

PAYMENT, REFUNDS and CANCELLATION POLICY

Commencement Date:	14/12/2015	Review Date:	01/04/2016
Version:	One		

The relevant course fee must be paid in full before a client is issued with a qualification or statement of attainment.

The Directors of Betterlink Group may discount or waive fees in cases of financial hardship. Fee waivers must be applied for in writing by the student and evidence of hardship provided and retained. Application for fee waiver must be received prior to the fees payment date.

For clients enrolled under Western Australian FutureSkillsWA funding, the *VET Fees and Charges Policy 2015* applies.

On-line training:

Prior to receiving access to online materials the advertised fee is to be paid in full. Refunds will be paid should the student withdraw or cancel in writing prior to accessing online materials. Once online materials have been accessed no refund will be payable.

Where online training fees are higher than \$1500, the first \$1500 is payable on enrolment with the remainder being payable on invoice. Invoicing for the remaining fees for online training will occur when a student reaches the half-way point on their enrolment. The half-way point will be determined by the number of units commenced, not length of time. For example if a student is enrolled in ten units, invoicing will occur for remaining fees when the student has been found competent in five units.

If an online student whose fees are higher than \$1500 cancels or withdraws in writing prior to commencing the second half of their enrolment then no further invoice will be issued. If the second half of enrolment has already been commenced and the second invoice issued then all monies are still owed to Betterlink Group and no refund will be issued.

FutureSkillsWA Funded Training:

All mandatory administration fees must be paid on invoice. For units of competency not yet commenced or within the withdrawal period (twenty business days from written notification of commencement) there is a full refund for that unit. There is no refund for any unit which has been commenced and is outside of the withdrawal period.

Assisted Recognition Model:

- (a) Where enrolment comes to less than \$1000 in total payment is due in full on enrolment.
- (b) A \$1000 deposit must be paid on enrolment where the full fee for that enrolment is greater than \$1000.
- (c) The remaining fees owing are to be paid on invoice. Invoices will be issued as agreed upon enrolment between Betterlink Group and the student. All payment arrangements will be detailed on the first invoice for each student.
- (d) Other payment arrangements may be entered into as mutually agreed between Betterlink Group and the student on enrolment.

Should a student cancel their enrolment no refund will be payable on invoices issued up to the date that Betterlink Group receives notification of their cancellation in writing. No further invoices will be issued after receiving this notification. Any invoices that have been issued but not yet paid at the date of notification of cancellation in writing will still be owed to Betterlink Group.

Privacy Policy and Procedure

Commencement Date:	15/01/2012	Review Date:	21/01/2015
Version:	Three		

Betterlink will be open and transparent in the management of personal information.

We collect information from you on your enrolment form, relating to your

- name,
- age,
- address,
- previous educational experience,
- nationality,
- contact details,
- disability status, and
- language spoken at home,
- employment status.

We collect this data for mandatory government reporting and to produce an accurate and holistic picture of training and consistent information about students, their training and their outcomes.

When you have completed your training we will confirm your address to ensure that you receive any qualifications you may have achieved. All information is retained in our secure database.

Students are asked to provide a Unique Student Identifier (USI), to allow us to ensure that statements of attainment and qualifications are always accessible to you in the future. This is a legislated requirement of all training organisations. If you are unsure about your USI please speak with us and we will assist you.

Student, client and other confidential records are accessible only to Betterlink Group Directors and Staff and Consultants (on as needed basis) and all electronic records are protected by appropriate security including passwords and firewalls.

Any requested information pertaining to a training participant's personal record for recording, coaching and developmental purposes will be issued by Betterlink Group to the following:

1. The training participant themselves
2. The training participant's employer (where that organisation is paying for the training and assessment services on the training participant's behalf, and the training participant has given permission), including but not limited to (at Betterlink Group's discretion):
 - Human Resource and Training Department personnel
 - The training participant's team leader and / or manager

From time to time, samples of evidence produced by training participants may be used for *internal* assessment moderation / validation. Betterlink Group's personnel will treat all evidence reviewed for this purpose as private and confidential.

