Level 30, 91 King William Street
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Phone: 1300 11 2282
Email: enquiries@BCTA.vic.edu.au
RTO No: 22597

BUILDING AND CONSTRUCTION TRAINING AUSTRALIA

RTO No. 22597

STUDENT HANDBOOK

SOUTH AUSTRALIA

Skills SA Subsidised and Fee-for-Service Students

South Australia: Level 30, 91 King William Street, Adelaide SA 5000
Phone: 1300 11 2282 | Email: info@bcta.vic.edu.au
www.bcta.vic.edu.au

This handbook follows the Standards for Registered Training Organisations 2025 and the Skills SA Funded Activities Agreement, and applies to students training with BCTA in South Australia.

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Welcome to BCTA

Welcome to Building and Construction Training Australia. We hope you enjoy your time with us.

This handbook tells you how we work, what you can expect from us, and what we expect from you. Please read it and keep it. Read it together with your enrolment, your fee information, your Training Plan and your timetable.

If you have a question about anything in this handbook, just ask us. Our staff are happy to help.

What We Promise You

We follow the Standards for Registered Training Organisations 2025. We promise to:

- Give you good quality training and assessment.
- Give you clear and correct information before you enrol, so you can decide if the course is right for you.
- Check your skills and support needs before you start and give you the support you need.
- Treat you fairly and with respect.
- Keep your personal information safe.
- Deal with any complaint or appeal fairly, quickly, and at no cost to you.
- Give you your certificate or Statement of Attainment as soon as you finish.

Training in South Australia: Subsidised and Fee-for-Service

BCTA holds a Funded Activities Agreement with the South Australian Government through Skills SA. This means some of our courses in South Australia can be government subsidised for eligible students. The South Australian Government pays part of the cost of your training, and you pay a student fee.

Skills SA subsidised training may be available for these BCTA courses. It depends on your eligibility and a subsidised place being available:

- CPC30220 Certificate III in Carpentry (apprenticeship, through a training contract only)
- RII30820 Certificate III in Civil Construction Plant Operations (apprenticeship, through a training contract only)
- CPC40120 Certificate IV in Building and Construction (Building)
- CPC50220 Diploma of Building and Construction (Building)

Supported by Government of South Australia. This training is funded through the Government of South Australia. Participant Eligibility Criteria apply – visit www.skills.sa.gov.au for Participant Eligibility Criteria.

Skills SA sets the rules for who can get a subsidised place, not BCTA. We check whether you are eligible before you enrol.

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SIT40721 Certificate IV in Patisserie is not subsidised in South Australia. If you enrol in this course, you or your employer pay the full fee. This is called fee-for-service. If you are not eligible for a subsidised place, you can still study any of our courses on a fee-for-service basis.

Before you enrol and before you pay anything, we will tell you in writing what your course will cost you.

Where We Are

Our contact details are:

Office	Address
South Australia	Level 30, 91 King William Street, Adelaide SA 5000
Phone	1300 11 2282 (Monday to Friday, 9:30 am – 5:30 pm)
Email	info@bcta.vic.edu.au
Website	www.bcta.vic.edu.au
Student login	www.lms.bcta.vic.edu.au

Our Student Administration team is your first point of contact for any question.

Your Orientation

Before your course starts, we run an orientation session. Your trainer and BCTA administration staff will be there. Attending orientation is compulsory, because we cover a lot in a short time. If you cannot make the scheduled date, tell us in advance and we will reschedule it for you.

At orientation we will:

- Welcome you and introduce your trainer.
- Check and update your personal details.
- Explain what BCTA expects from you.
- Explain how your classes will run and go through your timetable with you.
- Explain how attendance and course progress work.
- Explain how your course is assessed.
- Tell you what support is available and how to ask for it.
- Show you how to use our Learning Management System (LMS).

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Our Courses and How You Learn

Courses We Offer in South Australia

BCTA delivers these qualifications in South Australia:

- CPC30220 Certificate III in Carpentry
- RII30820 Certificate III in Civil Construction Plant Operations
- SIT40721 Certificate IV in Patisserie
- CPC40120 Certificate IV in Building and Construction (Building)
- CPC50220 Diploma of Building and Construction (Building)

CPC40120 and CPC50220 can be Skills SA subsidised for eligible students. CPC30220 and RII30820 can be subsidised only if you are an apprentice or trainee under a training contract. SIT40721 is fee-for-service only. See the Skills SA Subsidised Training section for details.

You can find full details of each course on our website and in the course brochure. This includes the course code and title, how long it takes, how it is delivered, where it is delivered, what you need to get in, the units you will study, the total fees, and any licensing information. We give you this in writing before you enrol and before you pay anything.

How You Will Learn

We deliver our courses in one of two ways:

- **Face-to-face class —** you attend a class in person at a training venue.
- **Virtual online class —** you attend a live class online at a set day and time, with your trainer and other students.

Your enrolment paperwork tells you which one applies to your course and where it is delivered. Contact us to find out the options for your course.

Either way, you use our online Learning Management System (LMS) to get your learning materials and to submit your assessments. Our Online Service Standards on our website explain what computer and internet you need, and how quickly we will reply to you.

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What You Need for Online Learning

If your course has an online component, you will need:

Item	What is needed
Computer	A device with at least 8GB of memory and a 1.5GHz processor.
Software	Microsoft Office (Word, Excel, PowerPoint). Mac users need compatible apps.
Microsoft Teams	For attending your online classes.
Webcam	You must have your camera on during online classes.
Browser	Our LMS works best on Google Chrome.
Headset	For clear audio during class.
Smartphone	If your course needs, you to take photos.
Internet	A reliable internet connection.

Your Training Plan and Timetable

Training Plan:

Every student gets a Training Plan (within 4 weeks of commencement). It shows:

- Your Personal Information
- Course Code and Name
- Course Commencement Date/ Expected Completion Date
- Delivery Mode.
- Assessment Methods
- Results
- Unit Type
- Unit Code and Title
- Proposed Unit Start Date and Proposed Unit End Date.
- Actual Unit Start Date and Actual Unit End Date.
- Details of trainer/assessor
- Any extra support or adjustments we have agreed with you.
- Contact Details of BCTA

If there are any changes, we will update the training plan and let you know.

