BARS Training Australia



Student Handbook

2026 - 2030

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BARS Training Australia
Student Handbook

Student Handbook

This Student Handbook has been prepared for prospective and enrolled students of

BARS Training Australia Pty Ltd as trustee for The Oliver Family Trust

Registered Training Organisation (RTO 32061).

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STUDENT ENQUIRIES AND ASSISTANCE

BARS Training Australia is committed to providing prospective and enrolled students with clear information, appropriate guidance and access to support throughout their training journey.

Students may contact BARS Training Australia using the details above for assistance with course information, pre-enrolment requirements, enrolment, language, literacy, numeracy and digital (LLND) skills, foundation skills, learning support, training and assessment, certification, complaints and appeals.

Students undertaking training may also seek assistance directly from their facilitator. Where additional support is required, matters may be referred to BARS Training Australia management for further consideration and assistance.

Message from the CEO

As Chief Executive Officer of BARS Training Australia, I am committed to ensuring that every student receives quality training, fair and consistent assessment, and the support necessary to achieve their learning goals. Together with the BARS Training team, I am dedicated to maintaining high standards of professionalism, integrity and continuous improvement across all aspects of our training and assessment services.

This Student Handbook has been developed to provide you with clear and practical information about your training journey with BARS Training Australia. It explains our responsibilities as a Registered Training Organisation, your rights and obligations as a student, and the services and support available to assist you throughout your training. Our policies and practices are guided by the 2025 Standards for Registered Training Organisations, regulated by the Australian Skills Quality Authority (ASQA).

We recognise that every student brings different experiences, abilities and learning needs. Before enrolment, we take the time to understand your individual circumstances, discuss your training and employment goals, and identify any additional assistance you may require. Our objective is to ensure that the training you undertake is appropriate to your needs and provides you with a genuine opportunity to develop the knowledge and practical skills required by your chosen industry.

Continuous improvement remains an important part of our organisation. We actively encourage students to provide feedback, raise concerns and suggest improvements, as your experiences help us maintain and improve the quality of our services.

Thank you for choosing BARS Training Australia. I encourage you to read this Handbook carefully before enrolling and to discuss any questions or concerns with our team. Whether you require assistance before enrolment, during your training or following completion, we are here to provide guidance and support.

I wish you every success in your training and future career.

Garry Oliver
Chief Executive Officer
BARS Training Australia Pty Ltd

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OVERVIEW

Regulatory Framework

BARS Training Australia Pty Ltd (RTO 32061) is a Registered Training Organisation regulated by the Australian Skills Quality Authority (ASQA), the national regulator for vocational education and training (VET).

BARS Training Australia operates in accordance with the National Vocational Education and Training Regulator Act 2011 and the 2025 Standards for Registered Training Organisations, which came into effect on 1 July 2025.

The 2025 Standards establish requirements designed to ensure that students receive quality training and assessment, are provided with accurate information, have access to appropriate support services, and are treated fairly throughout their training.

The regulatory framework includes the Outcome Standards, Compliance Standards and Credential Policy. These requirements operate alongside the Australian Qualifications Framework (AQF) and other applicable Commonwealth and Queensland legislation.

BARS Training Australia is committed to meeting these requirements by providing training and assessment appropriate to the qualifications and units of competency being delivered, ensuring students are informed of course requirements before enrolment, identifying individual learning and support needs, maintaining appropriate student records, and providing accessible complaints and appeals processes.

Students are encouraged to familiarise themselves with the information contained in this Handbook, participate actively in their training, meet assessment requirements and seek assistance whenever they experience difficulties.

Further information about the regulatory framework is available from the Australian Skills Quality Authority at www.asqa.gov.au.

Overview of BARS Training

BARS Training Australia is committed to delivering quality vocational education and training that reflects current industry practices, workplace expectations and the requirements of nationally recognised training products.

Our trainers and assessors possess relevant vocational qualifications, industry experience and training and assessment credentials appropriate to the courses they deliver. BARS Training Australia recognises the importance of combining practical industry knowledge with effective teaching and assessment methods to provide students with a positive and supportive learning environment.

We recognise that students have different levels of experience, learning abilities and individual circumstances. Our training and assessment practices are designed to accommodate these differences wherever reasonably possible, while maintaining the competency requirements of the relevant training products. Students are encouraged to discuss any learning difficulties or support requirements with their facilitator or BARS Training Australia management.

Continuous improvement is an important part of our commitment to meeting the 2025 Standards for Registered Training Organisations. BARS Training Australia regularly reviews its training and assessment practices, learning resources, student support arrangements and administrative processes to identify opportunities for improvement.

Student feedback plays an important role in this process. Students are encouraged to provide feedback throughout their training, including suggestions for improvement or concerns about any aspect of their learning experience. Formal feedback may also be requested following completion of a course.

BARS Training Australia considers information obtained through student feedback, complaints and appeals, industry consultation, assessment validation, internal reviews and regulatory audits when evaluating the effectiveness of its training and assessment services.

Identified improvements are documented and monitored through the organisation's Continuous Improvement Register to support ongoing improvements in the quality of training and services provided to students.

The ‘Student’s Journey’

BARS Training Australia is committed to providing students with a positive learning experience, from their initial enquiry through to course completion and certification.

The student journey follows six key stages designed to ensure that students are informed, appropriately prepared and supported throughout their training.

1. Course Information and Initial Enquiry – Prospective students receive information about available courses, entry requirements, delivery arrangements, assessment, fees and any relevant licensing or employment considerations.

2. Pre-Enrolment Assessment and Suitability – BARS Training Australia reviews each applicant's suitability for their selected course, including relevant entry requirements, foundation skills and individual learning needs.

3. Enrolment and Financial Arrangements – Students complete the required enrolment process and receive information about applicable fees, payment arrangements, refund conditions and government funding requirements, where relevant.

4. Training and Learner Support – Students participate in the learning and practical activities required for their course, with access to appropriate guidance and support throughout their training.

5. Assessment and Progression – Students demonstrate the knowledge and practical skills required by their training product and receive feedback on their assessment performance.

6. Course Completion and Certification – Students who successfully satisfy the applicable competency requirements receive the appropriate qualification or Statement of Attainment in accordance with national certification requirements.

Throughout their training, students are encouraged to communicate with their facilitator or BARS Training Australia administration regarding any questions, concerns or assistance they may require.

BARS Training Australia values student feedback and uses it to support the continuous improvement of its training and assessment services.

TRAINING and ASSESSMENT

Training

BARS Training Australia provides structured, industry-relevant training designed to develop the knowledge, practical skills and workplace capabilities required by each nationally recognised training product.

Training is delivered by appropriately qualified trainers and assessors using suitable learning resources, facilities and equipment. Depending on the course, delivery may include classroom instruction, online or self-paced learning, practical demonstrations, simulated workplace activities and supervised skills development.

Students are informed of their course delivery arrangements, attendance requirements and assessment obligations before enrolment.

Student Participation and Responsibilities
Students are expected to participate actively in their training, complete required learning activities, attend scheduled sessions and follow reasonable instructions, including workplace health and safety requirements.

Students experiencing difficulties with attendance, learning activities or course progression should notify their facilitator as early as possible so that appropriate assistance or alternative arrangements can be considered.

Individual Learning Needs and Support
BARS Training Australia recognises that students have different learning backgrounds, experience and individual circumstances.

Where additional learning needs are identified, appropriate assistance or reasonable adjustments may be considered in accordance with BARS Training Australia's Student Support Policy and the requirements of the relevant training product.

Training and assessment arrangements are reviewed to maintain their relevance to industry practices and student learning needs.

Assessment
BARS Training Australia conducts competency-based assessment in accordance with the 2025 Standards for Registered Training Organisations and the requirements of each nationally recognised training product.

Assessment determines whether a student has demonstrated the knowledge, skills and practical capabilities required to achieve competency.

Assessment Methods
Depending on the course, assessment may include written or verbal questioning, practical demonstrations, simulated workplace scenarios, observation of skills and other activities specified by the relevant training product.

Students are informed of the assessment requirements applicable to their course and must personally demonstrate the required competencies.

Assessment Principles and Evidence
Assessment is conducted in accordance with the principles of fairness, flexibility, validity and reliability. Assessment evidence must satisfy the rules of validity, sufficiency, authenticity and currency.

Students must complete their own assessment work and provide genuine evidence of their knowledge and skills. Plagiarism, collusion, impersonation and falsification of assessment evidence are not permitted.

Assessment Outcomes and Feedback
Students receive feedback on their assessment performance and are advised where further learning, additional evidence or reassessment is required.

A student can only be assessed as competent when sufficient evidence demonstrates that all applicable requirements of the unit of competency have been satisfied.

Where competency has not yet been demonstrated, the assessor will explain the areas requiring further development and the available reassessment arrangements.

Reasonable Adjustments
Students requiring assistance or reasonable adjustments should discuss their needs with their facilitator or BARS Training Australia administration.

Reasonable adjustments may be provided where appropriate, provided they do not compromise assessment integrity or remove essential competency requirements.

Assessment Appeals
Students who disagree with an assessment decision may request clarification or lodge an appeal in accordance with the Complaints and Appeals Policy outlined in this Handbook.

