Student Handbook

1. Welcome

Welcome to Black Diamond Training and Safety Solutions (hereafter 'Black Diamond'), a Registered Training Organisation (RTO No: 45306) committed to providing quality vocational education and training (VET). This handbook outlines essential information about our policies, procedures, and the support available to you throughout your learning journey.

The qualifications currently on our scope of registration are:

- RII40420 Certificate IV in Underground Coal Operations
- RII50920 Diploma of Underground Coal Mining Management
- RII60320 Advanced Diploma of Underground Coal Mining Management
- RII30719 Certificate III in Emergency Response and Rescue
- TAE40122 Certificate IV in Training and Assessment

For more information or assistance, please contact us at:

- Phone: 0477 455 002
- Email: info@blackdiamondtraining.com.au
- Website: blackdiamondtraining.com.au

2. Our Commitment to You

At Black Diamond, we are dedicated to:

- Delivering training and assessment that is consistent with the requirements of the training product.
- Offering modes of delivery (face-to-face, distance education or online) that enable students to attain the required skills and knowledge.
- Providing a supportive and inclusive learning environment.
- Ensuring your safety and well-being during your studies.
- Upholding the integrity and quality of the qualifications we offer.
- Ensuring facilities, resources and equipment are fit-for-purpose, safe, accessible and sufficient.

- Providing clear, accurate and current information concerning our organisation, and the relevant training programs.
- Ensuring students are made aware of any changes that may affect them, including any changes relating to the transition of superseded, deleted or expired training programs.
- Advising, prior to enrolment, about the suitability of a training program for a prospective student, considering the student's skills and competencies.
- Providing timely access to trainers, assessors and other support staff so that students receive the assistance they need to progress successfully through their training.

Black Diamond does not guarantee a student will successfully complete a course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of Black Diamond.

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3. Enrolment and Pre-Training Review

Before enrolling, we conduct a pre-training review to assess your:

- Existing skills and competencies;
- Language, literacy, numeracy (LLN), and digital literacy levels; and
- Suitability of the chosen training program for your career goals.

This process ensures that the training and assessment we provide is appropriate to your needs and that you are placed in the right program.

Where the training program requires work placements, we will outline this in a specific "Course Outline" and detail the necessary skills and knowledge that are required to be attained in the workplace. For example, there is a requirement that students enrolled in our coal mining qualifications, are currently employed at a mine site, or such a site is readily accessible to them. This is because those workplaces have the facilities, resources and equipment they will need to successfully participate in the course.

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4. Training and Assessment

Our training and assessment practices are designed to be:

- Engaging, well-structured and enable students to attain the skills and knowledge consistent with the training product.
- Reflective of current industry practices by making use of training techniques, activities and resources that support student's understanding.

- Conducted in a way that is fair and appropriate and enables accurate assessment judgement of competence.
- Flexible and accessible.
- Quality assured through a regular process of validating assessment practices and judgements.

We ensure that all trainers and assessors hold the necessary qualifications, skills and knowledge in training and assessment.

We ensure that all trainers have current industry skills and knowledge relevant to the training product.

Black Diamond will apply the *Principles of Assessment* and the *Rules of Evidence*. The *Principles of Assessment* are that the assessment is conducted in such a way that is fair, flexible, valid and reliable. The *Rules of Evidence* require assessment evidence to be valid, sufficient, authentic and current.

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5. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Our policy is that students with prior skills, knowledge and competencies are supported to seek RPL to progress through the relevant training product. Our process for RPL involves completing an RPL tool, which is available for all units of competency on our scope of registration. If you would like to apply for RPL for any unit of competency, please request a copy of the RPL tool. Decisions relating to RPL are based on extensive workplace evidence and adhere to our assessment system, including the *Principles of Assessment* and the *Rules of Evidence.*

Students who have completed an equivalent training product and have a certificate to that effect that is less than 5 years old are supported to obtain a CT. Black Diamond will need to verify the authenticity of the qualification or Statement of Attainment before issuing a CT. Our policy is that the student will need to submit their certificate or an authenticated VET or USI transcript (unless prevented by licensing or regulatory requirements).

