

Student Handbook

Beleco Academy

RTO #46214

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Welcome

Welcome to Beleco Academy. We are committed to supporting you in developing the vocational skills, knowledge, and industry confidence required for a successful and sustainable career in the hair and beauty industry.

This Student Handbook has been designed to provide you with clear, accurate, and accessible information about your rights and responsibilities as a student, as well as the services, support, and training arrangements provided by Beleco Academy. It is important that you read and understand the contents of this Handbook prior to and throughout your enrolment.

This document should be read in conjunction with your:

- *Enrolment Documents*
- *Course Information*
- *Student Agreement / Training Plan*

About Beleco Academy

Beleco Academy is a Registered Training Organisation (RTO) delivering both nationally recognised training and non-accredited programs within the hair and beauty industry.

Our training is developed in consultation with industry stakeholders to ensure alignment with current workplace practices, emerging trends, and employer expectations. We offer a range of training pathways and delivery modes designed to meet the diverse needs of individuals, including those entering the industry, upskilling, or seeking career progression.

Beleco Academy is committed to maintaining high standards of training and assessment, ensuring all learners are provided with the opportunity to achieve competency and apply their skills in real-world environments.

Your Student Journey

At Beleco Academy, we recognise that every student's journey is unique. Our training and support services are structured to guide you through each stage of your learning experience:

Before Training (Pre-Enrolment):

Prior to enrolment, you will be provided with clear and accurate information about the course, including entry requirements, delivery methods, duration, fees, assessment requirements, and expected outcomes. This ensures you are able to make an informed decision about whether the course is suitable for your individual needs, goals, and circumstances.

You may also complete a Language, Literacy and Numeracy (LLN) assessment and pre-training review to identify any support needs.

During Training (Enrolment and Participation):

Throughout your studies, you will participate in structured training and assessment delivered by qualified trainers and assessors with current industry skills. You will have access to learning resources, practical training environments, and ongoing support services.

We will monitor your progress and provide feedback to help you achieve competency. Where required, reasonable adjustments and additional support will be provided to ensure you have every opportunity to succeed.

After Training (Completion and Beyond):

Upon successful completion of your course, you will be issued with nationally recognised AQF certification documentation where applicable. Beleco Academy aims to support your

transition into employment or further study by ensuring your skills meet industry expectations.

We also value your feedback, which contributes to our continuous improvement processes and the ongoing quality of our training and assessment services.

Our Commitment to You

Beleco Academy is committed to delivering training and assessment services that are ethical, transparent, and student-focused *with informed decision-making*. We provide accurate, clear, and accessible information prior to enrolment to ensure you understand the training product, your obligations, and the outcomes you can expect. This supports you to make decisions that are aligned with your career goals and personal circumstances.

Student Support

We are committed to identifying and responding to individual learner needs. This includes providing access to appropriate support services such as LLN assistance, reasonable adjustment, flexible learning options, and trainer support throughout your course.

Inclusive Learning Environment

We promote a safe, respectful, and inclusive learning environment that values diversity and provides equal opportunity for all students. We do not tolerate discrimination, harassment, or bullying, and we are committed to supporting students from all backgrounds to participate fully in training.

Studying Through Beleco Academy

At Beleco Academy, we are focused on delivering a high-quality learning experience that is relevant, engaging, and *outcome driven*. Our courses are designed to be:

- Industry-relevant and aligned with current industry standards, practices, and expectations
- Practical and hands-on, incorporating real-world application of skills in simulated and/or workplace environments.
- Flexible, offering delivery options that support a range of learner needs and circumstances
- Accessible and affordable providing value while maintaining quality training outcomes
- Supportive and delivered by qualified trainers and assessors who hold current industry skills and vocational competencies

We are committed to providing appropriate support services to assist students in successfully completing their training, including language, literacy and numeracy (LLN) support, reasonable adjustment, and access to learning resources. Beleco Academy offers a range of delivery modes to support flexible learning pathways. The mode of delivery for your course will be clearly outlined prior to enrolment and may include:

- **Face-to-Face Training** - Classroom-based delivery conducted at our training facilities, incorporating practical, hands-on learning in simulated or real-world environments.
- **Online Learning** - Structured learning delivered via an online learning management system (LMS), allowing students to access materials, complete assessments, and engage with trainers remotely.
- **Blended Delivery** - A combination of face-to-face and online learning, enabling flexibility while maintaining practical skill development and trainer interaction.

All delivery modes are supported by qualified trainers and assessors who provide guidance, feedback, and academic support throughout your studies.

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Expected Learner Commitment

To successfully complete your course, you are expected to actively participate in all training and assessment activities. This includes:

- Attending scheduled classes, workshops, or online sessions
- Completing all required assessments within agreed timeframes
- Undertaking self-directed study outside of scheduled training hours
- Practising practical skills to meet competency requirements

The volume of learning will vary depending on the qualification or course; however, students should expect to commit both structured training hours and additional independent study time.