Continuous Improvement
BARS Training Australia regularly reviews its training and assessment practices, resources and competency decisions to maintain quality, consistency and industry relevance.

Student feedback and identified improvement opportunities contribute to this review process.

Facilities, resource, and equipment

BARS Training Australia provides safe, suitable and appropriately equipped training environments that meet the requirements of the relevant training products and support effective learning and assessment.

Training facilities and resources may include classrooms, practical training areas, simulated workplace environments, specialised equipment, digital learning materials and assessment resources.

Training may be conducted at BARS Training Australia facilities or other approved locations. Regardless of the delivery location, BARS Training Australia remains responsible for ensuring that appropriate facilities, resources and equipment are available.

Safety and Student Responsibilities
BARS Training Australia takes reasonable steps to ensure that training facilities and equipment are safe, serviceable and suitable for their intended use.

Students must follow safety instructions, use equipment only as directed and promptly report damaged equipment, unsafe conditions or potential hazards to their facilitator.

Access to Learning Resources
Students are provided with access to the learning materials and equipment required for their course. Resources may be supplied electronically, in printed form or during scheduled training sessions, depending on the delivery arrangements.

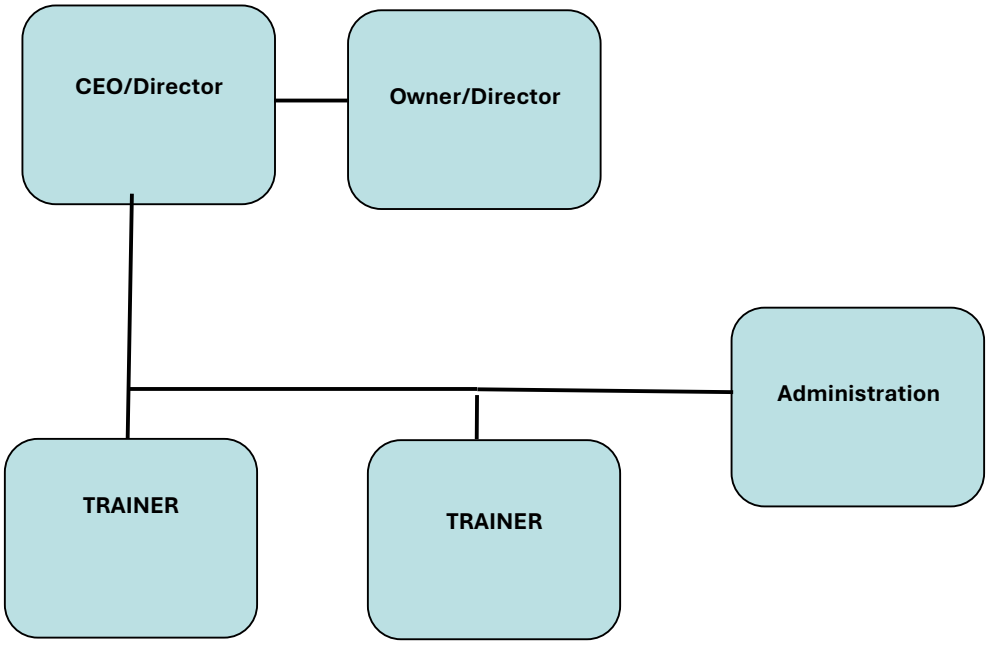
Students experiencing difficulties accessing learning resources or using equipment should notify their facilitator or BARS Training Australia administration so that appropriate assistance can be arranged.

Accessibility

BARS Training Australia considers individual accessibility requirements and reasonable adjustments where appropriate, provided that essential competency requirements and safety standards are maintained.

Students are encouraged to raise any concerns regarding facilities, equipment or accessibility as early as possible.

Organisational structure



Organisational Communication Structure

This organisational chart illustrates the management, administration and training structure of BARS Training Australia. Students may raise training-related matters with their facilitator or contact administration, with matters referred to management where appropriate.

BARS Training Courses

BARS Training Australia (RTO 32061) delivers nationally recognised training across several industry sectors, including security operations, firearms safety, first aid, drug and alcohol testing, and hospitality.

Training may include full qualifications, individual units of competency, skill sets, accredited courses and non-accredited industry programs.

Course Information and Availability
Current course offerings, entry requirements, delivery arrangements, assessment requirements and applicable fees are available through the BARS Training Australia website at www.barstraining.edu.au or by contacting administration.

Course availability may vary depending on trainer availability, training locations, industry requirements and BARS Training Australia's registered scope of training.

Licensing Requirements
Some courses support applications for occupational or industry licences, including security provider and firearms licences.

Successful completion of training does not automatically grant an occupational licence. Students must separately satisfy the requirements of the relevant licensing authority.

Students should confirm applicable licensing requirements before enrolling.

Changes to Courses
BARS Training Australia may update or change its course offerings in response to industry, regulatory or operational requirements.

Students will be advised of any changes that materially affect their enrolled training arrangements.

What certification will I receive?

BARS Training Australia (RTO 32061) issues nationally recognised certification to students who successfully meet the requirements of the relevant training product.

The type of certification issued depends on the qualification, accredited course or units of competency successfully completed.

Qualifications
Students who successfully complete all requirements of a nationally recognised qualification receive a Testamur (qualification certificate) and an accompanying Record of Results identifying the units of competency achieved.

Statements of Attainment
Students who successfully complete individual units of competency, skill sets or one or more units forming part of a qualification may receive a Statement of Attainment identifying the units achieved, including where the full qualification has not been completed.

Accredited and Non-Accredited Courses
Students who successfully complete a nationally recognised accredited course receive the certification appropriate to that course.

Non-accredited training may result in a certificate of completion or other course-specific documentation. Such documents are not nationally recognised AQF certification.

Issuing Certification
BARS Training Australia issues AQF certification documentation within 30 calendar days of a student being assessed as meeting the requirements of the training product, provided the training program has been completed, the student's Unique Student Identifier (USI) has been verified or an exemption applies, and all agreed fees owed to BARS Training Australia have been paid.

Certification is issued only where the required competency outcomes have been verified and recorded.

Replacement Certification
Students requiring replacement certification may contact BARS Training Australia administration. Identity verification may be required before replacement certification is issued. Replacement certification will be provided without additional charge.

Certification and Licensing
Nationally recognised certification does not automatically grant an occupational licence or registration. Students must separately satisfy the requirements of the relevant licensing authority.

How is training delivered?

BARS Training Australia delivers training and assessment using methods appropriate to each training product, ensuring students have opportunities to develop and demonstrate the required knowledge and practical skills.

Delivery Methods
Depending on the course, training may include face-to-face classroom instruction, practical demonstrations, simulated workplace activities, online learning, self-paced study and workplace-based training.

Many courses combine classroom instruction with supervised practical activities and competency-based assessment.

Practical Training
Courses requiring practical skills involve structured activities using suitable facilities, equipment and simulated or actual workplace environments.

Students must personally demonstrate the practical skills required by the relevant training product before being assessed as competent.

Online and Self-Paced Learning
Some courses include online or self-paced learning activities, such as learner guides, instructional videos and learning exercises.

Students must complete any required pre-course learning within the specified timeframes and seek assistance if difficulties arise.

Course Arrangements and Attendance
Students are informed of their course structure, delivery methods, duration, attendance requirements and assessment arrangements before enrolment.

Students are expected to attend scheduled sessions, participate in required activities and complete all assessment requirements.

Where attendance at particular sessions or practical activities is mandatory, students will be advised accordingly.

Changes to Training Arrangements
BARS Training Australia will advise affected students of any necessary changes to scheduled training activities as soon as practicable.

Any revised arrangements must continue to meet the requirements of the relevant training product and provide appropriate opportunities for students to complete their training and assessment.

What are the prerequisites?

Some courses offered by BARS Training Australia have mandatory prerequisites that must be satisfied before students can commence the relevant training or assessment activities.

Prerequisites may include completion of specified units of competency or qualifications, holding a current industry licence or authorisation, meeting minimum age requirements or satisfying conditions imposed by a regulatory authority.

Course-Specific Requirements
Any prerequisites and additional entry requirements are identified in the relevant course information and explained during the pre-enrolment process.

BARS Training Australia verifies applicable prerequisites before students commence training or assessment activities for which those prerequisites are required.

Evidence of Prerequisites
Students may be required to provide evidence of previously completed qualifications, units of competency, licences or other authorisations.

Evidence may be verified through an authenticated Unique Student Identifier (USI) transcript or other acceptable documentation.

Students are responsible for providing accurate information and genuine, current documentation where required.

Students Who Do Not Meet Prerequisites
Students who do not satisfy mandatory prerequisites cannot commence the training or assessment activities for which those prerequisites are required.

Where appropriate, BARS Training Australia may advise students of alternative training pathways or steps needed to meet the outstanding requirements.

Mandatory prerequisites cannot be waived through reasonable adjustments or individual learning support.

Changes to Prerequisites
Prerequisites may change following updates to training products, licensing requirements or relevant legislation.

Students will be advised of the current requirements applicable to their selected course before enrolment.