Decisions on RPL and CT are documented and decided in a way that is fair, transparent, consistent amongst students, and maintains the integrity of the training product.

6. Student progress

Training is structured and paced to support students to progress, providing sufficient time for instruction, practice, feedback and assessment.

However, if in the opinion of the RTO a student fails to make adequate progress or fails to complete assessment tasks in a timely manner, the RTO shall provide to the student or employer a “notice of intention to withdraw” and the student / employer shall have 14 days to respond to that formal notice. Extensions of time and additional support if needed may be granted. However, a nil or insufficient response will result in a not yet competent or unsatisfactory result recorded. Black Diamond may then initiate withdrawal of a student for unsatisfactory progress and shall notify the student or employer as applicable. There is an appeals policy as detailed in this student handbook.

7. Support Services

We offer a range of support services to assist you throughout your studies, including advice on:

- How to seek out academic support, tutoring and mentoring.
- How to seek out Language, literacy, and numeracy assistance.
- How to seek out personal counselling services.

Students are supported to disclose a disability if the student wishes to do so. Reasonable adjustments can also be made (where appropriate) to support these students in accessing and participating in training and assessment on an equal basis. Collection of this data will be handled in line with privacy obligations. Where reasonable adjustments are not appropriate or possible, the reasons why will be communicated to the student as soon as reasonably practicable.

If you require additional support, please email your trainer / assessor or our Student Support Team at support@blackdiamondtraining.com.au. Our support staff are available for consultations Monday to Friday 9am to 5pm. Please email to make an appointment.

In the event that a student’s needs exceed the ability of our staff to assist, the student will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program.

Some free LLN support services available online include:

- Reading Writing Hotline 1300 655 506 www.readingwritinghotline.edu.au
- LiteracyNet https://www.literacyworks.org/
- Ideas that work www.ideasthatwork.com.au/what-works-for-lln/

We recognise that our student cohort includes Fly in Fly out (FIFO) workers. Research has shown that FIFO workers often experience heightened stress, loneliness, and difficulty accessing support compared to non-FIFO workers. The separation from family and friends can lead to feelings of isolation and exacerbate mental health issues. For mental health or emotional support, we have now engaged an external EAP to provide counselling services. To book a counselling appointment go to: www.eapassist.com.au/booking-form/

It can also happen that students are affected by workplace redundancy, relationship breakdown or other circumstances that affect their financial status. There are services available external to the RTO to assist students that are at risk of discontinuing their training due to financial hardship. These include:

- Way Forward www.wayforward.org.au
- National Debt hotline www.ndh.org.au
- Salvation Army financial hardship assistance www.salvationarmy.org.au

Black Diamond will make efforts to support students who can demonstrate they are experiencing significant financial hardship and will re-negotiate payment plans or postpone payments in an appropriate manner. However, we reserve the right to ultimately discontinue or withdraw a student who has not paid fees as required.

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8. Fees and Refunds

Our fee structure is transparent and complies with the ***Standards for RTOs 2025***. We aim to provide clear information about fees, payment terms, and refund policies before you enrol. Prepaid fees are protected in accordance with regulatory requirements.

- We will not accept prepaid fees from or on behalf of an individual in excess of $1500.
- Depending on the course, an enrolment fee of up to $1500 will be required from or on behalf of each student. This will be refunded only if we decide not to accept an enrolment application.
- Other instalments will be due as per a payment plan signed off by each student.
- Invoices and receipts shall be generated for each individual as payments are made.

- It is our policy that the course fee will be *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees or expenses.
- If a student completes a unit by RPL or CT, there is no special discount on this. The fee is 100% of the normal course fee, unless this is negotiated prior to acceptance.
- **Obtaining a Student Identifier** – assistance can be provided, and at no cost to the student.
- **Withdrawal fee -** No withdrawal fee is applicable.
- **Re-submit fee -** No re-submit fee applies.
- **Re-assessment fee -** No re-assessment fee applies.
- **Produce partial transcript -** No fee applies to produce a partial transcript when the student requires evidence of units completed and paid for.
- **Produce statement of attainment -** No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.
- **Re-print certification -** Where a former student requests a new copy of their certification, a fee of $150 applies.