Beleco Academy will provide guidance on expected time commitments prior to enrolment to ensure the course is suitable for your individual circumstances.

Digital Requirements

To participate effectively in your training, you will need access to appropriate digital resources and possess basic digital literacy skills.

Students are expected to have:

- Access to a reliable computer or smart device (laptop or tablet preferred)
- A stable internet connection suitable for accessing online learning materials
- Basic skills in using digital platforms, including email, document handling, and online learning systems
- Access to required software or applications as advised prior to enrolment

Beleco Academy utilises a Learning Management System (LMS) to deliver online components, provide learning resources, and manage assessment submissions. Students will receive login details and guidance on how to use the system.

Where students experience difficulties with digital access or skills, Beleco Academy will provide reasonable support or guidance to assist participation.

Our Training Approach

We are committed to supporting students throughout their learning journey and ensuring all training and assessment is conducted in accordance with the Principles of Assessment and Rules of Evidence.

As the issuing RTO, Beleco Academy is responsible for the issuance of AQF certification documentation, including Statements of Attainment and Qualifications, in accordance with the AQF Qualifications Issuance Policy and within the required timeframes, provided all course requirements have been successfully completed and all fees have been paid.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our Obligation as your RTO

As a Registered Training Organisation regulated by the Australian Skills Quality Authority (ASQA), Beleco Academy is required to comply with the Standards for Registered Training Organisations (RTOs) 2015, which form part of the VET Quality Framework.

This means we must ensure that:

- Training and assessment strategies are developed and implemented in accordance with training package and accredited course requirements
- Assessment is conducted in line with the Principles of Assessment (fairness, flexibility, validity, reliability) and Rules of Evidence (valid, sufficient, authentic, current)
- Trainers and assessors are appropriately qualified and maintain current industry skills
- Students receive accurate and transparent information prior to enrolment to enable informed decision-making
- Ongoing monitoring and continuous improvement processes are in place to maintain quality outcomes
- Records are maintained in accordance with regulatory and legislative requirements

Beleco Academy is subject to regulatory monitoring and audit by ASQA and must demonstrate ongoing compliance at all times.

Our Contact Details

Address: 254 High Street, Preston, VIC, 3072

Phone: 1300 461 992

Email: admin@belecoacademy.com

Office hours are 9am – 5pm Monday to Friday.

Course locations

Training location and placement sites are:

- 254 High Street, Preston, VIC, 3072
- Online depending on the units of competency

Courses Provided by Beleco Academy

Beleco Academy offers the following courses, please click the link to view more information on the course page of our website: www.nib.edu.au

Nationally Accredited Qualifications

- SHB30416 Certificate III in Hairdressing
- SHB30121 Certificate III in Beauty Services
- SHB40121 Certificate IV in Beauty Therapy
- SHB30321 Certificate III in Nail Technology
- Accredited Short Course: Eye Lash Extensions and Tinting and Lifting
- Accredited Short Course: Makeup and Tanning
- Accredited Short Course: Hair Extensions and Styling
- Accredited Short Course: Face and Body Waxing
- Accredited Short Course: Nail Technology

Nationally Accredited Units

- HLTINF005 Maintain Infection Prevention for Skin Penetration Treatments

Non-accredited Programs

We also offer non-accredited programs including but not limited to::

- *Non-accredited short course: Hairdressing Skills*
- *Non-accredited short course: Hair Extensions*
- *Non-accredited short course: Nail Technology*
- *Non-accredited short course: Manicure/Pedicare*
- *Non-accredited short course: Eyelash Extensions*

Selection and enrolment

Beleco Academy welcomes applications from all prospective students who meet the entry requirements published in the course information on our website. Enrolments are processed on a first come, first served basis. If a course is full, you will be offered a place in a later intake.

Our enrolment processes are designed to ensure you can make informed decisions about your training, understand your obligations, and have access to appropriate support throughout your learning journey.

Before you enrol in any course with Beleco Academy, we conduct a thorough pre-enrolment suitability process to ensure the course is appropriate for your skills, experience, and learning needs. This process is designed to support informed decision-making and to align with the requirements of the Standards for RTOs 2015.

As part of this process, we assess a range of factors: your existing skills and work experience, your language, literacy, and numeracy (LLN) capabilities, and your digital literacy and access to required technology. This assessment may involve reviewing qualifications, prior learning, a pre-training questionnaire, and discussion during a one-on-one entry interview, either in person or by phone.

Based on this assessment, our staff will provide guidance on whether the course is suitable for you. If the course is not appropriate for your current skills or goals, we will explain the reasons and provide advice on alternative courses, support options, or pathways to develop the skills necessary for enrolment in the future. This ensures that all students are enrolled in training that is achievable and relevant to their intended outcomes.