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Timetable:

We also send you a timetable. It shows:

- Course Code and Name
- Date, Time and Location
- Unit Code and Title
- Assessment Submission Start Date/ Assessment Due Date
- Details of trainer/assessor
- Contact Details of BCTA

Enrolling with BCTA

What We Tell You Before You Enrol

Before you enrol, and before you pay anything, we give you written information about:

- The course code and title, exactly as it appears on training.gov.au.
- How long the course takes, how it is delivered, and where.
- What you need to get into the course.
- The units you will study.
- All the fees and what they cover, including any fee that is not refundable.
- Anything you must do as a student.
- Any licensing or regulatory rules that apply.
- Any other organisation involved in delivering your training.

Practical and Workplace Training

Some of our courses include practical training or assessment that happens on a real or simulated worksite, or in a workplace.

If your course has this requirement, we will tell you before you enrol:

- Where the practical training or placement will take place.
- How long it runs and how many hours are involved.
- What you will be expected to do.
- What you need to bring or wear, including personal protective equipment.
- What BCTA, you, and any host employer are each responsible for.
- Where a formal practical placement applies, a written Practical Placement Agreement must be signed by BCTA, the host employer and you before the placement starts.

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If you are an apprentice or trainee, your Training Plan is developed together with you and your employer. It reflects what you will learn at work and what you will learn with BCTA. We keep it up to date, and it is signed by you, your employer and BCTA. We tell the South Australian Skills Commission once your Training Plan is in place.

Upfront Assessment of Need (UAN)

As part of your enrolment, we complete an Upfront Assessment of Need (UAN) with you. Skills SA requires the UAN before we can create a training account for a subsidised student, and we complete it with every South Australian student, including fee-for-service students. It is a conversation and a short assessment. It helps us make sure the course is right for you.

In the UAN we:

- Look at skills and qualifications you already have, so we can consider credit or recognition.
- Check your language, literacy, numeracy and digital skills against what the course needs.
- Work out which course suits you best, including what jobs it may lead to.
- Find out what support you might need.
- Use what we learn to build your Training Plan.

If the course is not right for you, we will talk with you about other options. This may include extra support or foundation skills training before or during your course. BCTA is responsible for completing the UAN and for making the enrolment decision. Where specialist assessment or support is required, BCTA may use an appropriately qualified service in accordance with Skills SA requirements.

LLND Skills Check

As part of the UAN, you complete LLND assessments. LLND means language, literacy, numeracy and digital skills. Reading and numeracy are assessed online through the Core Skills Profile for Adults (CSPA), and you also complete a short writing task set for your course.

These assessments are an entry requirement. We use the results to identify any support you may need, and to decide whether any adjustments, foundation skills training or other learning options should be considered.

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Unique Student Identifier (USI)

Every student undertaking nationally recognised training must have a valid USI, unless an exemption under the Student Identifiers Act 2014 applies.

You must provide your USI when you enrol. BCTA will verify your USI before finalising your enrolment. Your USI is a free online record of nationally recognised training you have completed in Australia. You can create or find your USI at www.usi.gov.au.

A small number of students may be granted an exemption by the Student Identifiers Registrar. If you have an approved exemption, you must provide BCTA with evidence of the exemption so that we can report your training correctly.

Credit Transfer

If you have already completed a unit somewhere else, you do not have to do it again. This is called credit transfer.

We must give you credit when:

- You have completed the same unit, or a unit that training.gov.au (the National Register) says is equivalent; and
- You give us proof — your certificate, Statement of Attainment or USI transcript; and
- We can confirm your document is genuine.

We check your document is genuine by looking at your USI transcript online, or by contacting the organisation that issued it. Credit transfer is free. You do not pay tuition fees for any unit where credit is given.

If a unit is not the same or not equivalent, we cannot give you credit. If that happens, we will explain why in writing and tell you about your other options, such as Recognition of Prior Learning or gap training.

Please apply for credit transfer in writing, as early as possible.

Recognition of Prior Learning (RPL)

If you already have the skills and knowledge from work or life experience, you can apply for Recognition of Prior Learning. RPL means we assess what you can already do, instead of you sitting through training you do not need.

The RPL process works like this:

1. You give us evidence of your experience. This can include work samples, photos, reports, job descriptions, your resume, or training certificates. We normally ask a supervisor or referee to verify your evidence, and we will tell you what is needed for your application.
2. You have an interview with a trainer to talk about your experience and skills.
3. We assess your evidence and tell you the result.
4. If there are any gaps, we arrange gap training to cover them.

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RPL is assessed to the same standard as any other assessment. Your evidence must be your own, current, and genuine. We may contact your supervisor to confirm it. RPL is not a quick or guaranteed way to get a qualification — you still need to show you can do the work.

To apply, ask Student Administration for an RPL application form.

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Skills SA Subsidised Training

This section is for students enrolling in a Skills SA subsidised course in South Australia.

Who Can Get a Subsidised Place

To get a Skills SA subsidised place, you must live or work in South Australia, and be:

- An Australian citizen; or
- An Australian permanent resident; or
- A New Zealand citizen; or
- The holder of an eligible visa.

You must also be aged 16 or over and not enrolled at school. The full eligibility rules, including the list of eligible visas, are on the Skills SA website at mytraining.skills.sa.gov.au.

We must see and keep proof of your eligibility before you start. We will tell you which documents to bring.

Extra Rules for Apprentices and Trainees

CPC30220 Certificate III in Carpentry and RII30820 Certificate III in Civil Construction Plant Operations are subsidised only through a training contract. To get a subsidised place in these courses, you must:

- Be employed in South Australia as an apprentice or trainee; and
- Have a training contract with your employer that is approved by the South Australian Skills Commission.

Your training contract sets out your probation period and the training you will complete at work and with BCTA. Your employer, your Apprentice Connect Australia Provider and BCTA all have a part to play in setting this up. We will explain what you need to do. If you have a question or a problem with your training contract, you can contact the South Australian Skills Commission on 1800 673 097.

