

Blast Management International Pty Ltd



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### ***Training***

Information on Training Services provided by BMI is available from the office via phone or in written format. Prior to enrolling into your chosen course, ensure you have a full understanding of the structure of the course. All courses are delivered in line with State and any National requirements utilising equipment that complies with all safety standards. All costs, durations and outcomes are available from the office or on the website.

### ***Assessment***

Assessments of units will be conducted at a time agreed to by both parties after the following requirements are met.

- Successfully complete all required training
- Paid any outstanding monies owed

Additional assessment processes will be explained to you at the time of training. Should you have any additional questions regarding your assessment method or have any concerns please discuss these with an BMI Staff Member.

### ***Support service and special needs***

BMI will take every possible action to ensure we support you throughout your training and assessment process. If at any point throughout your course you require any assistance or support please discuss these needs with BMI staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff prior to enrolment to allow us to cater for your needs. If you do not notify us of any condition that may affect your learning, we will not be able to assist you if the need arises.

### ***Your rights***

As part of your training and assessment, you have various rights. BMI wants to ensure your time spent with us is both beneficial and enjoyable. If at any point you feel harassed, discriminated or feel abused, please notify the Director immediately either face to face, via phone or in writing. If you feel you need to complain about an aspect of service or training

and assessment you may do so verbally or in writing. Appeals on any decision made by BMI may be lodged to the Director and must be done so in writing. For more information on your rights, please talk to BMI staff.

### ***Privacy policy***

In compliance with the Privacy Act, the information requested on this enrolment form will only be used for the process of enrolment and maintaining the student records. All information will be kept confidential and access to this information is only available to you, the Director and the trainer. If you want to view your files at any time, lodge the request with your trainer.

### ***Media Release***

At times during the course, staff / contractors may take photos / video for use in promotional activity. By signing the enrolment, you acknowledge your acceptance in participating in such activities.

### ***Rules and regulations***

To complete your enrolled course students must be able to fulfil the following obligations:

- Demonstrate to the BMI through enrolment and assessment, both written and theory that academic and professional skills have been obtained to a satisfactory and competent level.
- Satisfy all academic, administrative and financial obligations to the organisation.

Students must supply a copy of a form of Photo Identification (drivers licence, passport, shottifiers license, student ID).

Students must promptly notify BMI of any change of name, address and contact details.

Students may be suspended or expelled from BMI at the Director's discretion for:

- non or late payment of fees
- failure to uphold or maintain any of BMI Policies and Procedures

Serious misconduct or breach of legislation

### ***Refunds***

Blast Management International will safeguard any money paid by you in advance of your course. Blast Management International will refund you any money paid by you in full in the event we cancel or discontinue a course. If you withdraw from a course due to illness, (verified by a medical certificate) we will refund any course fees paid less an administrative fee of 5% of your course cost. Should you withdraw for any other reason other than illness, with less than four week's notice you will forfeit 50% of your course cost. If you fail to commence the course or withdraw during the course you will forfeit all monies paid and no refund will be made available.

Do not sign the enrolment form if you feel you have not received information on all of the above points. Please ask BMI Staff to explain or provide written information on the above before enrolling.

## ***Anti-discrimination - Access and Equity***

Blast Management International has in place policies on Access and Equity, which ensure that staff and students are not discriminated against in accordance with relevant State, Commonwealth and Territory legislation. All our staff are made aware of their obligations under the relevant legislation during induction and professional development programs. Staff are responsible for ensuring that no student is discriminated against in relation to their access to all aspects of learning & assessment and equity in the learning process.

Any person believing that they have experienced any form of discrimination through their relationship with Blast Management International should report their complaint immediately to Blast Management International management.

## ***Discrimination***

Discrimination refers to treating individuals or groups less favourably than other individuals or groups so as to disadvantage some and advantage others in same or similar circumstances.

Direct discrimination is less favourable treatment of a person on the basis of an attribute, such as age, race, sex or creed or on the basis of a characteristic particular to persons with one of the particular attributes.

Indirect discrimination is the imposition of a condition on a person/persons, which, on the face of it appears not to be discriminatory, but which has in fact an adverse affect on people in a particular group.

