



STUDENT HANDBOOK

P.R.O. Management Pty Ltd (RTO 40890)
34 Explorer Drive,
Albany Creek QLD 4035

Email: admin@belgraviaacademy.com.au

Welcome To PRO Management

Hello and welcome.

Congratulations on deciding to embark on your journey with PRO Management .

We are all about providing you with nationally recognised qualifications and statements of attainment tailored to various industries that are supported by our greater Belgravia connections. Your choice to learn with PRO Management means the world to us, and we're grateful for the opportunity to assist you in reaching your goals.

Our courses are led by dedicated trainers who not only hold the latest qualifications but also bring a wealth of practical expertise and real-world industry insights to the table. We are here to ensure you receive top-notch training that equips you for success in your chosen field.

We encourage you to take some time to familiarise yourself with the contents of this handbook. It's packed with important policies and procedures designed to support you in your learning.

Remember, you can always find the most up-to-date version of this handbook on our website at [Prom.Au](https://www.prom.au)

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If there is any part of this handbook that needs further clarification, please contact our administration team for assistance.

From all of us here at PRO Management, we want to wish you the very best of luck on this exciting training adventure, no matter which course you've chosen.

Enjoy your learning journey.

Lauren St.Clair
CEO – PRO Management

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About Us

PRO Management Pty Ltd, RTO Provider ID is 40890 (PROM)

Our policies and management practices ensure that our RTO complies with the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisation 2015. We are responsible for the quality of the training and assessment provided to you and for compliance with this Act and these Standards.

[PRO Management Pty Ltd \(PROM\)](#) is a nationally recognised training provider of quality Tourism industry courses and qualifications. We are approved to deliver training and assessment services to students in:

- SIT30122 Certificate III in Tourism
- SIT40122 Certificate IV in Travel and Tourism

Our Obligations and Legislation

PRO Management (PROM) operates within the VET Quality Framework and the Standards for Registered Training Organisations 2015. Our RTO is committed to the provision of high-quality training and assessment services to all students, in accordance with the requirements of the standards under which we operate.

This includes a commitment to recognise the authenticated qualifications issued by other Registered Training Organisations, AQF issuing organisations or VET transcripts issued by the Registrar (USI).

PROM is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTO) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, PROM abides by a range of other legal requirements at a State and Commonwealth level including but not limited to:

- *Age Discrimination Act 2004*
- *Anti-discrimination Act 1991*
- *Australian Human Rights Commission Act 1986*
- *Commission Children and Young People Act 2000*
- *Copyright Act 1968*
- *Corporations Act 2001*
- *Disability Discrimination Act 1992*
- *Disability Services Act 2006*
- *Fair Trading Act 1989*
- *Fair Work 2009 (including harassment and bullying)*
- *National Privacy Principles 2014*
- *Privacy Act 1988/ Privacy Amendment Act 2012/Privacy Regulation*
- *Racial Discrimination Act 1992*

- *Sex Discrimination Act 1984*
- *Student Identifiers Act 2015*
- *Vocational Education, Employment and Training Act and Regulation 2014*
- *Workplace Health and Safety Act and Regulations 2011*

Our Code of Conduct

Our staff:

- ensure that those attending our courses are at all times treated fairly and without discrimination.
- are sensitive to the diverse backgrounds and needs of all our students.
- ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- engage in professionally responsible and ethical assessment practice.
- respect the privacy and confidentiality of students and student information, as detailed in the PRO Management Privacy Policy.

As an organisation we:

- provide students with clear and accurate information about the products and services we offer.
- use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience and qualifications.
- use high quality training and assessment resources.
- provide safe and comfortable learning environments for our students and staff.
- recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations or authorised issuing organisation, or the authenticated VET transcripts issued by the Registrar, as outlined in our National Recognition Policy.
- make Recognition of Prior Learning (RPL) available as an assessment option for all individual students.
- continually review and evaluate our systems, products, and services.
- welcome and seek student and stakeholder feedback as the basis for continuous improvement to ensure we are responsive to industry and learner needs.
- monitor third parties (where we have these arrangements) to ensure compliance with the national standards and to ensure learners are treated fairly.
- provide fair and equitable processes through which students can make complaints or appeal assessment decisions. These are detailed in our Complaints and Appeals Policy.
- uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.