Are there entry requirements?
Some courses offered by BARS Training Australia have specific entry requirements or participation conditions that must be satisfied before enrolment or commencement of training.

These requirements vary between courses and may include minimum age, residency or citizenship status, language, literacy, numeracy and digital literacy skills, physical participation requirements or industry-specific conditions.

Student Suitability and Learning Support
BARS Training Australia conducts a pre-enrolment assessment to determine whether a course is suitable for the prospective student and to identify any additional learning or participation needs.

Where necessary, additional screening or information may be requested. Appropriate support or reasonable adjustments may be considered, provided essential competency and safety requirements are maintained.

Physical and Safety Requirements
Some courses involve practical activities requiring physical movement, coordination, communication, equipment handling or compliance with specific safety procedures.

Students are encouraged to disclose any circumstances that may affect their ability to participate safely so that suitable arrangements can be considered.

Licensing and Regulatory Requirements
Courses associated with security operations, firearms and other regulated industries may have additional requirements relating to age, identification, licensing or regulatory eligibility.

Eligibility to undertake training does not automatically establish eligibility to obtain an occupational licence.

Government-Funded Training
Students applying for government-subsidised training must satisfy the eligibility requirements of the relevant funding program.

These may include Queensland residency, citizenship or visa status, age, school enrolment status, previous qualifications and participation in other government-funded training.

BARS Training Australia assesses funding eligibility before confirming a subsidised enrolment. Students who are ineligible for funding may be offered fee-for-service training where available.

Enrolment Decisions
BARS Training Australia may defer or decline enrolment where mandatory entry requirements cannot be satisfied or where the training and available support arrangements are not suitable for the prospective student.

Students uncertain about their eligibility or course requirements should contact BARS Training Australia administration before enrolling.

ENROLMENT

Student Information and Enrolment Policy

BARS Training Australia is committed to providing prospective students with clear, accurate and accessible information to support informed decisions about their training.

Before enrolment, students are provided with relevant course information, including entry requirements, prerequisites, delivery and assessment arrangements, fees, available support services, certification outcomes and any applicable licensing or government funding conditions.

Student Selection and Suitability
BARS Training Australia assesses prospective students to determine whether their selected course is suitable for their individual circumstances and learning needs.

Enrolment decisions consider course requirements, student suitability, available support arrangements and applicable regulatory or funding conditions.

Access and Equity
BARS Training Australia is committed to fair and equitable access to training opportunities.

Reasonable adjustments and learning support may be considered where appropriate, provided essential competency requirements, assessment standards and safety obligations are maintained.

Student Responsibilities
Students must provide accurate and complete information during enrolment, including any documentation required to establish identity, eligibility, previous qualifications or relevant licences.

Students are responsible for reviewing course information, identifying any learning or participation support needs and seeking clarification where necessary.

Confirmation of Enrolment
Submitting an enrolment application does not automatically guarantee acceptance into a course.

Enrolment is confirmed once BARS Training Australia has completed the necessary checks, accepted the application and recorded the student in its enrolment system.

Students must be formally enrolled before commencing nationally recognised training.

Enrolment Procedure
BARS Training Australia follows a structured enrolment process to ensure students receive appropriate information and satisfy the requirements of their selected training product.

Initial Enquiry and Course Information
Prospective students may enquire about available courses through the BARS Training Australia website, administration team or an authorised facilitator.

Relevant course information is provided before enrolment to assist students in understanding their training obligations and available options.

Pre-Enrolment Assessment
Prospective students must complete the BARS Training Australia pre-enrolment assessment process. This considers previous education and experience, language, literacy, numeracy and digital literacy skills, individual support needs and any course-specific participation requirements.

Additional information or screening may be requested where necessary before an enrolment decision is finalised.

Enrolment Application
Students must complete the required enrolment documentation and provide accurate personal information, including their full legal name, contact details, date of birth and other information required for enrolment and regulatory reporting.

Students must also provide a valid Unique Student Identifier (USI), unless an applicable exemption applies, together with any documentation required to verify eligibility or satisfy course-specific requirements.

Government-Funded Training
Students applying for government-subsidised training must satisfy the eligibility requirements of the relevant funding program.

BARS Training Australia verifies eligibility and obtains the required declarations and supporting documentation before confirming a subsidised enrolment.

Eligibility for government funding is separate from eligibility to undertake the training.

Enrolment Review and Confirmation
BARS Training Australia reviews enrolment applications to ensure that required information and documentation have been provided, applicable entry requirements are satisfied and any identified support needs have been considered.

Accepted enrolments are recorded in the BARS Training Australia student management system before training commences.

Course Fees and Payment Arrangements
Students are informed of applicable course fees, student contributions and payment arrangements before enrolment.

Where an approved payment arrangement applies, students may commence training once formally enrolled, subject to the agreed conditions.

Outstanding fees are managed in accordance with BARS Training Australia's Fees and Refunds Policy.

Unsuccessful or Deferred Enrolments
Where enrolment cannot proceed due to outstanding requirements, incomplete documentation or suitability concerns, students will be advised of the reasons.

Where appropriate, alternative training options or steps required to establish eligibility may be discussed.

Student Responsibilities Following Enrolment
Students must comply with course requirements, attend scheduled training and assessment activities, complete required learning tasks and notify BARS Training Australia of changes to their contact details or circumstances affecting their training.

Students requiring assistance should contact their facilitator or BARS Training Australia administration.

Pre-Enrolment Questionnaire and Support Services

BARS Training Australia conducts a Pre-Enrolment Assessment (PEA) to identify each prospective student's learning needs, previous experience and suitability for their selected course.

The assessment considers language, literacy, numeracy and digital literacy (LLND), together with any individual circumstances that may affect participation in training and assessment.

Identifying Student Support Needs
Information provided during the pre-enrolment process is reviewed to determine whether additional learning assistance, reasonable adjustments or other support arrangements may be required.

Where necessary, further screening or clarification may be undertaken before enrolment is confirmed.

Available Support Services
Depending on individual needs and available resources, BARS Training Australia may provide or arrange assistance with study skills, learning materials, language and literacy development, digital learning access and reasonable adjustments to training or assessment arrangements.

Where specialised assistance is required beyond the services available through BARS Training Australia, students may be referred to an appropriate external support provider.

Support arrangements must not compromise the essential competency requirements or safety standards of the relevant training product.

Accessing Support
Students are encouraged to identify any learning difficulties, accessibility requirements or other circumstances affecting their participation during the pre-enrolment process.

Students may also request assistance at any stage of their training by contacting their facilitator or BARS Training Australia administration.

Financial Information and Student Obligations
Before enrolment or payment of fees, students are provided with information about applicable course costs, payment arrangements, refund conditions and any government-funded student contributions.

Students are also informed of relevant course obligations, including attendance, practical participation, required equipment and Unique Student Identifier (USI) requirements.

Further information is provided in the Fees and Refunds, Training and Assessment, and Student Responsibilities sections of this Handbook.

Ongoing Communication and Course Updates
BARS Training Australia keeps students informed of significant changes affecting their training, including course schedules, delivery arrangements and changes to nationally recognised training products.

Where a training product is superseded or expires, affected students will be advised of the applicable transition arrangements and any implications for completing their training.

Student Induction and Access to Information
Students receive an induction covering their course requirements, assessment arrangements, responsibilities and available support services.

The Student Handbook remains accessible throughout their training, and students may contact their facilitator or BARS Training Australia administration for further information or clarification.

Policy on Student Suitability and Pre-Enrolment Advice
BARS Training Australia assesses the suitability of prospective students before enrolment to ensure their selected training product is appropriate for their existing skills, experience, learning needs and individual circumstances.

Student Suitability Assessment
The Pre-Enrolment Assessment (PEA) considers previous education and experience, language, literacy, numeracy and digital literacy (LLND), course entry requirements and the student's ability to participate in required training and assessment activities.

Where the initial assessment identifies potential concerns, additional screening or clarification may be undertaken before enrolment is confirmed.

Individual Pre-Enrolment Advice
Where learning gaps, support needs or suitability concerns are identified, BARS Training Australia provides appropriate advice about available assistance, reasonable adjustments or alternative training pathways.

Where necessary, students may be referred to external support services or advised to undertake additional preparation before commencing their selected course.

Enrolment decisions are based on the student's suitability, applicable training product requirements and the support arrangements reasonably available through BARS Training Australia.

Welcome Email
Following confirmation of enrolment, students receive a welcome email containing essential information to assist them in preparing for their training.

Depending on the course, this includes commencement dates, training times and locations, delivery arrangements, required learning materials, equipment and any pre-course preparation.

Students are encouraged to review this information before attending their scheduled training.

Student Induction
BARS Training Australia provides students with an induction to familiarise them with their training environment, course requirements and available support services.

The induction covers relevant information, including course structure, units of competency, training and assessment arrangements, attendance requirements, learning resources and workplace health and safety procedures.

Students are also informed of their responsibilities, available support services and the procedures for raising concerns, lodging complaints or appealing assessment decisions.

Where appropriate, information about further training opportunities and industry pathways may also be provided.

Ongoing Student Support

Students are encouraged to seek clarification or assistance whenever required throughout their training.