Blast Management International has a policy where employees and its external customers are to be treated equitably and the organisation will not tolerate discrimination based on any of the following grounds.

Sex Race Political Belief Lawful sexual activity Marital status Impairment Family responsibility Political belief or activity Trade union Activity Sexuality	Age Parental Status Social Origin Religious conviction Trade union activity Sexual orientation Relationship status Pregnancy Breastfeeding Gender Activity
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## ***Workplace Harassment***

Workplace harassment in any form including sexual harassment and bullying will not be tolerated under any circumstances. Harassment includes workplace bullying. Any person should be able to work in an environment free from intimidation and harassment. Blast Management International acknowledges that workplace harassment is against the law in any workplace context (which includes conferences, work or business related functions,

and business or field trips) and expects that its workplace and training environment at all times reflects the principles of law for the benefits of its employees, students and visitors.

### ***Work Health and Safety***

Blast Management International is obliged under legislation:

to ensure the health and safety of each of their workers and students  
to ensure the health and safety of other people who are not workers or students; e.g. visitors and guest presenters  
to ensure people can come to work or a training venue with a minimum of risk of injury or illness  
ensure that any equipment used by staff or students is safe when properly used

Students are obliged to obey instructions regarding their health and safety and the health and safety of others. They must not deliberately interfere with or misuse anything that has been provided for workplace health and safety. They must not deliberately endanger the health and safety of others, or deliberately injure themselves.

### ***Marketing & Advertising***

Blast Management International has policies and procedures to ensure that national guidelines and protocols for Advertising and Marketing (Ethical marketing and advertising) are complied with and include practices that are:

- True and honest
- Accurate
- Form part of the RTO's scope of registration
- Approved by the officer with the relevant authority within the organisation

Blast Management International will market its educational/training services with integrity and accuracy, avoiding vague and ambiguous statements. Written permission will be obtained from any person or organisation for the use of any marketing material that refers to that person or organisation and the organisation agrees to abide by any conditions pertaining to that permission. No false or misleading comparisons will be made with any reference to any other training provider or course.

### ***External Review***

Blast Management International agrees to participate in external monitoring and audit processes required by ASQA. This covers random quality audits following complaint and audit for the purposes of re-registration. This is in accordance with the VET Quality Framework.

### ***Fees and Charges***

Blast Management International has an established a fees and charges policy that is fair and equitable. This policy identifies:

- the period of time required to give notice of an intention to withdraw from a course of study, for which fees have been paid but not yet commenced;
- the portion of fees which is not considered as part of the refund, being retained for costs of administration, service charges, materials fees, or application fees;
- conditions for cancellation of courses by Blast Management International.

All fees received in advance are placed in a separate chart of accounts and not accessed until the course commences. A relevant proportion of the fees paid will be retained in the account to cover any emerging contingency. No individual will be charged more than \$1500 in advance of any training service provided.

### ***Complaints***

Blast Management International will ensure that students have access to a fair and equitable process for dealing with complaints and will provide a process where students may appeal against decisions, which may affect their academic progress.

Blast Management International will make every attempt to resolve a student's complaint. A nominated officer within the organisation will handle complaints. Where complaints cannot be resolved internally, Blast Management International will advise students of the appropriate body to whom they may take their complaint. This will be one a Dispute Resolution service offered by a State or Territory Government Department such as the one provided by the Queensland Dept. of Justice and Attorney-General.

### ***Monitoring of Education Training & Assessment Standards***

Blast Management International will adopt policies and management practices which maintain high professional standards in the delivery of education and training services and which maintain the interests and welfare of students. Assessment will meet the RTO standards requirements (including Recognition of Prior Learning and Credit Transfer).

Blast Management International will maintain a learning environment that is conducive to the success of students. Adequate facilities, equipment and training materials will be utilized to ensure the learning environment is conducive to the success of students.

Blast Management International will ensure that teaching staff are not only appropriately qualified but are also sensitive to the cultural and learning needs of students. The organisation will also provide training for its entire staff as and when required.