Beleco Academy's entry requirements are clearly published in each course outline and include any necessary prerequisite qualifications, minimum LLN standards, and digital literacy expectations. All students are required to read and acknowledge their understanding of these requirements as part of the enrolment

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process. By signing the Student Agreement, you confirm that you have received, understood, and agreed to these conditions, including any additional support that may be provided to assist your learning.

Pre-Training Review and Suitability Assessment

As part of the enrolment process, all applicants undertake a pre-training review to assess:

- Existing skills, knowledge, and experience
- Language, literacy, and numeracy (LLN) capability
- Digital literacy and access to required technology
- Personal goals and intended outcomes

Where necessary, an entry interview may also be conducted (face-to-face or via phone) to further confirm suitability and identify support needs.

This process ensures that the course you enrol in is suitable for your circumstances and that any support requirements are identified early.

Enrolment Process

To enrol in a course, applicants are required to complete the following steps:

Complete the Enrolment Form

Provide accurate personal details and course selection.

Undertake the Pre-Training Review

This includes LLN assessment (if applicable) and suitability evaluation.

Provide Supporting Documentation

Where courses have specific entry requirements, provide evidence such as:

- Verified copies of prior qualifications
- Curriculum Vitae (CV)
- Other supporting documents as required

Apply for Credit Transfer (if applicable)

Indicate if you are seeking Recognition of Prior Learning (RPL) or Credit Transfer and submit certified copies of transcripts or supporting evidence.

Receive Application Outcome

You will be contacted within 10 business days to confirm the status of your application.

Entry Interview (if required)

Conducted to confirm suitability, clarify expectations, and discuss any support needs.

Confirm Enrolment

To secure your place:

- Sign the Student Agreement
- Pay the required deposit or course fees

Receive Course Commencement Information

You will be provided with details including:

- Start date, location, and timetable
- Access to online platforms or materials
- Pre-reading or preparation requirements
- Key contact information for support

This approach demonstrates that enrolment is evidence-based and decision-driven, rather than automatic, and ensures that students are placed in courses that match their individual abilities, goals, and readiness for vocational study.

Unique Student Identifier (USI)

All students undertaking nationally recognised training must have a Unique Student Identifier (USI). Your USI ensures that your training records and results are stored securely and can be accessed when needed.

You must provide your USI at enrolment. Beleco Academy cannot issue AQF certification documentation without a valid USI.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Credit Transfer

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Beleco Academy can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit Transfer.

To apply, fill in the Credit Application Form and submit it as part of your /application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Beleco Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

The RPL process generally involves:

- Collecting and submitting evidence that demonstrates your skills, knowledge, and experience
- Responding to questions or completing tasks related to the unit of competency
- Observation of practical skills where applicable
- Engagement with your trainer/assessor for guidance and support

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Assessment Timeframes:

RPL applications are assessed according to the timelines outlined in the course schedule and relevant policies. You will be advised of the expected timeframe for completion of the RPL assessment once your application is accepted.

Evidence Requirements:

Evidence may include workplace records, statements from supervisors, previous qualifications, portfolios, or demonstration of skills in the workplace. The trainer/assessor will provide guidance on what is required for each unit.

Cost:

Please refer to the Course Outline for any applicable RPL fees. Fees, where applicable, will be communicated clearly before you commence the RPL process.

For more information about submitting an application for RPL, contact the head office.

Course induction

At the start of your course, you will participate in a comprehensive course induction designed to prepare you for a safe, supported, and successful learning experience. The induction provides important details about your course requirements, assessment processes, timelines, and how to access and use our online learning system.

You will be introduced to the support services available to you, including academic assistance, language, literacy and numeracy support, and other resources to help you succeed. Information about your rights and responsibilities, including the complaints and appeals process, will also be explained, along with general housekeeping, attendance expectations, and course schedules.

Health and safety requirements are a key part of the induction. You will be informed about emergency procedures, incident reporting, and safe work practices to ensure your wellbeing throughout the course.

The induction also allows you to meet your trainer and fellow students, ask questions, and clarify any aspects of your course. All required forms and paperwork will be completed at this stage, including the Student Agreement and confirmation that you understand course requirements, assessments, and safety obligations.

Finally, you will receive your first set of learning materials so you can commence your studies immediately and engage fully from day one.

General housekeeping arrangements are also discussed as stated in the section below.

Student code of conduct

All students enrolled at Beleco Academy are expected to abide by our Code of Conduct throughout their participation in training and assessment. This code reflects the standards of behaviour, respect, and academic integrity required for a safe, professional, and productive learning environment. Students who do not comply with the Code of Conduct will be managed according to our disciplinary procedures, which are fair, consistent, and documented.

Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Beleco Academy holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Beleco Academy on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Students' responsibilities

All students, throughout their training and involvement with Beleco Academy, are expected to:

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- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Beleco Academy in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Beleco Academy if any difficulties arise as part of their involvement in the program.
- Notify Beleco Academy if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Students must acknowledge understanding of the code, rights, responsibilities, assessment obligations, and safety requirements.

Academic Integrity

Students are required to uphold academic integrity at all times. This includes:

- Completing all assessments honestly and independently unless collaborative work is explicitly allowed.
- Properly acknowledging all sources of information, ideas, or materials to avoid plagiarism.
- Not submitting work previously submitted for another assessment unless authorised.
- Understanding that any form of cheating, plagiarism, or falsification of evidence may result in disciplinary action, which could include assessment penalties or course termination.

Privacy and Confidentiality

Beleco Academy collects and manages student information in accordance with the Privacy Act 1988 (Cth) and the Academy's Privacy Policy. Students' personal, academic, and health information is stored securely and only accessed by authorised personnel. Students must also respect the confidentiality of other students and staff, particularly when engaging in group work or discussions involving personal information.

Course expectations and requirements

The training and assessment offered by Beleco Academy is designed to provide you with the knowledge and skills required to meet the performance standards expected in the workplace. This is known as competency-based training and assessment, where each component of your course is a unit of competency. Depending on your enrolment, you may study a single unit, a small group of units, or a complete qualification. Each unit is directly linked to the skills and knowledge required to perform effectively in the workplace.

Some courses may be delivered in clusters, which package related units together to streamline learning and reduce repetition. You will receive training and assessment for all units within a cluster concurrently.

Our course outlines provide clear information about how training is delivered and the assessment methods used to determine whether you have achieved the required standard of competency. Training may involve face-to-face classes, online learning activities, workplace visits, work placement components, and self-directed study or homework. Assessment methods vary by course but generally include written questions, projects, assignments, and practical observations.

Workplace Requirements

Where applicable, your course may involve attendance at a workplace or completion of practical activities in an industry environment. You are expected to adhere to workplace policies and procedures, including professional conduct, safety, and hygiene standards. These requirements are a critical part of competency-based assessment, as they ensure your performance reflects industry expectations.

Physical Requirements

Hair and beauty courses often involve physical tasks, such as standing for extended periods, manual dexterity, and the safe handling of tools, equipment, and products. You must be capable of performing these tasks safely and effectively. If you have any concerns about your ability to meet these requirements, please discuss them with your trainer during the pre-enrolment or induction process so appropriate support or adjustments can be considered.

Licensing and Industry Expectations

Some courses may require you to meet industry licensing, registration, or regulatory requirements before practicing professionally. This could include adherence to hygiene standards, infection control, or occupational health and safety obligations. Course outlines will provide details of any such requirements, and it is your responsibility to ensure that you meet them both during training and in your professional practice.

By participating in your course, you acknowledge that you are responsible for meeting the physical, workplace, and licensing requirements of the training. This ensures that your learning outcomes are directly relevant and applicable to your future workplace and that you are prepared to meet the standards expected by employers and industry regulators.

Attendance and Homework requirements

Regular attendance and active participation are essential to successfully complete your course with Beleco Academy. If your course requires physical attendance, you are expected to attend every class to ensure you do not fall behind in your learning or assessments. If you are unable to attend a session, you must notify your trainer at least 30 minutes prior to the scheduled class.

In addition to attending classes, there is an expectation that you complete a set amount of homework or self-directed study each week. This ensures that you are able to consolidate your learning, prepare for assessments, and achieve the required competencies. Your trainer will provide guidance on what tasks to complete and how much time is expected to dedicate each week.

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Impact on Progression

Failure to maintain regular attendance or complete required homework may affect your ability to progress through the course. Missed classes or incomplete learning activities can result in gaps in knowledge or skill development, which may impact assessment outcomes and your ability to achieve competency in a timely manner.

Intervention and Support

Beleco Academy monitors attendance, participation, and assessment progress throughout your course. If a student is identified as falling behind or at risk of not meeting course requirements, the Academy will intervene promptly. Interventions may include:

- Contacting the student to discuss challenges and provide support
- Developing an individual plan to address gaps in attendance or learning
- Offering additional guidance, tutoring, or access to learning resources

These interventions are designed to ensure that all students have the opportunity to complete their course successfully. Students are encouraged to communicate openly with their trainer if difficulties arise so that support strategies can be implemented early.

By participating in your course, you acknowledge that regular attendance, completion of homework, and active engagement are essential for achieving competency and that Beleco Academy will monitor and support you to maintain satisfactory progress.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will provide a detailed explanation of the assessment requirements. This ensures you fully understand what is expected and how your competence will be evaluated. You will be provided with assessment instructions for each task, including the criteria against which you will be assessed, and information about due dates, submission methods, and timing. Your assessor will guide you through the arrangements and answer any questions you may have.