How Many Subsidised Courses You Can Do

You can be enrolled in a maximum of two Skills SA subsidised courses at the same time. This includes subsidised courses with other training providers. If your UAN shows that you need it, you may also be able to do a foundation skills course.

Skills SA can change its rules about subsidised training. We will check your position with you before you enrol. Please think carefully before you enrol, and talk to us if you are unsure.

Your Skills SA Participant Agreement

When you enrol in a subsidised course, you sign a Skills SA Participant Agreement. By signing it, you agree that:

- The South Australian Government will give you a Participant Number to record your subsidised training and your results.

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- Skills SA can collect your results and use your USI to check your eligibility and track your progress.
- Skills SA may share your information with training providers that hold a Skills SA funding agreement, and with state and Commonwealth government agencies involved in training.
- Skills SA may contact you during or after your training, for example for surveys, evaluations and checks on the quality of training.

Please read the agreement carefully before you sign it. Ask us if you have any questions.

Your Rights as a Skills SA Student

- You get written information about your student fee before you start.
- You get a UAN to check the course suits you and to find the support you need.
- You can get free, confidential help from Success and Wellbeing Services. See the Support for Students section.
- You get a Statement of Attainment for any units you finish, even if you do not complete the whole course.
- You can make a complaint or appeal at no cost, and you can contact the South Australian Skills Commission for help.
- Skills SA may contact you to take part in a survey or interview.

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Fees, Charges and Refunds

This section provides a summary of our fees, charges and refund arrangements. Our full Fees and Refunds Policy and our Statement of Fees are on our website. These documents provide further details about fees, payment arrangements and refund processes.

Student Fees for Subsidised Courses

If you have a Skills SA subsidised place, the South Australian Government pays part of the cost of your training. You pay the rest as a student fee. Skills SA calls this the participant course fee.

Your student fee is $0.50 per payment hour for all units, including units assessed through Recognition of Prior Learning (RPL). This is the minimum student fee set by Skills SA, and it is the same for every BCTA subsidised course.

Your student fee can be paid by you, by your employer, or by someone else on your behalf. Skills SA rules do not allow BCTA to pay or waive your student fee.

Concessions

No concession applies to BCTA's subsidised courses. We already charge the lowest student fee Skills SA allows, so the $0.50 per payment hour cannot be reduced any further. If you hold a Commonwealth concession card, such as a Health Care Card, Pensioner Concession Card or Veterans' Affairs concession card, you pay the same student fee as other students.

If you have a concession card, please still show it to us when you enrol. Skills SA requires us to record it.

Students Who Are or Have Been Under Guardianship

If you are over the age of 16 and you are, or have been, under the guardianship of the Chief Executive of the Department for Child Protection (or the equivalent in another state or territory) on any guardianship order, you do not pay a student fee for a subsidised course. Tell us when you enrol and we will tell you what proof we need.

Fee-for-Service Enrolments

If you enrol in SIT40721, or you are not eligible for a subsidised place, you or your employer pay the full cost of your course. No government subsidy, concession or fee exemption applies to a fee-for-service enrolment.

Before you enrol and before you make any payment, we give you information about the total cost of your course and all applicable fees and charges, whether your place is subsidised or fee-for-service. This information is provided in our Statement of Fees on our website.

Paying Your Fees

BCTA does not collect more than $1,500 in prepaid fees for services we have not yet delivered. This protects the money you pay us. If your course costs less than $1,500, we ask for the full amount before you start.

For longer courses, you pay in instalments. We give you a written payment schedule that tells you how much to pay and when. You must make your first payment before your training starts.

We accept payment by electronic funds transfer only. We do not accept cash.

If you are having trouble paying, please call us. We can talk about other arrangements. If fees are not paid and you have not made an arrangement with us, we may pause your training or withdraw you from your course.

Where your employer is paying for your training, that is a business-to-business arrangement between BCTA and your employer. The $1,500 prepaid fee limit does not apply to those arrangements.

Course fees are GST-free. GST may apply to some extra charges.

What Your Fees Do and Do Not Cover

Included in your fees	Not included in your fees
All training and assessment needed to complete your course, within the attempts allowed	Extra training or reassessment after you have used your three assessment attempts
One set of certification documents (your certificate and record of results, or a Statement of Attainment)	Extra or replacement copies of certification documents — $50 per document
Assessment marking and written feedback	Personal stationery such as pens and paper
Learning and assessment resources provided through the BCTA LMS	1. Computer/laptop and reliable internet access, Webcam, Headset and Smartphone 2. Licensed versions of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Adobe Acrobat Reader.
Support services described in this handbook	-

We cannot guarantee that you will pass your course, even if you have paid all your fees.

Cooling-Off Period

Australian Consumer Law provides cooling-off rights for certain unsolicited consumer agreements, such as door-to-door sales or unsolicited telemarketing agreements. BCTA does not use these sales methods for student enrolments.

If you choose to withdraw from your course, your request will be managed under BCTA's Fees and Refunds Policy. This policy explains the refunds that may apply depending on when you withdraw and the services already provided.

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Refunds

To ask for a refund, fill in a Refund Application Form. You can get one from Student Administration. You need to sign it. Our refund rules are:

Your situation	What you get back
You cancel 10 or more business days before your course starts	A full refund of the fees you have paid.
You cancel 9 or fewer business days before your course starts	70% of the fees you have paid. We keep 30% to cover staff and resources already booked for you.
You withdraw after your course has started	We work out your refund based on how much training and assessment we have delivered and the costs we have already spent. This includes a refund of tuition fees for any units you have not started.
BCTA cancels the course, or cannot deliver it	A full refund for the training we have not delivered, including your enrolment fee. You do not need to apply — we do this automatically.
You do not finish because you used all your assessment attempts	No refund.
Your enrolment is cancelled for misconduct after a formal warning	We work out your refund based on services delivered and costs incurred.

These rules apply to every BCTA student in South Australia, whether you pay a subsidised student fee or a fee-for-service fee.