Privacy Statements

At PRO Management, we take your privacy seriously and comply with all legislative requirements including the Privacy Act 1998 (Cth), Australian Privacy Principles (APP) (2014) and the Privacy Amendment Act 2012.

We are required to submit enrolment data to the national VET administrative collection for regulatory purposes. Your enrolment form information may be used by PRO Management or the following third parties for administrative, regulatory and/or research purposes:

- School - if students are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer - if student is enrolled in training paid by their employer.
- Government departments and authorised agencies.
- Researchers.

Where State or Commonwealth funding supports your training, we are obliged to submit your enrolment details for statistical purposes. The information we collect from you is protected. Personal student files will only contain information relevant to your training program.

We take all reasonable steps to ensure that the personal information we hold is not lost, misused, or inadvertently provided to unauthorised third parties. PRO Management considers student privacy to be of the utmost importance.

NCVER Privacy Notice

Under the Data Provision Requirements 2012, PRO Management is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form), may be used or disclosed by PRO Management for statistical, administrative, regulatory and research purposes.

PRO Management may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts.
- facilitating statistics and research relating to education, including surveys and data linkage.
- pre-populating RTO student enrolment forms.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols.

(Including those published on NCVER's website at www.ncver.edu.au). For more information, see <https://www.ncver.edu.au/privacy>

NCVER - Gaining access to your information

You have the right (excluding exceptions outlined in the Privacy Act) to seek access to and update or correct the personal information we hold about you. If you make an access request, we will ask you to verify your identity.

When you submit content to us for publication (including but not limited to comments, testimonials, or forum posts) you assign PRO Management the right to publish and/or commercially use this content without limitation. Content submitted by you for publication may be disclosed to all visitors of our website, at our discretion.

Consent to publish images and photos will be acquired by offering each student the option to sign to “opt out”. If a student “opts out” - no content featuring their image will be released.

Getting Started at PRO Management

Entry Requirements and Pre-requisites

Any pre-requisites that are required for entry will be noted on the relevant course information section on our website. Please contact us to confirm these requirements prior to, or at the time of enrolment. Entry requirements may relate to things such as:

- Levels of language, literacy, and numeracy skills appropriate for entry into the course to enhance effective participation in the coursework and performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practised
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Physical fitness or ability to perform certain tasks
- Access to an internet connection with sufficient capacity to download course materials.
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- Previous completion of another unit of competency or qualification that is specified as a pre-requisite for a course

Enrolment Procedure

A copy of the Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required self-assessment regarding special circumstances and/or training needs. You will be required to meet any pre-requisite or entry requirements prior to enrolment.

You may do a Language, Literacy and Numeracy (LLN) assessment related to your intended course of study prior to being enrolled and have an interview with us, to help us select an appropriate course and to decide on any RPL or credit that may apply. You may also undertake a pre-training review so we can ensure you are in the most suitable program for your desired learning goals.

Information on the fees and charges relating to your proposed course of study will be provided, payment terms and methods, refund terms and conditions will be outlined.

Once all forms connected with enrolment have been completed, you will be enrolled into the course or qualification and a trainer and assessor assigned to help you through your program.

Note: Enrolment is confirmed once agreed fees have been paid, and the documentation has all been completed.

Enrolment Dates

We have rolling start dates for some courses. This means you can enrol and start studying straight away. Other courses have a set start date. Please refer to the course information on our website or our friendly admin staff to confirm your commencement date.

Unique Student Identifier (USI)

A USI is required by all students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

Students should read and understand the USI privacy statement available at <https://www.usi.gov.au/about-us/privacy>

Our RTO cannot issue Certificates or Statements of Attainment without having your USI. Therefore, it is mandatory that all students supply their USI at enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi>

Education and Support Services

Access and Equity

We are committed to providing all participants with the resources they need to successfully complete their course requirements. This includes offering flexible delivery and assessment options and providing educational and support services as needed. We ensure a welcoming and inclusive environment for everyone, regardless of gender, age, marital status, sexual orientation, race, ethnicity, religious background, or parental status.