Training Delivery Methods Prior to Assessments

Beleco Academy delivers training using a range of flexible methods to meet the needs of all students while ensuring that learning is relevant, practical, and aligned with workplace standards. Depending on your course, delivery may include:

- **Face-to-face classroom sessions** where you receive practical demonstrations, guided practice, and direct interaction with your trainer.
- **Online learning** through our Learning Management System (LMS), including access to digital resources, recorded lessons, interactive activities, and submission of assessments.
- **Blended learning**, which combines face-to-face sessions with online study to provide flexibility and support for diverse learning needs.
- **Workplace-based training and assessment**, where you gain practical experience and demonstrate competency in a real or simulated industry environment.
- **Clusters of units**, where related units are delivered together to avoid repetition and provide an integrated learning experience.

Students are responsible for ensuring they have the necessary devices, internet access, and digital literacy skills for online components, as well as meeting any physical or workplace requirements for practical training in preparation for their assessments. Your trainer will provide guidance and support to help you succeed in each delivery mode.

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Types of Assessment Methods

Assessments are designed to measure your knowledge and practical skills against the standards required in the workplace. Methods may include written questions, projects, assignments, practical demonstrations, observation of skills in the workplace, and portfolios of evidence. Assessment methods are selected to suit the unit of competency, industry standards, and your individual learning needs.

Submitting Assessments

Written and digital assessment tasks must be submitted via the online learning portal, accompanied by a declaration that the work is your own. Assessors will provide written feedback within 30 days of submission through the portal and will confirm whether the task has been deemed Satisfactory (S) or Not Satisfactory (NS).

To achieve an overall Competent (C) result for a unit, all associated tasks must be assessed as Satisfactory. If a task is Not Satisfactory, the overall unit outcome will be Not Yet Competent (NYC). You are entitled to two further attempts to achieve a satisfactory outcome within the timeframe provided. After three unsuccessful attempts, additional training and reassessment may be required, which could incur fees for self-funded students as outlined in the Fees and Charges section.

Reassessment Policy

Beleco Academy allows up to three attempts per assessment task. Each reassessment will include clear feedback from your assessor on what must be improved or completed. Reassessment is arranged at a mutually agreed time and is designed to give you every opportunity to demonstrate competency.

Reasonable Adjustment

If you have a disability, illness, or special consideration, reasonable adjustments can be made to assessments to ensure accessibility without compromising the integrity or validity of the competency being assessed. Adjustments may include:

- Modifying training and assessment materials, such as providing workbooks in alternative formats
- Adapting physical facilities, equipment, or the environment to accommodate your needs
- Allowing additional time or changes in assessment conditions
- Adjusting how evidence is collected, for example asking written questions orally

Students should discuss any adjustment needs with their assessor before the assessment. All adjustments are made at the discretion of the assessor and are designed to maintain the standard of competency while supporting your participation.

Appeals Pathway

If you disagree with an assessment decision, you have the right to lodge an assessment appeal. Appeals are managed according to the Academy's Complaints and Appeals Policy, which ensures that the process is fair, transparent, timely, and confidential. Details of how to submit an appeal are included in the Complaints and Appeals section of this handbook.

Student plagiarism, cheating and collusion

Beleco Academy has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

Beleco Academy is committed to ensuring that all students receive the support they need to successfully complete their training and achieve competency. We recognise that students come from diverse backgrounds, have varying levels of experience, and may require different types of assistance to fully participate in their learning. Support is provided throughout the student journey from pre-enrolment, induction, and throughout the course and is tailored to individual needs.

Internal Support

We provide a range of internal academic and learning support to help you meet the requirements of your course:

- **Language, Literacy and Numeracy (LLN) Support:** Students may require help with reading, writing, comprehension, or numeracy to fully engage with learning and assessment tasks. LLN needs are identified through your pre-training review, enrolment documentation, or LLN assessment tools. Once identified, support may include one-on-one guidance, targeted exercises, access to learning resources, or additional workshops to build confidence and competence.
- **Trainer Support:** Your trainers and assessors are available to provide personalised assistance with understanding course content, completing assessments, and developing practical skills. Trainers can clarify instructions, give feedback, and work with you to overcome challenges in learning or assessment tasks.
 - **Direct Contact:**
 - Work@belecoacademy.com
 - info@beautycoursesonline.com
- **Academic Assistance:** Support extends to study skills, time management, assignment preparation, and assessment planning. This may be delivered through group workshops, peer study sessions, or one-on-one sessions with trainers, ensuring you have the knowledge and strategies to succeed.