Facilitators and BARS Training Australia administration are available to provide guidance on course requirements, learning resources and relevant support arrangements.

Further information about student rights, responsibilities, complaints, appeals and support services is provided in the relevant sections of this Handbook.

Discipline

BARS Training Australia is committed to maintaining a safe, respectful and professional learning environment for all students, facilitators and staff.

Students are expected to demonstrate appropriate behaviour, cooperate with reasonable instructions and treat others with courtesy and respect throughout their training.

Student Conduct

Unacceptable behaviour includes bullying, harassment, discrimination, intimidation, threatening or aggressive conduct, deliberate disruption of training activities, misuse of equipment and failure to comply with reasonable safety instructions.

Students must conduct themselves professionally during classroom activities, practical training, assessments and any other activities associated with their course.

Disciplinary Action

Where unacceptable behaviour occurs, BARS Training Australia may take appropriate disciplinary action, having regard to the nature and seriousness of the incident and providing the student with a reasonable opportunity to respond, except where immediate action is necessary to protect safety.

This may include a verbal or written warning, temporary removal from a training activity, suspension or cancellation of enrolment.

Serious misconduct or behaviour presenting an immediate safety risk may result in removal from training without prior warning.

Decisions involving suspension, cancellation of enrolment or applicable refunds will be managed in accordance with BARS Training Australia's relevant policies and the circumstances of the incident.

Complaints and Appeals

Students who disagree with disciplinary action may raise their concerns or lodge a formal complaint or appeal in accordance with the Complaints and Appeals Policy outlined in this Handbook.

Professional Conduct of Staff

BARS Training Australia requires its facilitators and staff to maintain professional, ethical and respectful relationships with students and colleagues.

Concerns regarding staff conduct may be referred to BARS Training Australia management for appropriate consideration and action.

Plagiarism and Academic Integrity
BARS Training Australia requires students to complete their assessments honestly and submit work that genuinely demonstrates their own knowledge and skills.

Plagiarism includes presenting another person's work, ideas or responses as one's own without appropriate acknowledgement.

Academic misconduct may also include collusion, impersonation, falsification of assessment evidence or submitting work completed by another person, including unauthorised use of artificial intelligence. Students may use learning resources and undertake research where permitted, but must comply with assessment instructions and acknowledge sources where required.

Where academic misconduct is suspected, BARS Training Australia will investigate the circumstances and provide the student with an opportunity to respond.

Confirmed misconduct may result in an assessment being deemed unsatisfactory, a requirement for reassessment or disciplinary action appropriate to the seriousness of the breach.

Students may appeal decisions through the Complaints and Appeals Policy outlined in this Handbook.

Use of Artificial Intelligence

BARS Training Australia requires students to demonstrate their own knowledge, understanding and practical skills when completing assessment activities.

Students must not use artificial intelligence (AI) tools, including ChatGPT or similar applications, to generate, rewrite or substantially assist with assessment responses unless expressly authorised by their assessor.

Assessment responses must reflect the student's own learning and demonstrate the knowledge and skills required by the relevant unit of competency.

Academic Integrity and AI Misuse
Where the unauthorised use of AI is suspected, BARS Training Australia may review the assessment evidence and require the student to demonstrate their understanding through additional questioning, practical assessment or other appropriate verification methods.

AI detection tools may assist in identifying concerns but will not be relied upon as the sole evidence of academic misconduct.

Confirmed misuse may result in reassessment or disciplinary action in accordance with the Academic Integrity and Discipline provisions of this Handbook.

Policy and Procedure for Fair, Flexible, and Reliable Assessment

BARS Training Australia conducts competency-based assessment in accordance with the 2025 Standards for Registered Training Organisations and the requirements of the relevant training product.

Assessment practices are designed to ensure that students have a fair opportunity to demonstrate competency while maintaining the integrity and consistency of assessment decisions.

Principles of Assessment

Fairness
Students are informed of assessment requirements and provided with appropriate opportunities to demonstrate their competency.

Individual learning needs and reasonable adjustments are considered where appropriate, without compromising essential competency requirements.

Flexibility
Assessment arrangements consider students' individual circumstances, existing skills and experience, while remaining consistent with the requirements of the relevant training product.

Validity
Assessment activities measure the knowledge and practical skills required by the relevant unit of competency and reflect the conditions under which those competencies must be demonstrated.

Reliability
Assessment decisions are made consistently, so that assessors reviewing the same evidence against the same competency requirements would reach comparable decisions.

BARS Training Australia supports consistency through assessment guidance, assessor reviews and ongoing validation activities.

Assessment Outcomes
Students receive feedback on their assessment outcomes and are advised where additional evidence, further learning or reassessment is required.

Competency is awarded only when the assessor has sufficient evidence that all applicable requirements of the unit of competency have been satisfied.

Students who disagree with an assessment decision may access the Complaints and Appeals Policy outlined in this Handbook.

Rules of Evidence
BARS Training Australia applies the Rules of Evidence to ensure that all assessment decisions are based on evidence that is valid, sufficient, authentic and current.

Validity
Assessment evidence must demonstrate the knowledge, skills and practical capabilities required by the relevant unit of competency.

Sufficiency
Sufficient evidence must be collected to enable the assessor to make a sound judgement about competency. Additional evidence may be requested where necessary.

Authenticity
Assessment evidence must be the student's own work and accurately demonstrate their individual knowledge and skills.

Assessors may undertake additional verification where the authenticity of submitted evidence is uncertain.

Currency
Assessment evidence must demonstrate that the student's knowledge and skills are current and relevant to contemporary industry practices and training product requirements.

Competency decisions are made only when all four Rules of Evidence have been satisfied.

Industry-Relevant Training and Assessment
BARS Training Australia is committed to delivering training and assessment that reflects current industry practices, workplace expectations and the requirements of nationally recognised training products.

Industry Engagement
BARS Training Australia maintains engagement with employers, industry representatives, professional associations and relevant regulatory bodies to ensure its training remains relevant to industry needs.

Industry feedback contributes to the review of training resources, practical activities, assessment tools and delivery arrangements.

Continuous Improvement
BARS Training Australia regularly reviews its training and assessment practices to identify opportunities for improvement.

Feedback from students, facilitators, employers and industry representatives is considered as part of this process.

Identified improvements are documented and monitored through BARS Training Australia's Continuous Improvement Register.

Student Feedback
Students are encouraged to provide feedback about their training experience, including the quality of instruction, learning resources, assessment activities and available support.

Feedback may be provided through course evaluation forms or directly to BARS Training Australia administration.

Student feedback assists BARS Training Australia in maintaining the quality, effectiveness and industry relevance of its training services.

Industry Engagement and Consultation
BARS Training Australia maintains ongoing consultation with employers, industry representatives, professional associations and relevant stakeholders to ensure its training and assessment practices reflect current workplace requirements.

Industry consultation assists in identifying emerging skills needs, changes to industry practices, preferred training methods and expectations regarding workplace competency.

Industry Consultation and Feedback
BARS Training Australia uses a structured Industry Consultation Tool to record feedback from relevant industry stakeholders.

Consultation may include discussions, meetings, written feedback and reviews of training and assessment arrangements.

Information gathered is considered when developing and reviewing Training and Assessment Strategies, learning resources, practical activities and assessment methods.

Maintaining Industry Relevance
Industry feedback is reviewed to identify opportunities to improve training delivery and assessment practices while maintaining the requirements of nationally recognised training products.

Practical activities and simulated workplace scenarios are designed, where appropriate, to reflect realistic industry conditions and workplace expectations.

Continuous Improvement
BARS Training Australia considers information from industry consultation, student feedback, facilitator recommendations, complaints and appeals, risk assessments, validation activities and audit findings.

Identified improvement opportunities are documented and monitored through the Continuous Improvement Register.

This ongoing review process supports the quality, consistency and industry relevance of training and assessment delivered by BARS Training Australia.

Trainers and Assessors

BARS Training Australia is committed to engaging appropriately qualified, experienced and industry-current trainers and assessors who support the delivery of quality vocational education and training.

All trainers and assessors must meet the applicable requirements of the 2025 Standards for Registered Training Organisations and the relevant training products.

Trainer and Assessor Qualifications
Trainers and assessors must hold recognised training and assessment credentials appropriate to their duties, as specified in the current regulatory requirements.

These may include a Certificate IV in Training and Assessment, an approved diploma or higher-level adult education qualification, or another recognised credential permitted under the applicable standards.

BARS Training Australia verifies relevant qualifications and credentials before authorising individuals to undertake training or assessment activities.

Contracted Facilitators
BARS Training Australia engages appropriately qualified facilitators through independent contractual arrangements with their respective businesses. Facilitator qualifications, vocational competencies and industry currency are recorded in the BARS Profile System and verified against the Staff Matrix to ensure compliance with the applicable requirements of the 2025 Standards for Registered Training Organisations.

BARS Training Australia retains full responsibility for the quality and compliance of all training and assessment conducted on its behalf.

Industry Skills and Currency
Trainers and assessors must possess vocational competencies, current industry skills and knowledge relevant to the training products they deliver or assess.