PRO Management has adopted the following principles which reflect those of the Equal Employment Opportunity Act:

- The student recruitment and admission process is bias-free and non-discriminatory
- Curriculum is inclusive of a range of participant needs
- Special student needs will be identified through initial contact with staff at enrolment and receipt of application materials prior to the commencement of training and/or assessment
- Grievances are addressed in a fair and equitable manner
- Access and equity training and assessment adjustments (reasonable adjustment) must be reported for management review.

Education and Support Services

If you believe you require some assistance with your training program, please provide details on the enrolment form or speak to your trainer/assessor prior to enrolment or during the training. Support may be provided in any of the following formats:

- Variation to assessments (Reasonable Adjustment, RPL)
- Variation in training delivery (including one on one training)
- Additional training (tutorials)
- Further trainer support through emails, phone calls etc.

Welfare and Guidance Services

We can provide welfare and guidance to students who require it, though our connections to the greater Belgravia group of entities. This includes:

- Work health and safety
- review of payment schedules when requested
- learning pathways and possible RPL or accelerated and gap training opportunities
- provision for special cultural and religious needs

We are at all times concerned for the welfare of our students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

Helpful Contacts

Employee Assistance Program "Converge International": 1300 687 327

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with details of your commencement date.

Training

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods, depending on which course you are enrolled in. We offer training sessions via:

- Face-to-face/ Classroom lessons
- Workplace visits
- Self-Study (Distance/ Correspondence)
- Online
- Blended delivery

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Competency Based Training and Assessment

Our RTO uses competency-based assessment, which checks both your understanding and your ability. Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. CBT is used to develop concrete skills and is based on a standard of performance expected in the workplace.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

Assessment is specifically conducted to determine if a student can perform an essential outcome related to the performance criteria within each Unit of Competency. Assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment task does not demonstrate the requirements, rather than a failure the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'.

The ways to demonstrate that you can perform to the required standard and be considered Competent, include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project

- Submitting a written report
- A combination of the above is often used.

We have a training and assessment strategy for each of the courses we deliver, and we outline our approaches for conducting assessment in those strategies.

Apprenticeships and Traineeships

We give all students enrolled in a traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, or is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and PRO Management staff. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

All students will be offered Recognition of Prior Learning (RPL) unless regulation or legislation prevents this. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence, on which your assessor can base their judgement. If you believe you have previously gained relevant learning training or have work experience or some other knowledge or relevant skills, you should indicate on the enrolment form that you are interested in applying for RPL. The trainer or Training Manager will then contact you to find out more information.

Fees apply for the RPL Application process. We recommend you discuss this with our management before applying.

Credit Transfer

Those students who have successfully completed units of competency and/or qualifications, and who hold evidence (statement of attainment) for those units of competencies issued by a Registered Training Organisation, AQF body or authenticated transcripts from the VET registrar will be granted direct credit transfer when these are relevant to the course currently being undertaken.

For full details on the requirements for credit transfer or RPL applications, please contact admin@belgraviaacademy.com.au.

Assessment Information

Assessment is central to the quality of any educational program. It involves gathering evidence and making judgments on whether a person has achieved the competencies to confirm that individuals can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry-training package. We are committed to providing the best possible learning environment for all staff and students to achieve the outcomes sought by industry.

All assessments include clear information on the requirements for completing each activity. Students will be given information regarding the assessment requirements for the unit of competency on enrolment.

All students who have a verified USI and successfully complete their assessments and all other course requirements will be issued with the appropriate qualification or statement of attainment. Students must complete all assessments to successfully complete the units of competency and achieve a “Competent” result in each assessment task and overall unit of competency.