We pay approved refunds within 14 days, by electronic transfer to the bank account you give us on the form.

Some things are not refunded. We do not refund textbooks or training resources you have received. Except where the refund table above provides for a full refund, we do not normally refund enrolment fees, which cover our administration costs. Refunds cannot be transferred to another person. We do not refund classes you miss.

Our CEO can use discretion if you have serious personal circumstances. In that case we may offer you a full credit towards another course instead of a refund, or approve a refund.

If you are not happy with a refund decision, you can appeal. See the Complaints and Appeals section.

If Our Terms Change

If we change the services we provide, or our fees, or policies that affect your rights, we will tell you in writing by email. Where the change is within our control, we will give you at least 28 days notice. Some changes

come from government, our Skills SA funding agreement or changes to a training product, and we cannot always know about those in advance. Where that happens, we will tell you as soon as we reasonably can.

Changes to fees do not apply to students who have already paid or already started. If a change affects your enrolment, you have the right to appeal.

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Assessment and Your Results

How Assessment Works

All assessment at BCTA is competency-based. This means we assess you against what the unit requires. We do not compare you with other students or give you a mark out of 100.

You either show us you can do the task, or we give you feedback and another chance.

We use these types of assessment: knowledge questions, projects, site diaries, case studies, observations, assignments and practical tasks. Your Training Plan tells you which ones apply to your course.

How We Design Assessment

All our assessments follow the four principles of assessment:

- Fairness — we consider your individual needs, make reasonable adjustments where appropriate, and give you the opportunity to be reassessed where necessary.
- Flexibility — assessment is appropriate to the unit, the training context and your individual circumstances. It can also recognise relevant skills and knowledge you have gained in different ways.
- Validity — assessment allows you to demonstrate the skills and knowledge required by the unit, including practical application where required.
- Reliability — assessment evidence is interpreted consistently, so assessment outcomes are comparable regardless of which assessor conducts the assessment.

The evidence used to make an assessment decision must also meet the four rules of evidence:

- Validity — the evidence shows that you have the skills and knowledge required by the unit.
- Sufficiency — there is enough relevant evidence for your assessor to make an informed judgement about your competency.
- Authenticity — your assessor is satisfied that the evidence is your own original and genuine work.
- Currency — the evidence demonstrates your current skills and knowledge.

Understanding Your Result

Each assessment task gets one of two results:

- **Satisfactory (S) —** your work meets what the task asked for.
- **Not Satisfactory (NS) —** your work does not show the required skills yet. We will tell you in writing what is missing and what to do next.

When all assessment requirements for a unit have been met, your assessor makes the final judgement about whether you are **Competent (C)**. If the requirements have not yet been met, your result is **Not Yet Competent (NYC)** until you meet the required standard.

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For each assessment task, we record whether it is S or NS, the date, the name of your assessor, and the reasons and feedback if the result is Not Satisfactory.

Resubmitting Your Work

If a task is marked Not Satisfactory, you can fix it and hand it in again, using your assessor's feedback.

BCTA's standard policy is that you get three (3) attempts at each assessment task in total. This includes your first attempt and your resubmissions.

If you have a reasonable adjustment in place, or there are exceptional circumstances such as illness or a personal crisis, talk to us. We can consider extra support, extra training, or a further attempt where that is fair in your situation.

If you are still Not Yet Competent after three attempts, you may need to enrol again and repeat the unit. An extra fee applies for the extra training and reassessment. The amount is shown in our Statement of Fees, which you receive before you enrol. If you do not finish your course because you used all three attempts, you do not get a refund.

Asking for More Time

Your due dates are in your timetable. If you cannot submit an assessment by the due date, you should request an extension through the LMS. We review each request individually. We may ask you to provide a reason and supporting evidence, such as a medical certificate.

Doing Your Own Work

The work you hand in must be your own. Three things are not allowed:

- **Plagiarism —** using someone else's words, ideas or work as if they were yours.
- **Collusion —** working with others on a task you were told to do on your own.
- **Cheating —** any other dishonest way of getting a result.

To avoid plagiarism, say where your information came from. This includes text, images, data, and anything produced by artificial intelligence tools. Studying together and approved group work are fine — but the work you hand in for your own assessment must be yours.

If we think plagiarism, collusion or cheating has happened, we will look into it and give you a chance to explain before we make any decision. What happens next depends on the circumstances, including how serious it was and whether it has happened before. Possible outcomes include redoing or resubmitting the task, being reassessed, repeating the unit, a written warning, suspension, or cancellation of your enrolment. Charges may apply if you need to repeat a unit. We will tell you the outcome in writing with our reasons, and you can appeal any decision.

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If You Disagree with a Result

You have the right to appeal an assessment result. Talk to your trainer first. They may reassess your work. If you are still not happy, you can lodge a formal appeal. See the Complaints and Appeals section.

Attendance, Course Progress, Withdrawal and Deferral

How We Track Your Progress

We keep an eye on how you are going. We look at your activity in the LMS, your attendance in class, and whether you hand in your assessments by the dates in your Training Plan.

If it looks like you are falling behind or dropping out, we will contact you. We want to understand what is happening and offer help.

What We Expect

We expect you to attend your classes, take part, and hand in your work on time. If you cannot attend or cannot meet a due date, please tell us. Contacting us early means we can help you, and it means we record your situation properly.

If You Stop Attending and Do Not Tell Us

If you stop attending and we have not heard from you, this is what happens:

1. **After 2 weeks —** we contact you to find out what is happening, ask if anything is stopping you, and offer support to get you back on track.
2. **After 4 weeks —** we send you a written warning. It tells you that we may withdraw you from your course if you do not reply.
3. **If you do not reply to the warning —** we may withdraw you from the course. We will tell you in writing.

We write down every contact, warning and outcome and keep it on your file. If you have already completed any units, we will give you a Statement of Attainment for them. You can appeal a withdrawal decision.

Withdrawing from Your Course

If you want to leave your course, tell us as soon as you can. You can tell us in person, by phone, or in writing.