Where applicable, trainers and assessors must also hold current occupational licences, authorisations or other credentials required for the training activities being undertaken.

Professional Development
BARS Training Australia requires trainers and assessors to maintain and develop their vocational training, assessment and industry capabilities through appropriate professional development.

This may include industry engagement, professional learning, regulatory updates, assessment validation and activities that maintain current industry knowledge.

Assessment Responsibilities
Assessment decisions are made by appropriately credentialled assessors who meet the relevant vocational competency and industry currency requirements.

Assessors are responsible for ensuring that assessment evidence satisfies the Principles of Assessment and Rules of Evidence before determining competency.

Quality Assurance and Oversight
BARS Training Australia maintains records of trainer and assessor qualifications, vocational competencies, industry currency and professional development.

Management reviews these records to ensure trainers and assessors remain appropriately qualified and authorised for their assigned training and assessment responsibilities.

Training and Assessment Under Direction

BARS Training Australia recognises that the 2025 Standards for Registered Training Organisations permit certain individuals to deliver training or contribute to assessment activities under the direction of an appropriately qualified trainer or assessor.

These arrangements are subject to specific credential, supervision and regulatory requirements.

BARS Training Australia does not currently utilise training or assessment personnel working under direction.

Should these arrangements be introduced, BARS Training Australia will ensure that all participating individuals hold appropriate credentials, possess relevant vocational skills and industry knowledge, and operate under suitable supervision.

Individuals working under direction will not be permitted to make independent assessment judgements unless they meet the applicable regulatory requirements.

Responsibility for Training and Assessment
BARS Training Australia remains responsible for the quality and integrity of all training and assessment activities, including those undertaken under direction.

Appropriately qualified trainers and assessors providing direction must ensure that suitable oversight, guidance and quality assurance arrangements are maintained.

Delivery of Training and Assessment Qualifications
BARS Training Australia does not currently deliver qualifications or skill sets from the TAE Training and Education Training Package.

Should these training products be added to its registered scope in the future, BARS Training Australia will ensure that all trainers, assessors and supervisory personnel meet the additional credential and delivery requirements applicable to those products.

Compliance with Regulatory Requirements
All training and assessment personnel must satisfy the relevant requirements of the 2025 Standards for Registered Training Organisations and any applicable training product or licensing conditions.

BARS Training Australia maintains responsibility for verifying personnel credentials, monitoring compliance and ensuring that assessment decisions are made only by appropriately authorised assessors.

STUDENT SUPPORT

Student Training Support Policy

BARS Training Australia is committed to providing students with reasonable and timely access to learning assistance, qualified trainers and assessors, and appropriate support services throughout their training.

Student Support Arrangements
Individual learning and support needs are identified through the Pre-Enrolment Assessment (PEA) and may be reviewed throughout the training program.

Where additional assistance is required, BARS Training Australia considers appropriate support arrangements based on the student's needs, available resources and the requirements of the relevant training product.

Available Support Services
Depending on individual circumstances, support may include assistance with learning activities, study skills, language, literacy, numeracy and digital literacy, access to learning resources and reasonable adjustments to training or assessment arrangements.

Where specialised assistance is required beyond the services available through BARS Training Australia, students may be referred to an appropriate external support provider.

Access to Trainers and Support Staff
Students may contact their facilitator or BARS Training Australia administration for assistance with training activities, assessment requirements or course-related concerns.

Enquiries may be made by telephone, email or during scheduled training sessions. BARS Training Australia aims to respond within a reasonable timeframe, taking into account the nature and urgency of the enquiry.

Personal Circumstances and Confidentiality
Students experiencing personal circumstances that may affect their training are encouraged to contact BARS Training Australia administration.

Individual circumstances will be treated sensitively and information handled in accordance with applicable privacy requirements.

Where appropriate, alternative training arrangements, course deferral or referral to external support services may be considered.

Policy on Diversity and Inclusion
BARS Training Australia is committed to maintaining a safe, respectful, inclusive and culturally appropriate learning environment that supports fair access to vocational education and training.

All students are entitled to be treated with dignity and respect, regardless of their age, gender, cultural background, disability, religion or other personal characteristics.

Equal Opportunity and Inclusion
BARS Training Australia promotes equal opportunity and does not tolerate unlawful discrimination, harassment, bullying or victimisation.

Reasonable adjustments and appropriate support arrangements may be considered to assist students with individual learning or participation needs, provided essential competency and safety requirements are maintained.

Cultural Respect and Aboriginal and Torres Strait Islander Students
BARS Training Australia recognises and respects the cultural identities, traditions and perspectives of Aboriginal and Torres Strait Islander peoples.

Training and assessment practices aim to provide a culturally safe environment that recognises individual communication preferences, cultural obligations and learning needs.

Where appropriate, reasonable adjustments may be considered to accommodate cultural practices, communication requirements and individual circumstances without compromising training product requirements.

Student Responsibilities
Students, facilitators and staff are expected to contribute to an inclusive learning environment by treating others respectfully, recognising individual differences and complying with BARS Training Australia's standards of professional conduct.

Students who experience discrimination, harassment or other concerns affecting their participation may contact BARS Training Australia management or access the Complaints and Appeals Policy outlined in this Handbook.

Acknowledgement of Country
BARS Training Australia recognises and respects Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and acknowledges their continuing connection to land, waters, culture and community.

Where appropriate, an Acknowledgement of Country may be included in significant training events or official functions.

For special occasions, BARS Training Australia may arrange a Welcome to Country conducted by an authorised Traditional Owner, in accordance with appropriate cultural protocols.

Access and Equity in Training and Assessment
BARS Training Australia provides fair and equitable access to training and assessment opportunities for prospective students who satisfy the applicable entry requirements.

Enrolment and participation decisions are based on relevant training product requirements, individual suitability and available support arrangements, without unlawful discrimination.

Students who experience barriers to participation or believe they have been treated unfairly are encouraged to contact BARS Training Australia management or access the Complaints and Appeals Policy.

Language, Literacy, Numeracy and Digital Literacy Support
BARS Training Australia considers students' language, literacy, numeracy and digital literacy (LLND) needs through its Pre-Enrolment Assessment process.

Where additional assistance is identified, appropriate learning support, reasonable adjustments or referral to external providers may be considered.

Any additional costs associated with external support services will be communicated to students before arrangements are made.

Wellbeing Policy and Procedure
BARS Training Australia is committed to providing a safe, respectful and supportive learning environment that recognises the importance of student wellbeing.

Identifying Wellbeing Needs
Students are encouraged to advise their facilitator or BARS Training Australia administration of any personal circumstances or wellbeing concerns that may affect their participation in training. Relevant support needs may be identified during pre-enrolment, induction or throughout the training program.

Wellbeing Support
Where appropriate, BARS Training Australia may consider reasonable adjustments, alternative training arrangements, course deferral or referral to suitable external support services. Facilitators and administration staff can provide guidance about available assistance but are not expected to provide specialised medical, psychological or counselling services.

External Support Services
Where students require specialist assistance beyond the services available through BARS Training Australia, they may be referred to appropriate external support organisations.

Students may also contact the following services directly.

- **Lifeline** – Crisis support and counselling. Phone: 13 11 14. www.lifeline.org.au
- **Beyond Blue** – Mental health and wellbeing support. Phone: 1300 22 4636. www.beyondblue.org.au
- **Headspace** – Mental health and wellbeing support for young people aged 12–25. www.headspace.org.au
- **National Alcohol and Other Drug Hotline** – Information and referral for alcohol and drug-related concerns. Phone: 1800 250 015.
- **Reading Writing Hotline** – Assistance with adult literacy and numeracy. Phone: 1300 655 506. www.readingwritinghotline.edu.au
- **TAFE Queensland** – Adult foundation skills, literacy, numeracy and further training opportunities. www.tafeqld.edu.au

BARS Training Australia does not directly provide specialist counselling, medical or psychological services. Students requiring such assistance are encouraged to contact an appropriately qualified service provider.

Student Privacy and Confidentiality
Personal information disclosed by students when seeking wellbeing assistance will be handled sensitively and in accordance with applicable privacy requirements. Information will only be shared where authorised or otherwise permitted or required by law.

Student Responsibilities.
Students are encouraged to communicate any circumstances affecting their attendance, learning or ability to participate safely in training activities.

Students requiring assistance should contact their facilitator or BARS Training Australia administration as early as practicable.

Continuous Improvement
BARS Training Australia considers student feedback, complaints and identified support needs when reviewing its wellbeing and student support arrangements.

Opportunities for improvement are documented and monitored through the Continuous Improvement Register.

COMPLAINTS and APPEALS

Feedback, complaints, and appeals

Feedback, complaints and appeals are reviewed to identify opportunities for improvement. Where corrective action is required, appropriate measures are implemented and recorded through the Continuous Improvement Register.

Complaint Policy
BARS Training Australia provides a complaints process for students and other individuals wishing to raise concerns about its training, assessment, administration, services or conduct.

Informal Complaints
Students are encouraged to discuss concerns with their facilitator or BARS Training Australia administration where appropriate.

Where possible, matters will be addressed through discussion and mutually acceptable resolution.