Submitting Assessments

You are expected to complete assessments for all units in your qualification or unit of competency. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was ‘Not Yet Satisfactory’, you will need to provide more evidence. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. We do not charge a fee for resubmission of assessments. Although you may only get one or two more attempts to demonstrate your competence.

Talk to our administration staff for more information. We are committed to making every reasonable effort to help you succeed in your training.

Assessment Feedback

You will receive feedback regarding the outcome of your assessments. To be deemed ‘Competent’ against a nationally accredited unit, you must meet all the requirements that comprise that unit.

Plagiarism

All work that you submit must be your own. Plagiarism is taking someone else’s work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging the source of the information.
- Mashing together multiple ‘cut and paste’ sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author.
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

References should be cited in the text by name and year in parentheses: This sentence cites one reference (Canup, 2010). This sentence cites two references (Canup, 2010; Dawkins and Woodington, 2000).

Student Enrolment Extensions and Completion Timeframes

When a student confirms their booking or enrolment in a skill set, unit of competency, or qualification, they are expected to engage in the activities and follow the completion recommendations outlined in the course information.

If a student needs to request an extension, we encourage them to initiate this discussion with our administration team at their earliest convenience. PRO Management is dedicated to making every reasonable effort to support your success in your training.

Please reach out to us via email at admin@belgraviaacademy.com.au

For Short Courses:

Electronic learning materials are accessible through the Axcelerate Student Portal before attending face-to-face workshops and tutorials. This e-learning component is designed to reinforce the knowledge discussed during practical workshops. We recommend that e-learning be completed up to 2 weeks before the practical workshop.

Students who haven't finished their pre-workshop learning are welcome to attend. However, it's important to note that this will delay the recognition of their competence and postpone the issuance of their statement of attainment.

Completion Timeframes post-workshop: A Certificate or Statement of Attainment will be issued within 72 business hours of your successful assessment of meeting all requirements.

Lapse Periods Short Courses – 3 Months

In the interest of providing students with up-to-date skills and knowledge, a three-month window is provided for completing all course activities after a practical workshop.

The Axcelerate Student Portal will send reminders to students about outstanding activities. 2 reminders will be emailed to prompt students to complete their learning.

If a student has not completed all activities within this timeframe, the lapse period will be determined, and the student will need to re-enrol in a new course and complete all activities before a Statement of Attainment can be issued.

For Qualifications:**Completion Timeframes**

PRO Management offers courses with both rolling start dates and fixed start dates. You may begin your studies immediately for some courses, while others have specific start dates. Please consult your course information for guidance on completion timelines.

Please see our Fees and Refund Policy for further details on cancellations and refunds for Short Courses or Qualifications.

Completion for Apprentices/Trainees

For apprentices/trainees, your training is a training contract which combines paid work with accredited training. Your competency achievement requires that the employer completes the Training Record Book to support the consistent performance of workplace competencies.

Once you have completed all aspects of the training and assessment, the employer, apprentice/trainee, and your training organisation (PROM or BPro) need to sign the Completion Agreement Form. We can then issue a qualification and the Department will issue a Completion Certificate.

Issuing Certificates

When you successfully complete all the requirements of your enrolled program, we will issue your award (a Certificate or Statement of Attainment).

A Certificate or Statement of Attainment will be issued to you within 30 days of you being assessed as meeting all requirements, and as long as all fees are paid. This meets the compliance requirements as set in the Standards for RTO 2015.

On most occasions we issue certificates and statements of attainment within 72 business hours, and this can be even shorter on special request via email to admin@belgraviaacademy.com.au.

Student Conduct

Just as PRO Management has a responsibility to meet expectations of students, legislation, and regulations, so too do students have obligations they are expected to meet. It is expected that students will participate with commitment to their studies, regularly submit assessment tasks, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

We view student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of our RTO.

Student Code of Conduct

In all our training rooms and training sessions, students should:

- Treat other people with courtesy, fairness, and equality.
- Engage in conduct that is non-discriminatory on the basis of gender, race, sexuality, disability, cultural background, religion, marital status, age, union affiliation, political conviction, or family responsibilities.
- Avoid behaviour that may be reasonably perceived as harassing, intimidating, overbearing, bullying or physically or emotionally threatening.
- Be responsive and courteous at all times when interacting with other participants of the course or session.
- Respect their trainers' instructions and engage in their own learning.

