09AC014.pdf>

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 25 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

ACCESS TO YOUR RECORDS

You are entitled to have access to your student file and learning and assessment on request. You may want to monitor your progress during your training. You are welcome to have access any time as agreed upon by all parties.

CONTINUOUS IMPROVEMENT OF SERVICES

BIZMATRIX is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

Students will be requested to complete a Satisfaction Survey at various stages during the course of study with BIZMATRIX. Opportunities are provided for students to provide information concerning the training, content and interactive knowledge, opportunities and expectations, the trainers, methods of training, resources and facilities provided by BIZMATRIX. Additional feedback is also sought from students to assist with the overall development of courses, services and management systems.

Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This survey is designed to collect feedback from you about your experience with the RTO in undertaking nationally accredited training. The completion and return of the survey is essential to the ongoing continuous improvement of BIZMATRIX services.

Employer satisfaction survey

Your employer will be asked to complete an Employer Satisfaction Survey which assists with feedback concerning your training and its effectiveness and relevance to your job in the workplace.

LEGISLATION

The Legislation which may be applicable to persons employed by, attending training at, or visiting BIZMATRIX are listed below:

General legislation:

Affirmative Action (Equal Opportunity for Women) Act 1986
Age Discrimination Act 2004
Anti Discrimination Act (Qld) 1991
Anti-Discrimination Act 1991 (Queensland)
Australian Human Rights Commission Act 1986
Business Names Act (Qld) 1962
Business Names Regulation 2004
Business Names Regulation (Qld) 1998

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 26 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	

Commission for Children and Young People & Child Guardian Act (2000)
 Corporations (Qld) Act 1990
 Disability Discrimination Act 1992
 Education and Training Legislation Amendment Act 2010
 Equal Employment Opportunity Act 1987
 ESOS Act 2000 - Education Services for Overseas Participants (not available in hard copy)
 Human Rights (Sexual Conduct) Act 1994
 Human Rights and Equal Opportunity Commission Act 1986
 Industrial Relations Act (Qld) 1999
 Industrial Relations Amendment Regulation (Qld) 2006
 Information Privacy Act 2009
 Privacy Amendment Act 2004
 Racial Discrimination Act 1975
 Racial Hatred Act 1995
 Right to Information Act 2009
 Sex Discrimination Act 1984
 The Privacy Act 2009 (Qld)
 Vocational Education, Training and Employment Act 2000
 Vocational Education, Training and Employment Regulation 2000
 Women in the Workplace Act 1999 (Cth)
 Worker's Compensation and Rehabilitation Queensland Act 2003
 Worker's Compensation and Rehabilitation Queensland Regulation 2003
 Worker's Compensation and Rehabilitation Regulation 1997
 Workplace Health and Safety Act (Qld) 1995
 Workplace Health and Safety Regulation Amendment (Qld) 2010
 Workplace Relations Amendment Act 2005
 Workplace Relations Amendment (Work Choices) Act 2005

Industry specific legislation:

Vocational Education, Training and Employment Act 2000
 Vocational Education, Training and Employment Regulation 2000
 ESOS Act 2000 - Education Services for Overseas Participants

The legislation listed above may also be accessed in the following locations:

www.legislation.qld.gov.au

www.comlaw.gov.au

<http://www.privacy.gov.au/law>

<http://www.training.qld.gov.au/training-organisations/registration-audit/legislation.html>

Contact Details

Address

PO Box 489

Albany Creek Q 4035

Telephone: +61 (1300 588 749)

Fax: +61 7 3036 6880

Email: vecchio@BIZMATRIX.com.au

The BIZMATRIX office is open from 8.30am- 4.00 pm , Monday to Friday.

File location: C:\Users\Bizadmin\RTSF-RTO-Master Register Documents\Handbook-Student-Staff\Student_handbookV7-2015.docx		Page 27 of 27
Version: 6	Review Date: January 2016	
Ownership: BIZMATRIX Pty Ltd Po Box 489 Albany Creek QLD 4035	Approved: Darrel Vecchio	