



Student Handbook

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Welcome to Healthy Business Training Academy! This manual is a comprehensive guide providing essential information about your course, support services, policies, and more. Please read it thoroughly and keep it for future reference.

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Introduction

At Healthy Business Training Academy, our focus is on providing a student-centred approach to learning, leveraging technology for primarily distance education. Our flexible delivery, mentoring, and workplace training have successfully supported numerous individuals in achieving qualifications. This manual is designed to offer guidance and support during your educational journey.

HBTA Training Code of Practice

HBTA is committed to operating within the Principles and Standards of the Australian Quality Training Framework (AQTF).

HBTA staff will treat all participants with courtesy, respect and dignity in an ethical and professional manner.

HBTA adopts policies and management practices that maintain high professional standards in delivering vocational education and training services.

HBTA will market its vocational education and training services and products with integrity, accuracy, and professionalism by using accurate, relevant, and up-to-date information and resources.

Compliance with State and National Legislation

As a Registered Training Organisation, HBTA has agreed to operate within the Standards for Registered Training Organisations 2015 and its successor

As part of the Standards for Registered Training Organisations 2015, RTOs (and their successor) RTO's must be compliant with Commonwealth and State legislation and all of its regulatory requirements. HBTA will observe laws governing:

- Vocational Education and Training
- Workplace Health and Safety
- Workplace harassment, victimisation and bullying
- Equal Opportunity
- Privacy

Important Commonwealth Legislation which affects HBTA includes:

- National Vocational Education and Training Regulator Act 2011 (NVR Act)
- Standards for RTOs 2015
- Work Health and Safety Act 2011 (Cth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Discrimination Act 1992 & Disability Standards for Education 2005
- Age Discrimination Act 2004 (Commonwealth)
- Privacy Act 1988 & Australian Privacy Principles (APPs)
- Copyright Act 1968
- Fair Work Act 2009 (Commonwealth)
- Competition and Consumer Act 2010 (Australian Consumer Law - ACL)
- Spam Act 2003

Important Queensland-Specific State Legislation which affects HBTA includes:

- Work Health and Safety Act 2011 (QLD)
- Queensland Anti-Discrimination Act 1991
- Education (General Provisions) Act 2006 (QLD)
- Information Privacy Act 2009 (QLD)
- Vocational Education, Training and Employment (Skills Queensland) and Another Act Amendment Act 2013

Important Western Australia - Specific State Legislation which affects HBTA (via Third Party Providers) includes:

- The Work Health and Safety Act 2020 (WHS Act)
- Equal Opportunity Act 1984 (WA)

Staff will be notified of any changes to legislation that impact the operations of the RTO via staff meetings and e-mail correspondence. This information is also made clear to all students in the Student Handbook. Students are expected to adhere to national and state legislation and not behave in any way that may impact on the physical or emotional wellbeing of another. Students will be notified of any changes to legislation that impact upon the operations of the RTO via e-mail correspondence and any other suitable means of communication approved by the RTO Chief Executive Officer.

Workplace Health and Safety

HBTA recognises its responsibility to ensure the safety and health of its students, staff, and visitors, and it realises its obligations under the WH&S Act with regard to its duty of care. To achieve this, HBTA will comply with all relevant Workplace Health and Safety legislative and statutory requirements and provide appropriate training, induction and resources to this effect, including the identification, assessment and control of hazards in the workplace. Health Link Training will nominate at least one staff member as the organisation's Health and Safety Representative and provide the appropriate training for this role. HBTA will also ensure that a number of staff are trained in the application of First Aid.

HBTA believes that Workplace Safety & Health is a shared responsibility, adopting a consultative approach to hazard management and expecting all individuals to be safe at all times. HBTA carries out regular safety inspections of any third party premises to ensure a safe workplace and safe training facility.