Further information on fees for specific courses is provided in the course outline for each course offered.

Payments can be made via electronic funds transfer or purchase order. On the RTO website, there may be available other payment gateways such as Payway (please refer to the website).

Fees must be paid by the due date agreed. No Certificates / Statement of Attainments / Partial Transcripts will be issued unless full fees have been paid and are up to date. Invoicing terms are generally 14 days, unless agreed to beforehand. If a student does not pay agreed fees within 30 days, they may be withdrawn from the course without any certification for modules completed but not paid for. In this case, a last chance notice will be provided and an additional 7 days to pay the fee will be provided.

Black Diamond has a fair and reasonable refund policy. This is that once enrolled and booked into a training course, the enrolment fee (initial course payment fee up to $1500) is non-refundable.

Where a student commences the course, but leaves prior to completing the course, the fees payable by them shall be on a pro-rata basis, according to the number of units that have been attempted and the total course cost. If study guides and assessment tools have already been provided for the unit to the student, that would be taken as the unit having been attempted and as such no refunds are applicable in such cases. Hence, students are advised to only pay for modules as submitted, and not in advance.

To apply for a refund of any course fees, students must provide a written request emailed to the CEO of Black Diamond. Requests of refunds must be lodged within 2 weeks of their notice to withdraw.

For any face-to-face short courses, if less than 48 hours' notice is provided for cancellation, then 50% of the course fees shall be payable.

Students who enrol in a training program with Black Diamond should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, Black Diamond will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective student to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

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9. Feedback and complaints

Students are supported to provide feedback and make complaints. We use this to inform continuous improvement.

If you have a complaint or wish to provide feedback about any matter, you can:

- Discuss the matter informally with your trainer or assessor; or
- Complete the AQTF Learner Questionnaire provided to all students at course completion; or
- Submit a formal complaint by putting it in writing and emailing it to the CEO of Black Diamond. This can potentially be done anonymously via the company website, if the student so wishes. Otherwise email ceo@blackdiamondtraining.com.au

In relation to complaints and feedback, it is our policy that:

- All complaints will be handled fairly, promptly, and confidentially and that all parties are afforded procedural fairness and natural justice.
- Every effort will be made to respond to any formal complaints within 14 days of lodgement.
- Outcomes of complaints are to be documented by Black Diamond and communicated to parties to the complaint.

- If the person is still not satisfied with the result then the grievance can be taken to an external person nominated by the CEO to impartially address the complaint.
- Potential causes of complaints are to be identified, and appropriate corrective action taken to eliminate or mitigate the likelihood of reoccurrence. This forms part of our continuous improvement strategy.
- A process of discussion, cooperation and conciliation is preferred to resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process with confidence that the procedures are designed to ensure fair resolution.
- If the student is still not satisfied with the resolution of the complaint after following our complaints procedure, the student may contact the National Training Complaints Hotline to register a complaint by phoning 13 38 73, Monday–Friday, 8am to 6pm nationally, or emailing skilling@education.gov.au
- Another avenue available is to register a complaint through the ASQA online complaint form at https://www.asqa.gov.au/complaints. If you are unable to access the online form, please contact the ASQA Info line on 1300 701 801.
- The CEO shall maintain a register for feedback and complaints and report on this monthly to the governing persons of Black Diamond. The register shall include information about the timeframes taken to acknowledge, resolve and communicate the outcomes of complaints.

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10. Appeals

Students may seek a review or appeal of a decision that adversely affects them – for example, but not limited to, decisions relating to enrolment, recognition of prior learning, credit transfer, assessment and other matters that affect a student's progression through a training product. This may be done in-person via your trainer or assessor or other RTO staff, via telephone and/or via email.

In relation to appeals, it is our policy to ensure:

- the principles of procedural fairness and natural justice are adopted at every stage of the appeals process.
- That requests for an appeal are acknowledged in writing and finalised as soon as practicable.
- Any appeals will be kept confidential and will be reviewed as part of our continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.
- The way that appeals are handled facilitates transparency.
- Staff handling appeals are objective, impartial and adequately trained.