Wellbeing Support

We recognise that personal wellbeing, including mental health, is critical to successful learning:

- **Mental Health Awareness:** Students are encouraged to seek support if experiencing stress, anxiety, or challenges that affect their learning or participation. Our trainers are trained to recognise signs that a student may need additional support.
- **Referral Pathways:** Where internal support is not sufficient, students can be referred to external qualified professionals, such as counsellors, psychologists, community health services, or specialist support organisations. Referral pathways ensure students receive the professional help they need while maintaining confidentiality and dignity.

Technical Support

To enable students to fully participate in online or blended learning, Beleco Academy provides:

- **Learning Management System (LMS) Support:** Assistance with accessing course materials, submitting assessments, navigating the LMS, and troubleshooting common technical issues.
- **Digital Literacy Support:** Guidance on using devices, software, and online tools required for learning. This ensures all students can participate fully, particularly for online learning, assessments, or digital submissions.

Diversity, Equity and Inclusion

The RTO provides an inclusive and equitable learning environment that supports the diverse needs of all learners. Training and assessment practices are designed to be fair, flexible and accessible, enabling all students to participate and progress.

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We do not tolerate discrimination, harassment or victimisation in any form. All policies and practices align with relevant equal opportunity and anti-discrimination legislation, and staff are expected to demonstrate inclusive behaviours that respect and value diversity.

Reasonable Adjustment Process & Support

The RTO provides reasonable adjustment to support learners with identified needs, ensuring access to training and assessment on an equitable basis while maintaining the integrity of the training product.

Adjustments are discussed and agreed with the learner and may include changes to assessment methods, delivery approaches or learning resources. All reasonable adjustments are documented and reviewed as required. Learners are encouraged to disclose their needs at enrolment or at any stage of their training, with all information handled confidentially in accordance with privacy requirements.

First Nations Support

Beleco Academy acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land and is committed to providing a culturally safe and respectful learning environment.

We support First Nations learners through inclusive practices, flexible training approaches and access to additional support services where required. The RTO values the knowledge, skills and perspectives of First Nations peoples and is committed to improving participation and outcomes for Aboriginal and Torres Strait Islander learners.

How to Access Support

Accessing support at Beleco Academy is designed to be simple, timely, and student-focused:

- **Who to Contact:** Students may contact their trainer/assessor for academic support or the Head Office for wellbeing or technical support. Contact details for each trainer are provided at induction.
- **How to Request Support:** Support can be requested via phone, email, LMS message, or in-person during scheduled sessions. Students can also discuss their needs during the pre-enrolment process or course induction.
- **Response Time:** Requests for support will be responded to as soon as possible and within two business days for non-urgent matters. Urgent concerns, particularly related to wellbeing, safety, or assessment deadlines, will be addressed immediately.

Key Points for Students

Support is available throughout your course, not just at induction.

Early identification of learning or personal challenges ensures timely intervention and increases the likelihood of success.

Students are encouraged to communicate openly about their support needs to ensure adjustments or additional help can be provided.

All support is delivered in a confidential and respectful manner, ensuring privacy and dignity.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.

Commitment Statement

The RTO is committed to delivering quality training and assessment that meets the requirements of the Outcome Standards and relevant training products. We ensure training and assessment is delivered with integrity, consistency and industry relevance, and that learners are provided with clear and accurate information prior to enrolment. Feedback from learners and stakeholders is actively sought and used to inform continuous improvement. Performance is monitored and evaluated to ensure ongoing compliance and positive learner outcomes. Contact us at our head office **on 1300 461 992** to discuss your support needs.

External Support Services

For students requiring additional support with their studies, work or life, Beleco Academy provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

13YARN

Telephone: 13 92 76

Website: www.13yarn.org.au

13YARN is the first national service of its kind for Aboriginal & Torres Strait Islander people in crisis. We offer a confidential one-on-one over the phone yarning opportunity and support with a trained Lifeline Aboriginal & Torres Strait Islander Crisis Supporter for mob who are feeling overwhelmed or having difficulty coping.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

<https://www.healthdirect.gov.au/>

Phone: 1800 022 222

Symptom checker, medicines and health information.

MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673

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Website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

Disability Gateway

Website: <https://www.disabilitygateway.gov.au/>

Phone: 1800 643 787

The Disability Gateway helps people with disability, their families and carers find the information, services and support they need in Australia.

Your Feedback

Your feedback is important to us and helps ensure that our services meet your needs. We use feedback from students and employers to support our continuous improvement processes, so we are always striving to do better.

How Feedback is Collected

- Surveys, including Quality Indicator Surveys issued by the National Centre for Vocational Education and Research (NCVER), which students and employers are required to complete. These may be provided by your trainer/assessor, mailed, or emailed.
- Informal feedback, such as conversations with trainers, emails, phone calls, or Suggestion for Improvement Forms.

How Feedback is Used

All feedback is reviewed and contributes to continuous improvement evidence, helping us refine courses, improve the student and employer experience, and address any identified areas for enhancement.