Formal Complaints
Formal complaints must be submitted in writing to BARS Training Australia management, outlining the nature of the concern and the outcome being sought.

Students may request assistance in preparing or submitting a formal complaint where required.

Acknowledgement and Response
BARS Training Australia will acknowledge receipt of a formal complaint and review the circumstances fairly and objectively.

An initial response will be provided within five (5) working days of receiving the complaint.
Where additional investigation is necessary, the complainant will be advised of the progress and anticipated timeframe for resolution.

Complaint Outcomes
Following consideration of the complaint, BARS Training Australia will advise the complainant of the outcome and any relevant action taken.

Where a complainant is dissatisfied with the outcome, they may access the appeals process outlined in this Handbook.

Complaint Register
Formal complaints and their outcomes are recorded in the BARS Training Australia Complaints Register.

Records are maintained in accordance with applicable privacy and recordkeeping requirements.

Continuous Improvement
Complaints are reviewed to identify recurring concerns, potential risks and opportunities to improve training and assessment services.

Any necessary corrective actions are documented and monitored through the Continuous Improvement Register.

Responsibility of Management
BARS management holds the responsibility of ensuring that the complaint procedure is followed diligently. They are also responsible for assisting students with understanding the complaint procedure and providing access to complaint forms.

Scope of Complaints
The complaint procedure allows students to lodge complaints against various entities, including the RTO itself, third parties, subcontractors, other students, or trainers. Additionally, stakeholders beyond students, such as trainers, may also raise complaints if they feel aggrieved.

By establishing a well-defined complaint procedure, BARS Training demonstrates its dedication to handling complaints and concerns effectively, transparently, and fairly. This process aims to address issues promptly and promote a culture of continuous improvement within the organisation.

Appeal Policy

BARS Training Australia is committed to providing students with a fair, transparent and accessible process for appealing decisions relating to their training and assessment. Students may appeal assessment outcomes, enrolment decisions, disciplinary action, complaint outcomes or other decisions affecting their participation in training.

Lodging an Appeal
Students are encouraged to discuss concerns with their facilitator or BARS Training Australia administration where appropriate. However, informal resolution is not a requirement before lodging a formal appeal.

Formal appeals should be submitted in writing to BARS Training Australia management, outlining the decision being appealed, the reasons for the appeal and the outcome being sought. Students may request assistance in preparing or submitting an appeal.

Acknowledgement and Review
BARS Training Australia will acknowledge receipt of a formal appeal and provide an initial response within five (5) working days. Appeals will be considered fairly and objectively by an appropriately authorised person who was not directly responsible for the original decision, wherever practicable.

Students will be given a reasonable opportunity to provide relevant information and explain the circumstances supporting their appeal.

Appeal Outcomes
Following consideration of the appeal, BARS Training Australia will advise the student in writing of the outcome and the reasons for the decision. Where further investigation is required, the student will be informed of the progress and anticipated timeframe for resolution.

Independent Review
Where the internal complaints or appeals process does not resolve the matter, BARS Training Australia will provide for an appropriate independent review at the request of the complainant or appellant.

The independent reviewer will be impartial and independent of the original decision. Any applicable review arrangements and costs will be explained before the review proceeds.

Records and Continuous Improvement
Formal appeals, review decisions and any resulting corrective actions will be documented in the appropriate register. Appeal outcomes will be considered as part of BARS Training Australia's continuous improvement processes.

External Complaints and Regulatory Assistance

Students who remain dissatisfied following BARS Training Australia's internal complaints or appeals process may seek advice or assistance from an appropriate external organisation.

Depending on the nature of the concern, this may include:

- **Australian Skills Quality Authority (ASQA)** – for concerns about compliance with national vocational education and training requirements. ASQA does not ordinarily resolve individual assessment appeals.
- **Queensland Office of Fair Trading** – for matters involving consumer rights and fair trading.
- **National Training Complaints Hotline** – 13 38 73, for information and referral concerning vocational education and training complaints.

Accessing an external complaints service does not remove a student's entitlement to request an independent review under BARS Training Australia's Appeals Policy.

Delayed Complaints and Appeals

BARS Training Australia aims to resolve complaints and appeals as promptly as practicable.

Where a complaint or appeal is expected to take more than sixty (60) calendar days to finalise, BARS Training Australia will notify the complainant or appellant in writing, explain the reasons for the delay and provide regular updates on the progress of the matter.

Recordkeeping and Review
BARS Training Australia maintains records of formal complaints and appeals, including investigations, decisions, outcomes and any corrective actions taken.

Complaints and appeals are reviewed through regular management meetings to identify recurring concerns, potential risks and opportunities for improvement.

Where changes to policies, procedures or training practices are necessary, these are documented and monitored through the Continuous Improvement Register.

No Guarantees of Qualification or Employment
BARS Training Australia provides training and assessment designed to develop the knowledge and skills required by nationally recognised training products.

However, enrolment or participation in training does not guarantee successful completion, the award of a qualification or Statement of Attainment, or a particular employment outcome.

Qualification and Certification Outcomes
Students must successfully demonstrate all required competencies and satisfy the applicable training product requirements before certification can be issued.

BARS Training Australia cannot award competency or issue certification where the required assessment standards have not been met.

Employment and Licensing Outcomes
Although BARS Training Australia's courses are designed to develop industry-relevant skills, successful completion does not guarantee employment, promotion or an occupational licence.

Employment decisions remain the responsibility of employers, while occupational licensing decisions are determined by the relevant regulatory authorities.

Student Support and Alternative Arrangements
Where students experience difficulties completing their training, BARS Training Australia may consider appropriate support, reassessment, course deferral or alternative training arrangements.

Where training cannot continue due to circumstances affecting BARS Training Australia's ability to deliver the course, students will be advised of available options, which may include suitable alternative training arrangements, transfer opportunities or refunds in accordance with applicable policies and regulatory obligations.

Commitment to Training Quality
BARS Training Australia remains responsible for delivering training and assessment in accordance with the 2025 Standards for Registered Training Organisations and the requirements of each training product.

All competency decisions must be supported by appropriate assessment evidence, regardless of a student's attendance, financial commitment or intended employment outcome.

Policy for Student Information Access and Awareness

BARS Training Australia is committed to ensuring students have access to clear, accurate and current information throughout their training.

Students are provided with information to support informed enrolment decisions and an understanding of their rights, responsibilities and training requirements.

Access to Course Information
Before enrolment, students are provided with relevant information about their selected course, including training product details, duration, delivery methods, locations, entry requirements, assessment arrangements, fees and any applicable licensing conditions.

Where third-party arrangements apply to the delivery of training or assessment, students will be informed of the relevant arrangements and responsibilities.

Access to Student Information
Course information, policies and student guidance are available through the BARS Training Australia website, Student Handbook, enrolment documentation and administration team.

Students may request clarification or additional information from their facilitator or BARS Training Australia administration.

Access to Support Services
Students are informed of available learning assistance, reasonable adjustments and wellbeing support arrangements during enrolment and induction.

Information about accessing support services remains available throughout training, including referral options where specialised external assistance may be required.

Ongoing Communication
BARS Training Australia will advise affected students of significant changes to their training arrangements, course requirements or other matters that may affect their participation or completion.

Students are encouraged to maintain current contact details and communicate with their facilitator or administration whenever clarification or assistance is required.

COURSE FEES

BARS Training Australia is committed to ensuring students understand the financial obligations associated with their training before enrolment.

Students are provided with information about applicable course fees, payment arrangements, refund conditions, government funding contributions and any additional costs associated with their selected training product.

Course Fees
Course fees vary depending on the training product, delivery arrangements and eligibility for government-subsidised training.

Current course fees are published on the BARS Training Australia website at www.barstraining.edu.au.

Students are advised of the applicable fees and any additional costs before confirming enrolment.

Government-Funded Training
Eligible students undertaking government-subsidised training may be required to pay a student co-contribution fee in accordance with the relevant funding program.

Eligibility, applicable contributions and any additional charges are confirmed before enrolment.

Recognition of Prior Learning (RPL)
Fees for Recognition of Prior Learning are determined according to the training product and assessment requirements.

Applicants are advised of the applicable fees, payment arrangements and evidence requirements before commencing the RPL process.

Fees and Payment Arrangements
Any applicable enrolment or application fee, together with course fees and other charges, will be disclosed to students before enrolment. BARS Training Australia does not ordinarily charge separate assessment resubmission or reassessment fees.

Statements of Attainment issued for successfully completed units and replacement copies of previously issued certification are provided without additional charge.

Any course-specific fees or exceptions will be disclosed before enrolment.

Payment Methods
Available payment methods may include EFTPOS, credit card and direct deposit, together with other approved payment arrangements where offered.

Students will be advised of the payment options applicable to their enrolment.

Refund Policy
The enrolment/application fee of $100 is non-refundable except where a refund is expressly provided for under this policy or required by law.

Students are encouraged to review this policy before making payment or confirming enrolment.

The current policy is available through the BARS Training Australia website.