The procedure for appeals is as follows:

- If a student does not agree with an assessment outcome they should appeal in writing in the first instance to their trainer/assessor.
- The trainer / assessor will decide on the merits of the appeal and advise the affected person within 7 days.
- If the affected person is still unsatisfied with the decision then they may advise the CEO of Black Diamond in writing giving grounds or further particulars for their appeal.
- The CEO will attempt to settle the matter within 14 days of lodgement and advise the student of the outcomes of the appeal that have been documented by Black Diamond.
- The CEO may send the appeal application to a different trainer / assessor that is nominated by the CEO if deemed appropriate and requesting them to make a fair and balanced decision.
- The CEO may also seek an independent party to review the appeal if requested by the appellant (at no or low cost to the appellant). The CEO shall provide the student with costing information in writing beforehand if a review by an independent party is to be sought.
- If there is still no acceptance of the appeal decision, then legal advice should be sought by the affected person and the matter dealt with by law.

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11. Code of Conduct

As a student, you are expected to:

- Read this Student Handbook and ensure it is understood
- Accept the conditions of enrolment for the course you undertake, provide accurate information at the time of enrolment, and advise Black Diamond of any changes to your personal details (e.g. legal name, phone number, email address)
- Attend any scheduled classes punctually and regularly.

- Follow all safety directions, practice and procedures (including wearing provided Personal Protective Equipment)
- Complete assessments honestly and to the best of your ability and not plagiarise others
- Respect the rights and dignity of others
- Comply with all policies and procedures of Black Diamond.

It relation to plagiarism, students should note that it is considered academic dishonesty and a breach of our Code of Conduct. It is subject to sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessments. All sources, however, must be clearly referenced. Plagiarism includes instances where a student submits an assessment task answer that has been generated with artificial intelligence (AI) tools. Black Diamond takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Failure to adhere to this Code of Conduct may result in disciplinary action.
Black Diamond will encourage any trainer or staff member who is dissatisfied with the behaviour to:

- Warn the student that their behaviour is unsuitable (in the first instance), or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Directors, management and employees of the Company (collectively, the Employees) should comply with this Code of Conduct with dealing with each other, clients, customers and the broader community.

Employees are expected to:

- Be aware of this Code, and at all times act with integrity, striving at all times to enhance the reputation and performance of the Company.
- Declare any real or apparent conflicts of interest in writing to the CEO, so that they can be properly documented and appropriately managed, and to ensure that decision-making remains impartial and transparent.
- Provide a work environment in which all employees are treated fairly and with respect.
- Treat all employees, and all applicants for employment with the Company, according to their skills, qualifications, competencies and potential.
- Not permit discrimination, intimidation or harassment of, or by, employees on the basis of race, gender, marital status, or religious beliefs, or on the basis of any other personal characteristics protected by law. Discrimination in the workplace is unacceptable, and the Company regards any actions that constitute discrimination or harassment as serious misconduct, which could lead to disciplinary action taken against the individual or individuals concerned.

When Black Diamond management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.

Employees who breach this Code will be, at the discretion of the Company, subject to disciplinary action, including summary dismissal in appropriate circumstances.

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12. Safety and Well-being

We are committed to:

- Providing a safe and inclusive environment for all students free from racism, discrimination and any other form of harassment.
- Continued improvement in Work Health and Safety
- Eliminating circumstances which may lead to the risk of personal injury, property damage or business interruption
- Operating in compliance with all relevant legislation

We believe that:

- All operational related fatalities, injuries and diseases are preventable
- Every task, however urgent or important, can be done safely using risk management tools
- All hazards can be identified and their risks managed
- Everyone has a responsibility for the safety and health of themselves and others
- Safety and health performance can always be improved

Furthermore, it is our policy to provide:

- A safe workplace / learning environment, with a safe system of work.
- Adequate professional development for employees in relation to work, health and safety
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

Please familiarise yourself with these procedures and report any uncontrolled hazards or incidents to your trainer or the Student Support Team.