You may also be contacted by ASQA (Australian Skills Quality Authority) for a verbal interview or survey about your course or study experience. Participation is optional, and responses can be kept confidential if requested.

We welcome feedback at any time via email, phone, or by completing a Suggestion for Improvement Form, available on request from our office.

Access to your records

You may access or obtain a copy of the records that Beleco Academy holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Beleco Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Beleco Academy will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by writing to us at admin@belecoacademy.com

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Beleco Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Beleco Academy has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

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- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Beleco Academy emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Beleco Academy is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Beleco Academy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Beleco Academy Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Beleco Academy aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with Beleco Academy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection, and enrolment and throughout their participation in a course.

Beleco Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

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As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Your Privacy

In collecting personal information, Beleco Academy complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Beleco Academy operates.

Personal information, including sensitive information, is collected from individuals in order that Beleco Academy can carry out its business functions. Beleco Academy only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Beleco Academy if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to Beleco Academics functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.

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- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

Beleco Academy ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Beleco Academy to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Beleco Academy if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Beleco Academy retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process.

Our full privacy policy is available on our website at: www.nib.edu.au

Fees, Charges and Refunds Policy

1. Information about fees and charges

1. *Whilst Beleco Academy maintains strict and prudent financial management practices to ensure any prepaid fees received from a Fee Payer are protected, Beleco Academy will not require a Fee Payer to pay prepaid fees more than \$1,500 at any given time. You can pay via a payment plan of monthly instalments. These instalments are pre-paid.*
2. *Beleco Academy will publish and have accessible on a prominent place on its website or within its Student Handbook:*
 - i) *A complete and transparent listing of Beleco Academy's fees including associated terms and conditions known as the Schedule of Fees;*
 - ii) *Relevant fee information for individual courses within each course outline;*
 - iii) *Details of this policy; and*
 - iv) *Student consumer and refund rights including the method for requesting a refund known as the Refund Application Form.*
3. *Beleco Academy will ensure that prospective Students are informed of all fees and charges associated with their course and individual circumstances prior to enrolment including any additional costs the students are likely to incur.*
4. *Should Beleco Academy not be able deliver a course or any portion of the course, enrolled students will be automatically refunded for portions of the course where training services were not provided. Note this only applied is in the extreme event Beleco Academy ceases to operate or ceases to deliver a course.*
5. *A learner is entitled to any statutory cooling-off periods after enrolment to withdraw from a course entitling them to a full refund if no training has commenced.*
6. *Regarding course fees:*

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- i) *A student enrolment is deemed incomplete until the course fee deposit (or the required prepaid instalment) is paid in full and acknowledged as received by Beleco Academy;*
 - ii) *A student will not receive a testamur (certificate) or statement of attainment until all course fees are paid in full and acknowledged as received by Beleco Academy;*
 - iii) *Includes all training and assessment and educational student support, up to three attempts at an assessment, all course materials, and the issuance of one set of certification documents including the testamur (certificate) and record of results and/or a statement of attainment (in the case of withdrawal or partial completion); and*
 - iv) *Does not include optional or recommended textbooks and materials, replacement course materials (if applicable), personal use items such as computers and stationery, re-issuance of certification documentation or any re-enrolment required due to failed completion of units.*
7. *Regarding credit transfer applications:*
- i) *Beleco Academy does not charge any fees associated with application and assessment of credit transfers and if deemed eligible, a student's course fees will be reduced accordingly.*
8. *Regarding recognised prior learning (RPL) applications:*
- i) *[RPL applications if received and approved by Beleco Academy will incur an application fee and assessment fee per unit which are non-refundable as set out in the Schedule of Fees.]*
9. *Regarding Refunds:*
- i) *Refunds will only occur in the instance that Beleco Academy withdraws or cancels a scheduled course, where the student formally withdraws prior to the course completion or where fees need to be adjusted to reflect any CT or RPL credits if processed after enrolment;*
 - ii) *A refund request from a Fee Payer must be provided to Beleco Academy for assessment using the Refund Application Form;*
 - iii) *Beleco Academy must be in receipt of a written notification from a student of their intention to withdraw from a course prior to processing of any associated eligible refunds using the Student Withdrawal Form;*
 - iv) *Beleco Academy will not provide a refund to a student who has commenced a unit or course. Eligible refunds will be reduced by an amount of \$150 representing Beleco Academy's enrolment cancellation fee which is a reimbursement for administration costs;*
 - v) *Beleco Academy will not provide a refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the student;*
 - vi) *If Beleco Academy cancels a course, students will not have to apply for a refund, Beleco Academy will automatically process refunds and obtain fee payer deposit details (if necessary);*
 - vii) *A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund;*
 - viii) *The outcome of a Refund Application Form and eligible refund payments will be made within 30 days of a received application;*
 - ix) *All Fee Payers have the right to dispute and appeal to a refund decision made by Beleco Academy through the Student Complaint and Appeals Procedures; and*
 - x) *Beleco Academy's CEO has full discretion on fee payer refund eligibility especially in unique and unforeseen circumstances.*
10. *All documentation in relation to this policy such as student invoices and Refund Application Forms will be retained on a student's file.*
11. *Beleco Academy's payment terms are strictly 14 calendar days from the issue date of an invoice.*

2. Publication

- Beleco Academy will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

Additional Fees and Charges

Beleco Academy has the following of additional charges which may apply in some circumstances.