If you tell us you are withdrawing, your withdrawal date is the date you tell us. If you stop participating without telling us, your withdrawal date will be the date you stopped participating, or the date BCTA determines that you have withdrawn, based on our records. Either way, we confirm your withdrawal and the date with you in writing.

We work out any refund using our Fees and Refunds Policy, based on the training and assessment we have delivered and the costs we have already committed.

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Deferring Your Course

If you need to pause your studies, you can apply to defer. Ask Student Administration and apply in writing. Include any supporting documents. We look at each request individually.

We usually approve deferrals for up to 6 months. If you need a longer deferral due to special circumstances, please contact Student Administration to discuss your situation.

If you do not come back by the agreed date and do not contact us, we may withdraw you. Courses, fees and government funding can change while you are away. If that happens, we will talk to you about your options and any fees that apply.

When BCTA Can Cancel Your Enrolment

We may suspend or cancel your enrolment if you break the Student Code of Conduct, or if you do not pay your fees.

Before that happens, we tell you in writing and explain why. We also tell you how to appeal. Your enrolment continues while your appeal is being decided, unless someone's health or safety is at immediate risk.

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Your Certificate

When You Get It

We issue your certificate within 30 calendar days of you being assessed as meeting all the requirements, as long as you have finished your training with us and paid all the fees you owe.

If you complete every unit in the qualification, you get a certificate (called a testamur) and a record of results. If you complete some units but not the whole qualification — including if you withdraw — you get a Statement of Attainment listing the units you finished.

If you are an apprentice or trainee, completing your qualification and completing your training contract are two separate steps. To complete your training contract, you and your employer agree that you have achieved competency in the workplace, and BCTA certifies that you have completed the qualification named in your training contract. You or your employer then apply to the South Australian Skills Commission, through mySkillsSA or the Training Contract Completion Application form. The Commission will let you know the outcome.

Your certification is issued directly to you. We can give a copy to someone else, such as your employer, only if you give us your written consent first.

What You Receive

Document	When you get it and what it shows
Testamur (your certificate)	When you complete a full qualification. It shows BCTA's name, RTO code 22597 and logo, your name, the qualification code and title, the Nationally Recognised Training logo, the AQF statement, the date of issue, and the signature of an authorised BCTA person.
Record of Results	Issued with your testamur. It lists every unit of competency you completed, with unit codes and full titles.
Statement of Attainment	When you complete one or more units but not the whole qualification. It lists the units you completed, with codes and full titles, and carries the Nationally Recognised Training logo, and includes the signature of an authorised BCTA person.

Where it applies, your certification will also carry the statement “Achieved through Australian Apprenticeship arrangements”.

Your certification also carries BCTA’s name, logo and RTO code, and any other identifiers and statements required under the Australian Qualifications Framework and the ASQA Compliance Requirements. We do not put your USI on your certificate.

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Getting Copies of Your Records

We keep records of every certificate and Statement of Attainment we issue for 30 years. Past and current students can always get their records from us.

If you have a USI, you can also see all your results any time at www.usi.gov.au.

If you need an additional hard copy of your certificate or Statement of Attainment, contact Student Administration. A fee of $50 per additional document applies.

We also keep your completed assessment work for at least two years after you complete the relevant training product, as required by the Standards for RTOs 2025.

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Support for Students

Studying can be hard as well as rewarding. We offer support with your learning and support for your wellbeing. Please ask for help early, rather than waiting until a small problem becomes a big one.

Help with Your Learning

All of these are free for BCTA students:

Support	What it is and how to get it
Trainer support	Ask your trainer for help with course content or assessment requirements or feedback. You can ask for help before, during or after class. You can also contact them through Microsoft teams. Trainers will respond to your questions within 2 business days.
Online tutor sessions	Extra one-on-one support to go over concepts or concerns. Book a time through the LMS. Tutors are available 1:00 pm to 8:00 pm, Monday to Friday.
Assessment feedback	Written feedback on every task marked Not Satisfactory, telling you what to fix. Written and theory tasks are marked within 2 to 4 weeks of submission.
LLND support	Help with reading, writing, maths and computer skills, based on your Pre-Training Review. This includes one-on-one sessions and additional learning resources.
Reasonable adjustments	Changes to how we train or assess you if you have a disability, injury or long-term condition. This can include extra time, materials in other formats, and assistive technology. Ask Student Administration or your trainer.
Study and career advice	Help with study skills, English language, mentoring, and information about jobs and further study.
Technical help	Help with logging into the LMS and submitting work. We reply within 2 business days, and within 1 business day for urgent problems.
Administration help	Enrolment, fees, attendance, deferrals, extensions, withdrawals, certificates and Statements of Attainment. We reply within 2 business days.

To use any of these, talk to your trainer or call Student Administration on 1300 11 2282, or email info@bcta.vic.edu.au.

Help with Your Wellbeing

Our staff are not counsellors or doctors. But if something personal is affecting your study, tell us. We will listen and help you find the right professional service. We will treat what you tell us sensitively and protect

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your privacy, except where we are required or permitted by law to disclose it, or where we need to act on an immediate risk to someone's safety.

You do not have to explain everything to ask for help. A short conversation is enough to start. If you are in immediate danger, call 000.

Success and Wellbeing Services

Skills SA funds Success and Wellbeing Services (SWS) for students in subsidised training in South Australia. SWS is also available to fee-for-service students who study in the same classes as subsidised students. It is free and confidential.

A Success and Wellbeing Coach can help with things that get in the way of your study, such as study skills, money worries, housing or transport, family or relationship problems, mental health, disability support, and planning for work. You can talk to your coach in person, by phone, by video call, by email or by text.

SWS is available from the day you enrol until 12 weeks after you finish your course. BCTA's SWS partner is SYC. To get started, talk to Student Administration and we will connect you, or visit mytraining.skills.sa.gov.au/SWS.

Reasonable Adjustments

If you have a disability, injury or long-term condition, please tell us when you enrol, or at any time during your course.

A reasonable adjustment might be a change to the room or equipment, more time, a different way of doing an assessment, or materials in a different format.

An adjustment never lowers the standard you must reach. It changes how you show us that you can do the work.