Contact Information
BARS Training Australia
669 Flinders Street, Townsville City QLD 4810
Phone: 07 5529 0834
Email: support@barstraining.edu.au
Website: www.barstraining.edu.au

Refunds

BARS Training Australia is committed to protecting fees paid in advance and maintaining a fair and transparent refund process.

Students are provided with information about fees, cancellation conditions and refund entitlements before enrolment. All refund requests must be submitted in writing, together with supporting documentation where applicable.

Course Cancellation or Postponement
Where BARS Training Australia cancels or discontinues a course, students are entitled to a full refund of all fees paid, including any enrolment fees.

Full security courses require a minimum of five (5) students to meet practical assessment requirements. Where a course must be postponed because minimum numbers have not been reached, students may request a full refund or transfer their fees to an acceptable alternative course.

Student Cancellation and Withdrawal
The following conditions apply when a student cancels or withdraws from training:

- Cancellation at least two (2) weeks before course commencement: Full refund, including the applicable enrolment fee.
- Cancellation at least one (1) week before course commencement: Full refund, less the applicable enrolment fee.
- Cancellation or withdrawal after course commencement: No refund or transfer, except where extenuating circumstances apply.
- Exclusion due to unsatisfactory attendance or behaviour: No refund, except where extenuating circumstances apply.

For refund purposes, a course is considered to have commenced when the student receives course materials.

Course Completion Period
Students are generally required to complete their course within three (3) months of commencement unless extenuating circumstances apply.

Where a student does not complete training within this period and cannot demonstrate extenuating circumstances, their participation may be considered unsatisfactory and relevant assessment outcomes recorded as Not Yet Satisfactory.

Extenuating Circumstances
Where a student must discontinue training due to legitimate circumstances, such as illness or exceptional family circumstances, a pro-rata refund will be provided, less a 10% administration fee. Supporting documentation may be requested when assessing these circumstances.

Refund Processing
Approved refunds will be paid within seven (7) days of the refund claim being agreed.

Fees paid in advance are maintained in a designated deposit account to support BARS Training Australia's refund obligations.

Loyalty Discounts
Where a Loyalty Discount is offered, eligible returning students must enter their correct Unique Student Identifier (USI) and ensure the discount is applied before submitting their enrolment.

Loyalty Discounts cannot be applied retrospectively once an enrolment has been processed. Refunds, credits or amended invoices will not be issued solely because an available discount was not claimed at enrolment.

Australian Consumer Law
Nothing in this policy limits a student's rights or remedies under Australian Consumer Law.
Further Information

The complete and current Refund Policy is available at:
https://www.barstraining.edu.au/Bars-training-refund-policy

Students requiring clarification or wishing to submit a refund request should contact BARS Training Australia at support@barstraining.edu.au.

STUDENT PROTECTION

Prepaid Fee Protection

BARS Training Australia is committed to protecting student fees paid in advance and ensuring appropriate financial management arrangements are maintained.

Protection of Prepaid Fees
BARS Training Australia maintains financial management procedures designed to safeguard prepaid student fees and meet its obligations under the 2025 Standards for Registered Training Organisations.

Prepaid fees, including applicable tuition, enrolment and materials fees, are deposited into a designated deposit account separate from the organisation's operating account.

BARS Training Australia limits the collection of prepaid fees from individual students to $1,500 before training or assessment commences. Any subsequent payments are managed in accordance with applicable regulatory requirements.

Training Interruption or Cancellation
Where BARS Training Australia is unable to deliver agreed training or assessment services, affected students will be informed of the circumstances and available options.

Depending on the circumstances, these may include alternative training arrangements, transfer to another suitable Registered Training Organisation or a refund of applicable fees.

Any refunds will be managed in accordance with the BARS Training Australia Refund Policy and applicable consumer protection requirements.

Student Fee Information
Before enrolment, students are provided with information about the total course fees, payment arrangements, additional charges and applicable refund conditions.

Fees may be paid by students, employers or authorised funding organisations, subject to the relevant enrolment and payment arrangements.

Current fee information is available through the BARS Training Australia website, course information and administration team.

Policy on Reasonable Adjustments for Students with Disabilities
BARS Training Australia is committed to providing students with disabilities fair and equitable access to training and assessment opportunities.

Reasonable adjustments may be considered to accommodate individual learning or assessment needs, provided they do not compromise the competency requirements, assessment integrity or applicable workplace safety obligations.

Disclosure and Confidentiality
Students are encouraged to advise BARS Training Australia of any disability, medical condition or additional support requirement that may affect their participation in training or assessment.

Disclosure allows BARS Training Australia to consider appropriate support arrangements and reasonable adjustments.

Personal information will be handled confidentially and shared only where authorised, necessary for legitimate training and assessment purposes, or otherwise permitted or required by law.

Students may discuss their individual requirements with BARS Training Australia administration before enrolment or at any stage during their training.

Reasonable adjustments will be considered on an individual basis, taking into account the student's circumstances, training product requirements, available resources and relevant safety considerations.

Definition of Reasonable Adjustments

Reasonable adjustments are changes to training or assessment arrangements that enable students with disabilities to participate fairly while maintaining the required competency standards.

Depending on individual circumstances, adjustments may include additional assessment time, verbal questioning, assistive technology, accessible learning materials, suitable seating arrangements or assistance with reading assessment instructions.

Adjustments must not remove essential assessment requirements, compromise workplace safety or reduce the standard of competency required.

Requesting and Implementing Adjustments

Students may request reasonable adjustments before enrolment or at any stage during their training.

BARS Training Australia will consult with the student and relevant facilitator or assessor to determine suitable arrangements, considering the student's individual needs, training product requirements and available resources.

Approved adjustments will be documented and communicated to relevant staff, with appropriate consideration given to student privacy.

Where a requested adjustment cannot reasonably be accommodated, BARS Training Australia will explain the reasons and consider alternative arrangements where practicable.

Adjustments may be reviewed throughout training to ensure they remain appropriate and effective.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a permanent identification number that provides students with access to their nationally recognised vocational education and training records.

Students undertaking nationally recognised training are generally required to provide a valid USI before certification can be issued, unless a lawful exemption applies.

Obtaining and Verifying a USI

Students must provide their USI during enrolment or authorise BARS Training Australia to assist with obtaining one.

BARS Training Australia verifies student USIs through the official USI system and maintains appropriate safeguards to protect personal information.

Students can create or retrieve their USI through the official website at www.usi.gov.au.

USI Exemptions

Students who qualify for a USI exemption will be informed of the implications, including that exempt training outcomes may not appear on their authenticated VET transcript.

Certification and Training Records
BARS Training Australia cannot issue nationally recognised certification without a verified USI unless an applicable exemption has been established.

Training activity is reported in accordance with national VET data reporting requirements.

Students may access their available national training records and VET transcripts through their USI account.

Recognition of Prior Learning (RPL)
BARS Training Australia provides eligible students with the opportunity to have existing skills, knowledge and experience formally assessed through Recognition of Prior Learning (RPL).

RPL recognises competencies acquired through previous employment, industry experience, formal or informal training and other relevant activities.

RPL applications are assessed against the requirements of the relevant units of competency and do not automatically result in the award of a qualification.

Applying for RPL
Students interested in RPL should contact BARS Training Australia before commencing training to discuss eligibility, evidence requirements, assessment arrangements and applicable fees.

Evidence may include previous qualifications, employment records, employer references, work samples, industry licences and other relevant documentation.

RPL Assessment
RPL assessments are conducted by appropriately qualified assessors who evaluate evidence against the applicable training product requirements.

Evidence must satisfy the principles of assessment and rules of evidence, including validity, sufficiency, authenticity and currency.

Additional assessment activities, such as interviews, practical demonstrations or knowledge assessments, may be required to confirm competency.

Where the available evidence does not demonstrate all required competencies, additional training and assessment may be recommended.

RPL Fees
The fee for Recognition of Prior Learning (RPL) is equivalent to the scheduled course fee for the relevant training product.

This fee includes the initial application, consultation with an appropriately qualified assessor, review and verification of submitted evidence, required competency assessments and certification where competency is demonstrated.

Where additional training is required to address identified competency gaps, any additional fees will be discussed and agreed with the student before that training commences.

All applicable fees and payment arrangements will be disclosed before the RPL application is accepted.

RPL Outcomes
Students who successfully demonstrate competency will receive the appropriate nationally recognised certification for the units achieved.

Where competency cannot be established, the assessor will explain the outcome and identify any additional evidence, training or assessment required.

Students who disagree with an RPL assessment decision may access the BARS Training Australia Appeals Process.

Credit Transfer

BARS Training Australia recognises nationally recognised qualifications and units of competency previously completed through another Registered Training Organisation (RTO), in accordance with applicable credit transfer requirements.

Credit transfer allows eligible students to receive recognition for previously completed equivalent units, avoiding unnecessary duplication of training and assessment.

Applying for Credit Transfer
Students seeking credit transfer should advise BARS Training Australia during enrolment and provide relevant certification documentation, such as a qualification, Statement of Attainment or authenticated VET transcript.

BARS Training Australia will verify the authenticity of the documentation and confirm that the previously completed units are identical or recognised as equivalent to those required for the current training product.