Type and circumstance in which it applies	Charge
<p>Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$50 per document plus the cost of postage if required.</p>
<p>Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Beleco Academy holds about them.</p>	<p>Beleco Academy provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.</p>
<p>Re-enrolment fee (per unit) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question.</p>	<p>Pro-rata course fee based on the number of units required to be undertaken. Varies refer to Course Outline and Student Agreement for applicable fees.</p>
<p>Recognition of Prior Learning (RPL) Fees Application Fee & Fee per unit assessed by RPL Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</p>	<p>Varies refer to Course Outline and Student Agreement for applicable fees.</p>

Complaints and Appeals Policy

1. *Beleco Academy is committed to respond to any Complaints or Appeals in a transparent, consistent, objective, fair, sensitive, confidential, and timely manner upholding the principles of natural justice and procedural fairness.*
2. *Where a Complaint is made, all parties involved will be afforded the opportunity to be promptly notified and provide a response to the allegations.*
3. *Beleco Academy's policy and procedure to manage a Complaint or Appeal does not contravene any rights and remedies of any party under law.*
4. *Complainants or Appellants are advised to inform Beleco Academy of their Complaint or Appeal as soon as possible using the Complaints and Appeals Form. This form initiates Beleco Academy's Complaint and Appeals Procedures that will commence by CEO acknowledgement of the form within 2 calendar days of receipt.*
5. *Beleco Academy will aim to conclude its investigation and resolution of any Complaint or Appeal within 30 calendar days or as soon as practicable. During this period, all parties will regularly be informed on progress of the investigation and outcome as appropriate. On the exception that a matter is anticipated to take greater than 60 calendar days to resolve, Beleco Academy will inform all parties in writing including reasons for anticipated duration to resolution and provide all parties with regular updates on the progress of the matter.*
6. *Whilst Beleco Academy will seek to internally manage Complaints through establishing a Complaints and Appeals Procedure, should a Complaint be of such serious circumstance that would warrant notification to the authorities, the CEO will maintain full discretion.*
7. *In the instance an Appeal is registered regarding the outcome of an assessment, Beleco Academy at its own cost will seek an independent assessor to re-assess the original assessment again which will assist in informing an appropriate resolution.*
8. *Beleco Academy acknowledges that some Complaints and Appeals warrant an appropriate independent external party to be appointed for review, especially where Beleco Academy's internal processes fail to resolve the matter or there is perceived, actual or potential conflict of interest. An engagement of external independent party may be requested by a Complainant or Appellant at their own costs. However, should Beleco Academy decide in the best interests of a matter that this should be pursued through an independent external party, then Beleco Academy will bear the costs of the engagement of the independent external party. In all instances, Beleco Academy will maintain cooperation and support any investigation process and associated findings and recommendations made by an independent external party.*
9. *Records of all Complaints and Appeals will be securely and confidentially recorded and retained as business records by Beleco Academy in accordance with its Governance and Compliance Policy.*
10. *Where a Complaint or Appeal leads Beleco Academy to a conclusion that there may be potential recurrence of similar causes for future Complaints or Appeals, then Beleco Academy will take reasonable corrective action to eliminate the cause or mitigate the likelihood or reoccurrence in accordance with its Governance and Compliance Policy.*
11. *This Policy and the Complaints and Appeals Form will be made publicly available through publication on prominent place within Beleco Academy's website and further located and provided to students in the Student Handbook during the pre-enrolment process.*

Publication

This policy and procedure will be published in the Student Handbook and on Beleco Academy's website.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Beleco Academy reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Beleco Academy is not permitted to do so by law.

Beleco Academy must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Policy Definitions

Appeal means a request for a decision made by Beleco Academy to be reviewed

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Beleco Academy

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Student Forms

Beleco Academy provides a range of student forms to support your enrolment and studies, including forms for updating personal details, requesting refunds, submitting complaints or appeals, and providing feedback or suggestions for improvement. These forms are available on request via email or at our head office and are designed to make it easy for you to communicate with us and ensure your needs are addressed promptly. All forms and submissions are handled confidentially and contribute to our continuous improvement processes.

Please request these via work@belecoacademy.com