Sometimes an adjustment is not reasonable, not appropriate, or not possible — for example where it would change what the unit requires you to demonstrate. If that happens, we will explain the reasons to you as soon as we reasonably can and talk with you about other options.

Accessing Your Student Records

You can request access to your personal information and student records, including your progress, personal details and enrolment information. We will verify your identity before providing access to your records.

Outside Support Services — South Australia

These services can help with study, work or life. Some may charge a fee. Call us first on 1300 11 2282 if you would like advice or a referral.

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Service	Contact and what they do
Lifeline	13 11 14 — 24-hour crisis support and counselling. www.lifeline.org.au
Beyond Blue	1300 22 4636 — support for anxiety, depression and mental wellbeing. www.beyondblue.org.au
13YARN	13 92 76 — crisis support for Aboriginal and Torres Strait Islander people. www.13yarn.org.au
Mental Health Triage Service (SA)	13 14 65 — free mental health advice and support from SA Health, 24 hours, 7 days a week.
Kids Helpline	1800 55 1800 — counselling for people under 25. www.kidshelpline.com.au
Reading Writing Hotline	1300 6 555 06 — free advice and referral for adult reading, writing and maths courses. readingwritinghotline.edu.au
Services Australia — Youth and Students line	132 490 — payments for students, apprentices and trainees. www.servicesaustralia.gov.au
Apprentice Connect Australia Provider	1800 020 108 — help with apprenticeships and traineeships. www.apprenticeships.gov.au
Skills Infoline (SA)	1800 673 097 — South Australian government information about training, apprenticeships and traineeships. mytraining.skills.sa.gov.au
Equal Opportunity SA	(08) 7322 7070 — information and complaints about discrimination, sexual harassment and victimisation. www.equalopportunity.sa.gov.au
Legal Services Commission of SA	1300 366 424, 9:00 am to 4:30 pm Monday to Friday — free legal help. www.lsc.sa.gov.au
Fair Work Ombudsman	13 13 94 — information about pay, rights and conditions at work. www.fairwork.gov.au
ReachOut	www.reachout.com.au — online mental health support for young people.

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Student Code of Conduct

We want everyone at BCTA to feel safe and respected. This section explains your rights and your responsibilities. It applies everywhere — in class, on site visits, in online sessions and in the LMS.

Your Rights

You have the right to:

- Be treated fairly and with respect by staff and other students.
- Learn in a safe place, free from discrimination, bullying and harassment.
- Get good quality training and assessment.
- Get clear information about your course, fees, assessments and progress.
- Have your personal information kept private.
- Ask for support and reasonable adjustments.
- Make a complaint or appeal without being treated badly for it.

Your Responsibilities

You are expected to:

- Treat other students and staff with respect.
- Follow reasonable instructions from staff and trainers, especially safety instructions.
- Attend your classes and take part.
- Hand in your own work and not copy or cheat.
- Meet your due dates or ask for an extension beforehand.
- Follow health and safety rules and not put anyone at risk.
- Look after BCTA property and other people's property.
- Tell us in writing within 7 days if your contact details change.
- Pay your fees on time.
- Behave properly online — be respectful, do not record classes without permission, and do not post anything that could offend others.

What Is Not Allowed

- Bullying, harassment, discrimination or threatening anyone.
- Hitting or trying to hit anyone.
- Coming to training affected by alcohol or drugs or bringing illegal drugs.
- Bringing weapons or dangerous items, unless they are part of supervised training.
- Damaging or stealing property.

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- Cheating, copying or colluding in assessments.
- Disrupting classes.
- Ignoring health and safety rules.

What Happens If There Is a Problem

We always try to sort things out by talking first. If there is a problem, we usually follow these steps. Serious behaviour may skip steps.

1. We talk to you — a staff member contacts you to discuss the problem and how to fix it. We write it down and keep it on your file.
2. A formal meeting — if the behaviour continues, we ask you to meet with a senior staff member. We tell you how to make a complaint if you want to.
3. A written warning — if it continues, we give you a written warning and a date by which things must change.
4. Cancelling your enrolment — if nothing changes, we may suspend or cancel your enrolment. We tell you in writing.

If your behaviour puts someone's health or safety at risk, we may suspend or cancel your enrolment straight away. You can appeal any of these decisions.

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Child Safety and Wellbeing

BCTA is a child safe organisation. Some of our students are under 18. We have zero tolerance for child abuse.

Our Legal Duties

In South Australia we follow the Children and Young People (Safety) Act 2017 (SA), which covers child safe environments and reporting concerns about children, and the Child Safety (Prohibited Persons) Act 2016 (SA). We also apply the National Principles for Child Safe Organisations. Staff and trainers who work with students under 18 hold a current South Australian Working with Children Check where required.

What We Do

- We put child safety first at every level of our organisation.
- We take steps to prevent harm, and we act quickly on any concern.
- We make sure our staff and trainers know their responsibilities.
- We listen to young people and take what they say seriously.
- We make sure Aboriginal and Torres Strait Islander children, children from all cultural backgrounds, and children with disability feel safe and respected.
- We have zero tolerance for racism, and we act on it if it happens.

Raising a Concern

If you are worried about the safety of a child or young person, tell Student Administration or a senior staff member straight away. We take every concern seriously and handle it sensitively.

If a child is at immediate risk, call 000. We report concerns about a child's safety to the Child Abuse Report Line (CARL) on 13 14 78, and to South Australia Police where required. Our reporting obligations come before, and are never delayed by, the timeframes in our complaints process.

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Fairness, Respect and Safety

Access and Equity

Everyone at BCTA is treated fairly. Our courses are open to all students, whatever your background, gender, age, marital status, sexual orientation, or disability. Entry is subject to the course entry requirements, the inherent requirements of the occupation, and any licensing or regulatory rules that apply.

All our staff must understand and apply these principles. If you think a staff member has treated you unfairly, contact Student Administration.

Acknowledgement of Country

We respectfully acknowledge the Kaurna people, the Traditional Owners of the Adelaide Plains, and the Traditional Owners and First Peoples of the lands throughout South Australia on which we deliver training. We pay respect to their cultures and Elders past, present and emerging.