Credit transfer is granted for whole units of competency only. Where units are not equivalent, students may be advised to consider Recognition of Prior Learning (RPL).

Credit Transfer Fees
BARS Training Australia does not charge a fee for assessing or granting credit transfer.
Student Access to Records

BARS Training Australia maintains student records relating to enrolment, training participation, assessment outcomes and certification.

Students may request access to their own training records, assessment results or progress information by contacting their facilitator or BARS Training Australia administration.

Requests for copies of records will be managed in accordance with applicable privacy and recordkeeping requirements.

Student Privacy and Confidentiality
BARS Training Australia is committed to protecting the privacy and confidentiality of personal information collected during enrolment, training, assessment and administration.

Personal information is collected, stored, used and disclosed in accordance with applicable privacy legislation, including the Privacy Act 1988 and Australian Privacy Principles.

Student information will not be disclosed to unauthorised parties without consent unless permitted or required by law, including applicable regulatory and government reporting obligations.
Where appropriate, consent will be obtained before information is shared with employers, third parties or other individuals.

Marketing Communications
Students may choose to opt out of receiving promotional or marketing communications from BARS Training Australia.

Marketing communications are managed in accordance with applicable privacy and electronic communications legislation.

Record Security and Retention
BARS Training Australia maintains appropriate safeguards to protect student records against unauthorised access, loss, misuse or disclosure.

Student records are retained for the periods required by applicable legislation and regulatory requirements.

Records are securely disposed of when the relevant retention periods have expired and disposal is authorised.

Ceasing Operations
Should BARS Training Australia cease operating as an RTO, student records will be managed and transferred in accordance with ASQA requirements and applicable legislation.

This ensures that essential student training and certification records remain appropriately protected and accessible.

COMPLIANCE and GOVERNANCE

Compliance with Legislation

BARS Training Australia is committed to complying with all applicable Commonwealth and Queensland legislation, regulatory requirements and the 2025 Standards for Registered Training Organisations.

Relevant legislation includes laws governing vocational education and training, workplace health and safety, privacy, anti-discrimination, consumer protection, copyright and industry licensing.

BARS Training Australia ensures that its policies, training practices and administrative procedures reflect applicable legislative requirements.

Staff and students are expected to comply with relevant laws, regulations and organisational policies while participating in training and assessment activities.

Current Commonwealth and Queensland legislation can be accessed through www.legislation.gov.au and www.legislation.qld.gov.au.

Work Health and Safety Policy

BARS Training Australia is committed to providing a safe and healthy learning and working environment in accordance with the Queensland Work Health and Safety Act 2011 and associated regulations.

Workplace Health and Safety Responsibilities
BARS Training Australia maintains appropriate safety procedures, equipment and facilities to minimise risks to students, staff and visitors.

All students and staff are responsible for following safety instructions, using equipment appropriately and reporting identified hazards, incidents or unsafe conditions.

Safety Procedures
Workplace health and safety arrangements include:

- Hazard identification and risk management.
- Emergency evacuation and incident reporting procedures.
- Safe use, inspection and maintenance of training equipment.
- Appropriate personal protective equipment where required.
- Safe manual handling and practical training procedures.
- Fire safety, first aid and emergency response arrangements.

Practical Training Safety
Students participating in practical training, including security scenarios, defensive techniques and other activities involving physical contact, must follow all facilitator instructions and established safety procedures.

Students must not undertake practical activities where their participation may create an unacceptable risk to themselves or others.

Emergency Procedures
Students will be informed of relevant emergency arrangements at their training location, including evacuation procedures and the location of available first aid and emergency equipment.

All accidents, injuries, hazards and near misses must be reported promptly to the facilitator or BARS Training Australia administration.

Continuous Improvement
BARS Training Australia regularly reviews workplace health and safety practices, reported incidents and identified risks to maintain a safe training environment and support continuous improvement.

Infectious Disease and Hygiene Policy

BARS Training Australia is committed to maintaining a safe and hygienic learning environment and minimising the risk of transmission of infectious illnesses, including COVID-19.

Students and staff are encouraged to practise appropriate hand hygiene, maintain clean training environments and follow current public health advice.

Students experiencing symptoms of a potentially infectious illness should notify their facilitator or BARS Training Australia administration before attending training.

Where necessary, alternative attendance arrangements or course deferrals may be considered.
Any mandatory public health directions applicable to training activities will be observed.

Practical training and assessment, including First Aid and CPR, must meet the current requirements of the relevant training products and assessment conditions.

Harassment, Bullying and Discrimination Policy
BARS Training Australia is committed to providing a safe, respectful and inclusive learning environment free from unlawful discrimination, harassment, sexual harassment, bullying and victimisation.

All students, staff and visitors are expected to treat others with dignity, courtesy and respect.

Unacceptable Behaviour
BARS Training Australia does not tolerate behaviour that intimidates, humiliates, threatens, discriminates against or otherwise unlawfully harasses another person.

This includes inappropriate verbal, physical, written or electronic conduct.

Reporting Concerns
Students who experience or witness inappropriate behaviour are encouraged to report the matter to their facilitator or BARS Training Australia management.

Students are not required to confront the person involved before reporting a concern.

Reports will be handled sensitively, fairly and with appropriate confidentiality.

Where necessary, appropriate action will be taken in accordance with BARS Training Australia's Complaints and Appeals Policy and relevant legislation.

Protection Against Victimisation
Students and staff must not be subjected to victimisation or adverse treatment for raising a genuine concern, making a complaint or participating in an investigation.

Working with Students Under 18 Years of Age
BARS Training Australia recognises its responsibility to provide a safe and supportive learning environment for students under 18 years of age.

Students under 18 may enrol in eligible training programs, subject to applicable entry requirements, parental or guardian consent where required, and any relevant licensing restrictions.

Child Safety and Protection
BARS Training Australia is committed to protecting younger students from abuse, harassment, bullying, discrimination, exploitation and other forms of harm.
Staff and facilitators are expected to maintain appropriate professional boundaries and comply with applicable child safety requirements.

Staff Screening
BARS Training Australia will ensure that staff and other personnel hold any legally required Working with Children clearances or other relevant screening approvals for their duties.

Reporting Child Safety Concerns
Any concern involving the safety or wellbeing of a student under 18 years of age must be reported promptly to BARS Training Australia management.

Where required by law, concerns or allegations will be referred to the Queensland Police Service, child protection authorities or other appropriate agencies.

Student and Parent or Guardian Communication
Where appropriate and consistent with applicable privacy and child protection requirements, BARS Training Australia may communicate with a parent or legal guardian regarding a student's enrolment, attendance, welfare or training arrangements.

BARS Training Australia will manage the personal information of students under 18 in accordance with applicable privacy legislation.

Copyright Compliance

BARS Training Australia respects intellectual property rights and complies with the Copyright Act 1968.

Training materials, including textbooks, presentations, assessment resources, photographs and digital content, must only be reproduced, distributed or used where permitted by copyright law or an appropriate licence or permission. Students must not copy, reproduce, distribute or commercially use BARS Training Australia training and assessment materials without authorisation, except where permitted by law.

Consumer Rights
BARS Training Australia complies with the Australian Consumer Law, including requirements relating to fair trading, consumer guarantees and protection against misleading or deceptive conduct.

Students are provided with clear information about course requirements, fees, payment arrangements, refund conditions and their rights and responsibilities before enrolment.

Enrolment agreements and associated documentation are intended to be fair, transparent and understandable.

Nothing in BARS Training Australia's policies or enrolment conditions excludes or restricts rights available to students under Australian Consumer Law.

Privacy Principles
BARS Training Australia is committed to protecting personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles, where applicable.

Personal information collected during enrolment, training and assessment is used for legitimate educational, administrative, regulatory and reporting purposes.

BARS Training Australia maintains appropriate safeguards to protect student information against unauthorised access, misuse, loss or disclosure.

Students may request access to their personal information or correction of inaccurate records by contacting BARS Training Australia administration.

Personal information may be disclosed to authorised government agencies, regulators or other parties where required or permitted by law.

Further information is available through the BARS Training Australia Privacy Policy.

Legislative and Regulatory Information
BARS Training Australia ensures that staff and students are informed of relevant legislative and regulatory requirements affecting their training, assessment and participation.

Staff receive information about applicable obligations through induction, professional development and operational communications.

Students are informed of relevant requirements through course information, enrolment documentation, induction and the Student Handbook.

Significant changes affecting training or assessment arrangements will be communicated to affected students as appropriate.

Current legislation can be accessed through www.legislation.gov.au and www.legislation.qld.gov.au.

National VET Data Reporting
BARS Training Australia is required to collect and report information about nationally recognised training in accordance with applicable national VET data reporting requirements.

This includes information relating to student enrolments, training participation, units of competency, assessment outcomes and certification.

Relevant information is reported using the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), subject to applicable exemptions.

Student information may be provided to authorised government departments, regulatory authorities and the National Centre for Vocational Education Research (NCVER) for reporting, funding, regulatory and statistical purposes.

Students are informed about the collection and disclosure of their information through enrolment documentation and applicable privacy notices.

BARS Training Australia is responsible for maintaining accurate training records and submitting required data within the applicable reporting timeframes.