From time to time, samples of evidence produced by training participants may be used for *external* assessment moderation / validation. Betterlink Group will seek permission from the training participant before using their evidence for this purpose.

Information pertaining to the client / training participant (e.g., contact details, training and assessment record, etc) will only be issued to another party with the written consent of the client / training participant (except as required under the Standards for Registered Training Organisations).

COMPLAINTS POLICY AND PROCEDURE

Commencement Date:	01/04/2015	Review Date:	01/04/2016
Version:	One		

Betterlink Group is committed to providing clients with training of the highest possible quality. However, we recognise that clients may raise complaints about issues relating to their experiences with Betterlink Group, a provider delivering services on Betterlink's behalf or any other learners enrolled with the RTO. This document sets out the internal procedures that apply within Betterlink Group for addressing client complaints. These procedures are designed to ensure that there is a transparent process for ensuring client complaints are dealt with fairly, consistently and promptly.

Principles

The client complaint resolution procedures of Betterlink Group are based on the following principles:

- That procedures used to review and resolve complaints are fair and must be seen to be fair;
- Confidentiality will be respected for all parties, unless the use of the information is authorised by law;
- That staff involved in resolving complaints will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view;
- There will be no reprisals or any disadvantage arising as a result of a client making a complaint in good faith;
- That complaints are handled in a timely manner with achievable deadlines specified for each stage in the resolution process;
- Any client who makes a complaint and any staff member or client on whom the complaint has a direct impact, is regularly informed of the progress of the matter;
- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the client is entitled to seek a review, either on procedural or substantive grounds, from a higher internal body or an appropriate external agency.

Procedures for the handling and resolution of complaints

When a client has a complaint, he or she will be encouraged to first discuss the matter with the person concerned. If the client has concerns about raising the matter with this person, then he or she can discuss it with the Director of Training. Betterlink

Group expects that in most cases the discussion of the concern or complaint with the relevant staff member will result in a prompt resolution of the matter which both parties will find acceptable. If this informal approach to dealing with the client's concerns does not lead to an acceptable resolution then the client should pursue the more formal process for resolution of the matter as set out below.

Formal complaint process

1. Complainant encouraged to lodge a formal complaint in writing to the Betterlink Chief Executive Officer (CEO) within 10 working days of the event that is the focus of the complaint.
2. CEO will acknowledge receipt in writing within 5 working days of its receipt and advise estimated time for resolution of complaint.

Note: Where Betterlink considers that more than 30 days are required to process and finalise the complaint, we will inform the complainant in writing, including reasons why more than 30 calendar days are required and will regularly update the complainant on the progress of the matter.

3. CEO to independently review complaint and attempt resolution of the problem.
4. Where the CEO believes a conflict of interest exists in their handling of the complaint, the complaint will be referred to a more suitable Betterlink Director and complainant notified.
5. The CEO/Director handling the complaint will keep a formal record of the issues and actions taken in a Complaints Register and will notify the complainant in writing of the complaint outcome, documenting the reasons a resolution was or was not achieved.
6. Betterlink Group will endeavour to resolve complaints as soon as practically possible. However, where complaints remain unresolved to the complainant's satisfaction Betterlink Group will arrange for review by a mutually agreeable independent person. Any costs associated with this action will be borne by the complainant.
7. The outcomes of all complaints are to be reviewed by the Directors as part of the continuous improvement process, to ensure Betterlink policies and procedures are revised where necessary. A Corrective Action Report should be completed where any policies and procedures are required to be changed.

Indicative timelines for resolution of complaints

Action	Responsible	Timeline
Making a complaint	Client	Lodge complaint within 10 working days of the event which is the focus of the complaint
Acknowledgement of the receipt of the complaint	CEO	Within 5 working days of receipt
Notification of the resolution	CEO or Director	Dependent on the case but in a timely manner – no more than 10 working days after the commencement of the investigation

External avenues of appeal

In addition to these internal procedures clients have the right to lodge complaints with an appropriate external body. This includes the Australian Skills Quality Authority, the Australian Human Rights Commission and the State and Commonwealth Ombudsman's Offices.