Anyone contravening these terms may be asked to leave the training.

Consequences for misconduct will depend on the severity and frequency of the breach and might include the following:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

Workplace Health and Safety

PRO Management recognises its moral and legal responsibility to provide a safe and healthy workplace for employees, contractors, visitors, and students. This commitment extends to ensuring our business operations do not place the community or environment at risk of harm. With duty of care owed by all people to ensure the maintenance of a safe workplace and system of work at all times, all trainers and staff and students are required to comply with safety requirements.

Entry of persons on private property is conditional to them complying with all policies and the WHS

Legislated requirement. If a person is not a worker, but attends a facility that is under the Organisation's management or control (for example, student), they must:

- Take reasonable care of their own health and safety.
- Take reasonable care that their actions or omissions do not adversely affect the health and safety of others; and
- Comply, so far as they are able, with any instructions that may be given by the Organisation regarding WHS obligations.

Insurance Arrangements

Students of ASQA-regulated RTO, whether or not they have a written practical placement agreement, are not eligible for workers' compensation if injured during a practical placement. Each place of business holds its own public indemnity insurance.

Students must inform their Trainer about any injuries or faults with equipment that occur while on the premises or property.

First Aid

Students must inform their Trainer about any injuries or faults with equipment that occur while on the premises or property. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, subject to what State the training is being conducted in, if this expense isn't covered by a government department, the injured person will be responsible for the cost of the ambulance.

Smoking, Drugs and Alcohol

All training venues are smoke-free workplaces. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on our training premises, to use our facilities or equipment, or to engage in any training or assessment activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

We are dedicated to ensuring our practices are constantly reviewed to ensure best possible outcomes.

This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

In some funded programs it may be a condition of your funding that you must complete a student survey. You may also be contacted by statisticians from the Department of Education and Training for follow up information after your course.

Fees and Refunds

Information about fees and charges can be obtained from our website or by contacting us.

A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study, and the duration of the course
- Study load and mode (full time, part time, face-to-face, online etc.)
- Your eligibility for subsidies or concessions, or government funding through PRO Management (RTO 40890).
- If your employer is a Belgravia entity.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. Fees are applied on all courses, and are subject to change, so that's why we recommend you check our most current fees on our website.

PRO Management agrees to supply the full training and assessment services paid for. Paid course fees do not guarantee the student will successfully complete the course they have enrolled in.

Where students are required to supply materials or equipment for their course, the resources will be outlined in the student information provided prior to enrolment. Some courses may have additional materials or licencing fees which will also be outlined to the student prior to enrolment.

Paying Fees

At the time of confirmation of enrolment into a skill set or unit of competency (short courses), a student is required to pay the full course fee.

In the case of enrolment into a qualification, a deposit of \$1,500 is payable with the remainder paid over a period of time scheduled by us.

We cannot accept prepaid fees from individual students more than a total of \$1,500.

Students who may suffer financial hardship may be approved for a payment plan (qualifications only).

This is at the discretion of our CEO, and we recommend you email us with supporting details for this to be determined.

Students may also have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family, or personal matters. Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable. The decision of assessing if a refund is payable due to the extenuating circumstances rests with our management and shall be assessed on a case-by-case situation.

Payment Options

Payment of course fees can be made via:

- Company invoice
- Electronic funds transfer
- EFTPOS payment

Fees must be paid by the due date agreed in your individual enrolment documentation. This will be clearly stated prior to your enrolment.

Failure to Make Payment

If payments are not made according to the agreed terms of the enrolment, we may suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact us as early as possible to discuss options.

We reserve the right to withhold granting you a Certificate or Statement of Attainment attained if fees remain outstanding.

Refund Policy

Refunds must be requested in writing with supporting information (reason and account details for the return payment) to admin@belgraviaacademy.com.au or by completing and emailing the Refund Request Form. A refund will not be paid without submission of this information.