We welcome Aboriginal and Torres Strait Islander students and work to make our training culturally safe. We do not tolerate racism. Student Administration can help you connect with Aboriginal support services.

Health and Safety

We follow the Work Health and Safety Act 2012 (SA) and the Work Health and Safety Regulations 2012 (SA). Our trainers look for hazards and remove or control them where they can.

You also have a part to play. Follow the safety rules and your trainer's instructions. Wear the personal protective equipment required for practical training and site visits. Tell your trainer straight away about any hazard, injury or near miss.

SafeWork SA is the state work health and safety regulator. You can contact SafeWork SA on 1300 365 255.

If Something Serious Happens

A critical incident is a serious event such as a bad injury, a serious illness, an assault, a threat, a natural disaster, or a death.

If someone's life is in danger, call 000 first, then tell a BCTA staff member. We will give first aid, make everyone safe, contact family if needed, and help you get counselling or other support. We record every critical incident and review it so we can do better.

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Your Privacy

We take your privacy seriously. We follow the Privacy Act 1988 (Cth) and the Australian Privacy Principles. We also meet the privacy requirements of our Skills SA funding agreement. Our full Privacy Policy is on our website.

What We Collect

We collect the information we need to enrol you, train and assess you, meet our legal and funding duties, and issue your certificate. This includes your contact details, proof of identity, your USI, your eligibility information if you have a subsidised place, and records of your attendance, assessments and results.

Who We Share It With

We use your information for the reason we collected it, and for related reasons you would expect. We do not give your information to anyone else without your written consent, unless the law, the Standards for RTOs 2025 or our Skills SA funding agreement requires it.

Because we are a registered training organisation and a Skills SA contracted training provider, we must report student and training data. This is called AVETMISS reporting. Your information may go to Commonwealth and South Australian government departments (including Skills SA), to ASQA, and to the National Centre for Vocational Education Research (NCVER).

If you have a subsidised place, the Skills SA Participant Agreement you sign at enrolment explains how the South Australian Government collects, uses and shares your information. See the Skills SA Subsidised Training section.

Where your employer is paying for your training, we may share information about your enrolment, attendance and progress with them. We will tell you before we do this.

NCVER or a government department may contact you to take part in a survey or interview, such as the National Student Outcomes Survey. This helps improve training in Australia.

How We Store It and How Long We Keep It

We store your records securely. Only authorised BCTA staff can see them.

Type of record	How long we keep it
Certificates and Statements of Attainment we have issued	30 years. Past and current students can always get a copy from us.
Your completed assessment work	At least two years after you complete the relevant training product, as required by the Standards for RTOs 2025.

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Type of record	How long we keep it
Enrolment and student records	For the period required by applicable regulatory, funding, legal and taxation requirements. Financial records are kept for at least seven years.

Where more than one rule applies to the same record, we keep it for the longer period.

You can ask to see your personal records at any time. Contact Student Administration. We will arrange a time once we have confirmed who you are. If something is wrong, tell us and we will fix it. If you are unhappy about how we have handled your information, you can make a complaint to us, or to the Office of the Australian Information Commissioner on 1300 363 992.

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Complaints and Appeals

If something goes wrong, please tell us. We treat every complaint as a chance to improve.

You can complain about BCTA, our trainers or staff, another organisation working for us, or another student. Using this process is free. It does not take away your rights under Australian Consumer Law.

You can bring a support person with you at any stage. You can also get advice from an outside organisation, though you may have to pay for that yourself.

Making a Complaint

First, try talking to us informally. Many problems are sorted out this way. Any staff member can help.

Whichever way your matter is handled, everyone involved gets a fair hearing. The person deciding the matter will be impartial and will not have been involved in what you are complaining about. Everyone affected has the chance to explain their side and to respond to any information that will be taken into account. We tell you the outcome in writing, with our reasons.

If that does not work, make a formal complaint:

1. Ask Student Administration for a Complaints and Appeals Form.
2. Fill it in with as much detail as you can. Include your name, what happened, the date it happened, and any documents.
3. Give the form to Student Administration. Prospective students and members of the public can email enquiries@bcta.vic.edu.au. Current and former students can email info@bcta.vic.edu.au. We record it in our Complaints and Appeals Register, which our CEO checks regularly.
4. We give your complaint to the right person to deal with. They will decide within 10 working days of receiving it and keep you informed.
5. We tell you the outcome in writing, with reasons. We also tell you how to appeal if you are not satisfied.

If a complaint takes longer than 60 calendar days, we will write to you explaining why and keep you updated.

If your complaint is upheld, we act on it straight away and tell you what we have done. We keep all documents on file.

Appealing a Decision

You can appeal any decision that affects you. You do not have to prove your grounds before we accept your appeal. You can appeal:

- An assessment result.
- A decision to defer, suspend or cancel your enrolment.
- A decision made about a complaint you lodged.
- A refund or fee decision.

- Any other decision made by BCTA, our staff, our contractors, or a third party acting on our behalf, that affects you unfairly.

To appeal, fill in a Complaints and Appeals Form and explain why you think the decision was unfair. Student Administration can help you. Tell us in writing within 20 working days of being notified of the decision, with any supporting documents. We start work on your appeal within 10 working days.

For an assessment appeal, talk to your trainer first. They may reassess your work. If you are still not satisfied, lodge a written appeal with Student Administration. We will look at all the evidence and either confirm the original result or arrange for a different assessor to reassess you at no cost.

We tell you the outcome in writing with our reasons, and let you know how to take it further if you are still unhappy.

Independent Review

If you are not satisfied with the outcome of your complaint or appeal, you can ask for the decision to be reviewed by an independent party. This means someone who is not employed by BCTA and who has had no involvement in your case.

To ask for an independent review, write to Student Administration within 20 working days of receiving your outcome. BCTA will arrange the review and tell you who will conduct it. There is no cost to you for an independent review arranged by BCTA. We will give you the outcome in writing, with reasons. Your enrolment continues while the review is underway.