13. Diversity and inclusion

Black Diamond promotes and supports diversity and inclusion in the learning environment. We ensure that all students have equal access to training and assessment opportunities, regardless of:

- Age, disability, or medical condition
- Cultural or linguistic backgrounds
- Different genders
- Whether they are from diverse social-economic backgrounds
- Whether they are neurodivergent
- Whether or not they identify as LGBTIQ+

Black Diamond pays particular attention to ensuring the learning environment is culturally safe for First Nations people, to enrol, participate in and complete training and this is about:

- Acknowledging the unique experience of First Nations people in Australia;
- Recognising that First Nations peoples do not always have the same level of access to VET as non-indigenous Australians, nor the same positive experiences; and
- Actively addressing unconscious bias, racism and discrimination, and supporting self-determination for First Nations people.

14. Privacy and Confidentiality

We respect your privacy and are committed to protecting your personal information. We are required to comply with the *Privacy Act 1988*. Your data will only be used for purposes related to your training and assessment and will not be disclosed to third parties without your consent, unless required by law.

- *Data security* - Black Diamond will take all reasonable measures to ensure all personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.
- *Anonymity* – Black Diamond will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

15. Certification and record keeping

Upon successful completion of a nationally recognised training program, you will receive a qualification or Statement of Attainment, in accordance with the ***Standards for RTOs 2025***.

Furthermore, it should be noted that:

- Student assessments are retained for a minimum period of two (2) years.
- Sufficient information to re-issue testamurs or Statements of attainment will be retained for thirty (30) years.
- Storage of student records includes safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. Black Diamond protects electronic files with up-to-date virus protection and back-up protection software.
- Enrolment information, training and assessment information or results of assessment should be provided in electronic format wherever possible.
- Within thirty (30) days of successful completion of all relevant competencies within a qualification, the student will be entitled to receive the full qualification. This will be signed by the CEO of Black Diamond and provided electronically to the student.

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16. Feedback and Continuous Improvement

We value your feedback and encourage you to share your experiences with us. Your input helps us improve our services and ensure that we continue to meet your learning needs.

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17. Other Information you should know about us

We have used a risk assessment approach to determine the following:

- Persons under the age of 18 years cannot enrol with us
- We are not involved in apprenticeships or traineeships
- We do not deliver training to overseas students
- We do not enter into third party arrangements to sub-contract out our training and assessment
- We do not enter into VET student loans schemes
- We do not use trainers and assessors that are under “direction” or “are actively working towards a training and assessment credential”
- We do not participate in government training entitlements and subsides schemes
- All governing persons in Black Diamond (executive officers and high managerial agents) are required to comply with “Fit and proper person” requirements

- We only use the Nationally Recognised Training (NRT) logo in accordance with conditions
- We have in place a Financial Viability Risk Assessment, and use a nominated accountant, and commercially available accounting software to monitor our financial position and performance.
- We maintain a Public Liability insurance policy
- Where we advertise or distribute marketing materials, these will accurately and honestly represent those services that we offer in accordance with the ***Standards for RTOs 2025***.
- The number of staff employed by us are appropriate for the delivery of our services and to prevent adverse impacts (such as problems with students accessing their trainer / assessor, delayed responses to queries) which can impact progress and result in disengagement. In this regard, emails or phone inquiries should be responded to in a timely manner (i.e. within 48 hours) and marking of student assessments should be completed within 1 week. If this does not occur, there are grounds for making a compliant, and we encourage you to do so.

This Student Handbook is subject to change. Please refer to the latest version available on our website or contact us for updates.

Please complete, sign and date the below declaration upon receipt of this Student Handbook and return it to Black Diamond

- Scanned into an email to info@blackdiamondtraining.com.au
- In person to your course trainer**.**

Acknowledgement declaration

I acknowledge that I, _____, have received, read and understand the contents of this Student Handbook, which outlines Black Diamond's policies and procedures, and the support available to me as a student.

Signature _____

Date _____

Name of Witness _____

Signature of Witness _____

Date _____