- Refunds are made in accordance with this policy and approved refunds made to students will be made within 28 working days.
- Should PRO Management cease their training operations for reasons such as closure of business, voluntarily withdrawing their scope of registration or because of action taken by the Australian Skills Quality Authority (ASQA), refund calculations will be based on the total tuition fees less the percentage of unspent course fees that will be calculated based on services already provided up to the cancellation date.
- Tuition fees paid for full qualifications are not transferable to another person or institution.
- Refunds will only be paid to the person/organisation that paid for the enrolment unless we receive written direction to pay the refund to somebody else.
- Students will always be encouraged to transfer to an alternative time and date, so no fee penalties are incurred.

Refunds For Short Courses

In the case of cancellation/withdrawal, the following cancellation fees will apply:

Students who give notice to cancel their enrolment more than one week (7 days) prior to the commencement of a program, if unable to transfer to another course, they will be entitled to a refund of course fees paid with an administration fee of 20% of total fees paid retained by PRO Management. Students who give notice to cancel 1 – 6 days prior to the agreed start date of a program will forfeit all fees paid if they are unable to transfer to another course.

Refunds For Qualifications

In the case of cancellation/withdrawal, the following cancellation fees will apply:

Students who give notice to cancel their enrolment more than 28 days prior to the commencement of training, if unable to transfer to another course, will be entitled to a refund of course fees paid with an administration fee of 20% of total fees retained by PRO Management . “Commencement of training” is when the student is enrolled in the qualification’s first unit of competency.

Students who give notice to cancel 14 - 27 days prior to the start date of a program will forfeit 40% of fees paid if they are unable to transfer to another course.

Students who give notice to cancel less than 14 days prior to the agreed start date of a program will forfeit all fees paid. Our CEO will consider requests for refunds on extenuating circumstances. These must be made in writing to admin@belgraviaacademy.com.au

Refunds For All Courses

In the case of cancellation/withdrawal, no refunds will be granted in the following circumstances:

- where a student did not start the course on the agreed day, or the student has arrived late and been denied entry by the trainer.
- where we terminate the student’s enrolment or eject a student from training because of a failure to comply with our Student Code of Conduct.
- where the student does not meet the entry requirements of the course and did not notify us of this at enrolment.
- where a student does not hold required pre-requisites and did not notify us prior to enrolment in the course. Note: Pre-requisites are notified to students prior to enrolment.
- where a student is unable to proceed with training due to language, literacy or numeracy (LLN) barriers where they have not been declared at time of enrolment.

Students who do not show up to training or cancel their enrolment on or after the start date, will forfeit all fees paid.

If a refund has been approved, it will be processed within one month of cancellation.

Fees For Belgravia Entity Employees

Where a student is employed with a Belgravia entity the above policy still applies for enrolments in PRO Management. Also note the following specific to our Short Course enrolments:

- Belgravia venues, and not the student directly, will be invoiced for the enrolment.
- PRO Management invoices for enrolments and not for attendance.
- PRO Management provides a discounted rate for Belgravia employees enrolled prior to the course start date, with the exception of programs that start on a Sunday which attract a 20% loading on top of the fee.

Regarding cancellations:

- Where a student enrolment is cancelled with 14 days or more notice from the course scheduled date, the venue may select to have a refund or fee credit.
- Where a student enrolment is cancelled from 7 – 14 days' notice from the course scheduled date, a fee credit will be applied only where the student cannot transfer to a different course date.
- Fee credits will be applied for the same program and to the same venue cost centre. e.g., A First Aid fee credit will only be applied for a First Aid enrolment paid by the same venue. It will not be applied against a CPR or Pool Lifeguard enrolment or given to another venue.
- For courses that are completely online and do not have a face-to-face class component, there is no refund or fee credit for cancelled enrolments once a student has commenced the online learning.