Other Organisations You Can Contact

You can also contact an outside organisation at any time. Using BCTA's process does not take away your rights under Australian Consumer Law.

Organisation	Contact and what they do
South Australian Skills Commission	1800 673 097 — help with complaints about your training provider, including fees, refunds, cancellation of enrolment and course transfers, and disputes about apprenticeships and traineeships. You should usually try BCTA's complaints and appeals process first. skillscommission.sa.gov.au
Consumer and Business Services (SA)	131 882, 9:00 am to 4:30 pm, Monday to Friday — consumer matters including fees, refunds and contracts. www.cbs.sa.gov.au
National Training Complaints Hotline	13 38 73 — national referral service for training complaints. www.dewr.gov.au/national-training-complaints-hotline

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Organisation	Contact and what they do
Australian Skills Quality Authority (ASQA)	ASQA is the national VET regulator. You can report concerns about the quality, integrity or conduct of an RTO. ASQA does not resolve individual student disputes or change assessment decisions. www.asqa.gov.au
Equal Opportunity SA	(08) 7322 7070 — discrimination, sexual harassment and victimisation. www.equalopportunity.sa.gov.au
Office of the Australian Information Commissioner	1300 363 992 — privacy and the handling of personal information. www.oaic.gov.au
Legal Services Commission of SA	1300 366 424 — free legal advice. www.lsc.sa.gov.au

We keep records of complaints, appeals and reviews securely for the period required by applicable regulatory, funding and legal requirements.

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Your Feedback

We want to keep getting better, and your feedback helps us do that.

We will ask you to fill in a short survey during your course and when you finish. You can also give feedback any time — talk to your trainer, contact Student Administration, or ask for a feedback form. You can give feedback anonymously if you prefer.

Our management team reads all feedback. We use it, along with complaints and assessment reviews, to improve our courses, resources, teaching and support. When we change something because of student feedback, we let students know.

You may also be asked to take part in the National Student Outcomes Survey run by NCVER. Taking part is your choice.

Laws We Follow

These are the main laws and rules that affect your training with us in South Australia.

Law or rule	What it covers
National Vocational Education and Training Regulator Act 2011 (Cth)	Sets up ASQA and the national rules for training organisations.
Standards for RTOs 2025	The rules we follow for training, assessment, student support and certification.
Student Identifiers Act 2014 (Cth)	Requires students undertaking nationally recognised training to have a valid USI, unless an approved exemption applies.
South Australian Skills Act 2008 (SA)	The main South Australian law for vocational education and training, apprenticeships and traineeships. It also sets up the South Australian Skills Commission.
Privacy Act 1988 (Cth) and the Australian Privacy Principles	How we collect, use, store and share your personal information.
Children and Young People (Safety) Act 2017 (SA)	Our duties to keep children and young people safe, including child safe environments and reporting concerns.
Child Safety (Prohibited Persons) Act 2016 (SA)	Working with Children Checks for staff who work with students under 18.
Work Health and Safety Act 2012 (SA) and Work Health and Safety Regulations 2012 (SA)	Health and safety where we train.

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Law or rule	What it covers
Equal Opportunity Act 1984 (SA)	Bans discrimination, sexual harassment and victimisation in South Australia.
Disability Discrimination Act 1992 (Cth) and Disability Standards for Education 2005	Our duty to make reasonable adjustments for students with disability.
Racial Discrimination Act 1975, Sex Discrimination Act 1984, Age Discrimination Act 2004 and Australian Human Rights Commission Act 1986 (Cth)	Commonwealth anti-discrimination laws.
Australian Consumer Law	Protects your rights as a paying student.
Copyright Act 1968 (Cth)	How learning materials can be used.
Skills SA Funded Activities Agreement and Training Fee Framework	The rules for government subsidised training in South Australia, including student fees, concessions and fee exemptions.

You can read Commonwealth laws at www.legislation.gov.au and South Australian laws at www.legislation.sa.gov.au.

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General Information

Keeping Your Details Up to Date

Tell us in writing within 7 days if your address, phone number or email changes. We use these to send you important information about your course, your results and your certificate.

What to Wear

Please dress in a way that suits a training environment. Clothes should be clean and in good condition. For safety, you must wear enclosed shoes. Thongs are not allowed. For practical training and site visits, wear the personal protective equipment we tell you about.

Mobile Phones

Please turn your phone off or on silent during class. You can use it during breaks.

Looking After Your Things

Please keep your belongings with you and do not leave them unattended. Do not bring large amounts of cash. BCTA is not responsible for lost or stolen items.

Smoking and Vaping

Smoking and vaping are not allowed anywhere in our buildings, including toilets.

Holidays and Breaks

Classes do not run on South Australian public holidays. Your timetable shows all breaks. BCTA also closes over the Christmas and New Year period. We will confirm the exact dates each year and show them on your timetable.

South Australian public holidays are:

Public holiday	When
New Year's Day	1 January
Australia Day	26 January
Adelaide Cup Day	Second Monday in March
Good Friday, Easter Saturday, Easter Sunday and Easter Monday	Dates change each year
Anzac Day	25 April
King's Birthday	Second Monday in June

Public holiday	When
Labour Day	First Monday in October
Christmas Eve	24 December, from 7:00 pm to midnight
Christmas Day	25 December
Proclamation Day	26 December
New Year's Eve	31 December, from 7:00 pm to midnight

Substitute public holiday arrangements vary from year to year. Please check your BCTA timetable and the current South Australian public holiday calendar for the dates that apply.

About This Handbook

This is Version 1.0 of the BCTA Student Handbook for South Australia, effective from October 2026. It follows the Standards for Registered Training Organisations 2025 and the Skills SA Funded Activities Agreement.

This handbook applies to students training with BCTA in South Australia, whether you have a Skills SA subsidised place or are enrolled on a fee-for-service basis.

We review this handbook at least once a year. We also review it whenever the Standards, our Skills SA funding agreement, our policies, our courses or our fees change. The current version is always on our website.

If anything in this handbook is unclear, or you think something is wrong, please tell us. Call 1300 11 2282 or email info@bcta.vic.edu.au.