Documentation

Duly completed:

- Complaints Register

- Records of any formal appeal hearing by an independent person

- Corrective Action Report

Applicable legislation

All applicable legislation from Betterlink Group's *List of Applicable Legislation* applies in these cases.

ASSESSMENT APPEALS

Commencement Date:	15/02/2012	Review Date:	01/04/2015
Version:	Five		

Purpose

This procedure describes the process for dealing with assessment appeals under Betterlink Group Registered Training Organisation accreditation and is designed to ensure the principles of natural justice and procedural fairness are adopted throughout the process and appeals are finalise as soon as practicable.

Application

This procedure applies to any client who wishes to appeal against an assessment result.

Responsibility

The Director of Training and Compliance is responsible for managing the implementation and maintenance of this procedure

Procedures

1. If a client is dissatisfied with the assessment process and/or assessment decision, he/she should in the first instance discuss the decision and options with the Assessor to ascertain and fully understand the reason(s) for the decision, as well as to consider options proposed by the Assessor, such as additional training and/or reassessment.
2. If the matter is not resolved to the client's satisfaction following discussion with the Assessor, then he/she is to be encouraged (by the Assessor) to express his/her concerns to the Director of Training and Compliance. Acknowledgement of their dissatisfaction will be provided in writing by the Director of Training and Compliance. If the client chooses to meet with the Director, the Assessor is to brief the Director at the earliest opportunity (same day unless extenuating circumstances preclude), providing the Director with all documents relating to the assessment. The Director is then to arrange a meeting at the earliest opportunity with the client, with a view to making every endeavour to resolve the matter to the satisfaction of both parties.

If appropriate, the Director may decide to seek the opinion of another Betterlink Group assessor prior to meeting with the client.

Note: If the Director of Training and Compliance is the appellant's original assessor the client would be urged to express their concern to another Betterlink Group Director.

3. Upon a mutually satisfactory resolution of the matter, it is recommended that the Director document the agreement (in writing). The agreement should then be signed by the client and the Assessor, and filed with the client's other assessment documentation.
4. In the event that the matter remains unresolved to the client's satisfaction, he/she is to be invited to formally appeal in writing, clearly detailing his/her grounds for appeal. The matter will then be referred to an independent Assessor to:
 - Consider all documentation provided;
 - Request further information where necessary;
 - Ensure that at all times, the principles of assessment were adhered to;
 - Prepare a formal report on the appeal;
 - Prepare formal advice to the client; and
 - Forward the formal advice to the Director who will file a copy on the *Appeals Register* and forward a copy to the client.
5. Betterlink Group will pay the fees charged by the independent Assessor for his/her services.
6. If the appeal is upheld, Betterlink Group will follow the recommendations of the independent Assessor.
7. If the appeal is not upheld, the Director will, where appropriate, counsel the client and/or refer him/her for remedial training and/or initiate another assessment. The client may, if still dissatisfied, seek recourse to ASQA. The Director will cooperate fully in any ensuing process and provide the relevant documentation as requested.
8. Any final outcome as set down by ASQA is to be abided to by both parties.
9. The outcomes of all appeals are to be reviewed by the Directors as part of the continuous improvement process, to ensure Betterlink policies and procedures, assessment process and assessment tools are revised where necessary. A *Corrective Action Report* should be completed where any policies and procedures are required to be changed.
10. Where Betterlink Group considers more than 30 calendar days are required to process and finalise the appeal, we will:
 - Inform the appellant in writing including reasons why more than 30 calendar days are required
 - Regularly update the appellant on the progress of the matter

Documentation

Duly completed:

Appeals Register

Records of any formal appeal hearing by an independent person

Corrective Action Report

Applicable Legislation

All applicable legislation from Betterlink Group's *List of Applicable Legislation* applies in these cases.