You must document your request for a refund or fee credit by emailing
admin@belgraviaacademy.com.au

Belgravia Entity Cancellation Refund Timeframes

For short courses:

Date of cancellation	What you need to do
If cancelling on the day of the course.	No refund will be provided.
If cancelling up to one week prior to course	The manager must submit a request for a fee credit in writing to admin@belgraviaacademy.com.au
From 7 days to 14 days prior to course.	Try to transfer your student first – then if that doesn't work – tell us they can't attend, and we will give you a fee credit for when another student from your venue attends.
More than 14 days from a course?	Try to transfer your student first, then if that doesn't work – tell us and we will either refund you or provide you with a fee credit.

Complaints and Appeals Policy

Complaints and Appeals

Complaints are allegations made that relate to the conduct of PRO Management ; its staff; a third-party offering services on its behalf; or other students.

Appeals relate to any decisions made by PRO Management and include appeals that relate to assessment decisions.

PRO Management is committed to managing and responding to complaints and appeals in a fair and just manner. All complaints and appeals are shared in Management meetings and require the implementation of the following process.

PRO Management will manage and respond to complaints and appeals involving:

- PRO Management staff, trainers, or assessors.
- a third-party providing services behalf of PRO Management . its trainers, assessors, or other staff; or
- a student of PRO Management .

Complaints and Appeals Procedures

Students may choose to submit a complaint to us via the Informal Process or Formal Process. The informal process aims to resolve complaints through discussion and mutual agreement. The formal process is used when a complaint cannot be resolved through the informal process.

Informal Process

- Students submit a complaint (verbally or in writing) directly to our staff or admin@belgraviaacademy.com.au.
- Our staff explain the Informal and Formal complaints and appeals processes available to the student.
- All informal complaints when finalised shall be reported to our management for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.
- All informal complaints that are not resolved with students by mutual agreement with staff will require the completion of the formal complaints process.

Formal Process

- When a student wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff) the student may submit a formal complaint to management or via admin@belgraviaacademy.com.au .
- Management will acknowledge receipt of all formal student complaints within 7 days of receipt of an email.
- PRO Management 's response to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.

- All formal complaints when finalised shall be reported to PRO Management management/CEO for further review and consideration for potential continuous improvement actions, regardless of whether the complaint was resolved or not.

External Appeals Process

If a student is dissatisfied with the proposed solution for a formal complaint to PRO Management management, they have an additional opportunity to seek a resolution via the External Appeal process.

- Management shall advise the student that an Independent Third party shall be sought to consider the nature of the complaint or appeal and a possible further resolution at a cost to be shared between PRO Management and the student.
- The selection of the Independent Third party shall be communicated with the Learner and the selection must be with the mutual agreement of the student.
- PRO Management management shall contact the Independent Third party and provide all documentation related to the formal complaint and Learner contact details.
- Independent adjudication responses must be within 14 days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
- On receipt of the formal complaint documentation the Independent Third party shall contact PRO Management management and the student and arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to PRO Management management and the student in writing and will require immediate implementation by both parties.

Assessment Results Appeals Procedure

All appeals from students relating to assessment results must be received within 15 working days following the competency decision.

Staff delivering training and assessment services on behalf of PRO Management will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Communicate directly as soon as possible with management of PRO Management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.
- Schedule a meeting with the student and management of PRO Management when an assessment appeal is received from a student. This appeal is to be submitted using the Assessment Appeals Form
- Communicate any outcome decision by management of PRO Management to uphold or overturn an assessment appeal to the student's by clearly identifying the reason for the outcome.
- All assessment appeals will be processed by PRO Management staff and management

within 10 days of receipt of an appeal. All assessment appeals must be maintained on the student's file.

- Student records will be adjusted to comply with management of PRO Management appeal outcome decisions.

Complaints and Appeals Records

Any complaints or appeals will be reviewed as part of the continuous improvement process and the complaints and appeals policy shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be raised in management meetings and actions planned to arrive at satisfactory resolution of each complaint and appeal. Records of all written student complaints will be retrievable by the student.

Available through Administration

- Refund Request form
- Stakeholder Complaint form
- Assessment Appeals form