As an RTO, Blast Management International will ensure:

- students are informed of the context and purpose of the assessment and the assessment process
- students are provided with feedback about the outcomes of the assessment process
- assessments are equitable for all persons taking account of cultural and linguistic needs
- assessments provide for assessment on appeal.

Blast Management International will ensure that assessments will comply with the principles of validity, reliability fairness and flexibility and wherever relevant focus on the application of knowledge and skills to the standard of competence in the workplace.

### ***Recognition of Prior Learning (RPL) and credit transfer***

As an RTO, Blast Management International recognises the AQF Qualifications and Statements of Attainment issued by other RTO's and will provide credit through a credit transfer application.

However, the objective of Recognition of Prior Learning (RPL) is to ensure that a person's prior learning achieved through formal or informal education, training, work experience or

other life experiences is appropriately recognised. Blast Management International encourages students to apply for RPL wherever it is considered appropriate. The principles governing the recognition of prior learning are outlined below:

- assessment processes shall provide for the recognition of current competencies regardless of where and when they had been acquired
- RPL focuses on identifying the endorsed industry/enterprise competency standards currently held by individuals as a result of formal or informal training, not how, when or where the learning occurred
- RPL underpins any system of competency-based training. Blast Management International has a demonstrable commitment to recognizing the prior learning of individuals
- Blast Management International ensures that RPL shall be available to all potential applicants, the processes shall be fair to all parties and that RPL shall involve the provision of support to potential applicants
- assessors must be confident that the person applying for RPL is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The assessor must also be confident that the evidence is authentic, valid, reliable, and current and covers the exemption being sought.

After outlining the steps involved in the RPL process to students, Blast Management International will provide a counselling session with an RPL assessor. Charges for this process may be applicable. In every case the RPL assessor will advise the student of their responsibilities and any charges that may be applicable.

The RPL process shall cover the following steps:

- Information
- Initial support and counselling
- Application
- Assessment
- Post-assessment guidance; and/or
- Certification.

### ***Termination of Enrolment***

Under its Quality Assurance procedures Blast Management International reserves the right to terminate a student's enrolment should the student:

- endanger the health and safety of another student or a Trainers / Assessors
- engage in the falsification of documents and /or assessments and training outcomes
- divulge personal or confidential information relating to another student's documents, assessment and training outcomes
- prevent other student/s from completing their course of study in reasonable peace and privacy;
- refuse to act in accordance with any rules and regulations prescribed by the RTO that are designed to protect the well being of others, eg. smoking policies.

Furthermore any Trainer/ Assessor employed by Blast Management International who violates student's rights or engages in any activity that causes stress or disadvantage to any student will be subject to disciplinary procedures that may involve termination of services. Trainers / Assessors should be aware of Complaint procedures and when in doubt contact senior management to arrange a personal interview.

## ***Training Resources***

Blast Management International provides all students with adequate print and/or online resources to successfully complete all training programs. In addition, the organisation will provide information where additional resources can be obtained either from libraries or the internet.

## ***Sanctions***

Blast Management International will honour all guarantees outlined in this Code of Practice. The organisation understands that if it does not meet the obligations of this Code or supporting regulatory requirements, it may have its registration as a Registered Training Organisation withdrawn.

## ***Student Welfare, Guidance & Support***

### Support Services

Blast Management International provides protection for the welfare and safety of all students.

In the event of a student having a problem with the course, or on a personal level, we would encourage the student to seek advice from one of the Trainers / Assessors. Each student is treated as an individual and any assistance would be given confidentially, and in a caring manner.

If unresolved, the student would be encouraged to approach the Training Manager.

If necessary, counselling would be directed to an independent, suitably qualified advisor.

Blast Management International has student welfare and guidance services relevant to the training products. Where necessary, arrangements will be made for students requiring Literacy and/or Numeracy support. This will be outsourced to the relevant qualified experts. Any fees incurred are the responsibility of the student.

Blast Management International student information will ensure that all fees and charges are known to students prior to enrolment. Students are advised of course content, outcomes, and assessment procedures prior to commencing training.

For any matter outside its expertise or control, Blast Management International will make every attempt to refer the student or the relevant agency or expert.

The student is provided with appropriate information.