WHS Risk Assessment Procedure

- The nominated Health and Safety Representative conducts an audit using the WHS Checklist. This is usually the designated Third-Party Trainer and Assessor who delivers the training on-site.
- Where a hazard has been identified, a Risk Control Plan is to be completed.
- All documents are to be signed off by the parties listed.
- Following the treatment or removal of the risk, all documents are to be filed by the RTO Administration Department.
- Where an incident or injury has occurred, the following procedure is applicable:
 - Nominated Health and Safety Representative/First Aider to attend to the scene of the incident and assist any injured persons, organising trips to Emergency Services as required
 - Any outstanding hazards are to be dealt with by the nominated Health and Safety Representative using the Hierarchy of Control approach
 - Nominated witness or Health and Safety Representative to complete an Incident Log Form. All documents are to be signed off by parties listed
 - Emergency contacts and Next of Kin of the affected individuals to be contacted.
 - Relevant authorities to be contacted, including WorkCover, Australian Police, Department of Immigration and Border Protection as required.

- Remaining staff to be briefed on incident and any actions/activities to be implemented in the future.
- Incident is to be recorded on the HBTA WHS Incident Register.

Students are also informed of their responsibilities to behave and act in a safe manner. At the same time, all training and assessments delivered in class or in physical workshops (and especially when using heavy machinery) are carried out to strict, industry-recognised safety standards.

HBTA subscribes to the following regular updates from the relevant authorities concerning Workplace Health and Safety:

The Student Journey

Marketing and Information

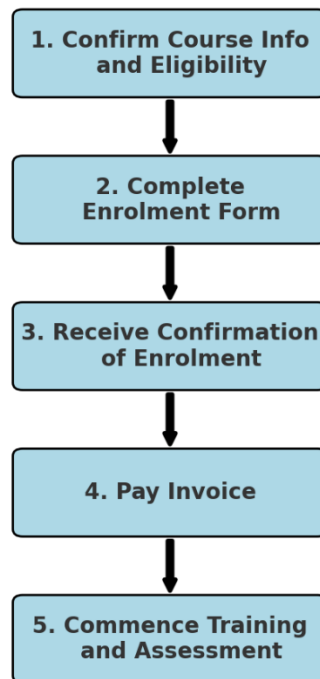
HBTA ensures that all prospective students seeking to enrol in a HBTA Qualification have access to clear and accurate information before enrolment including to make informed decisions about the training product and the RTO and are made aware of changes that affect them. This information includes

- Where applicable, any Qualifications/Training Products delivered by Third Party Providers including:
 - Access to information about the Third Party Provider
 - Links to the Third Party Providers website
 - Contact information about the Third Party
- The following information is easily accessible to VET students on the HBTA website and includes:
 - All training product codes and titles, course durations, course mode(s) of delivery, course locations, course commencement dates (where not enrolled in an online course with rolling enrolment dates), workshop schedule, assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements
 - The training support services, and well-being support services are available both from HBTA and from external service providers (where HBTA cannot supply them) This information also outlines contact details and website links on how to access the listed services
 - Any fees and costs payable by the VET student, including payment terms and conditions, refund policies and the availability of any relevant government training entitlements and subsidy arrangements
 - The VET student's obligations or liabilities, including any obligations relating to work placements, external physical or human resources required within the course, equipment or IT, additional costs and processes associated with VET student withdrawal and obtaining a Unique Student Identifier
 - The Transition Arrangements in place include information about how Training Package changes affect VET students, including the transition of superseded,

deleted, or expired training products, and how HBTA informs VET students of these as soon as practicable.

Pre Enrolment and Enrolment

Enrolment Process



Eligibility Criteria

Unique Student Identifier (USI)

- All students who commence training with HBTA will be asked to obtain a Unique Student Identifier. This can be completed by referring to the USI website: <https://www.usi.gov.au/students/get-a-usi>
- The USI number is required upon application to enrol, and enrolment cannot progress until the USI has been verified
- Students who feel that they require assistance in applying for a USI may request this assistance from the RTO. HBTA will require students to provide their consent (via the USI Student Portal) prior to assisting them obtain a USI.
- HBTA will not be able to issue any certificates or Statements of Attainment until a student obtains a valid USI (unless an exemption applies under the Student Identifiers Act 2014).
- At all times, staff of the RTO must abide by legislation and guidelines which host and support the implementation of the USI within the VET sector.

Qualification Entry Requirements

The following Qualifications have specific entry requirements that must be met before enrolling

TAE40122 Certificate IV in Training and Assessment

Vocational Competency

Those entering this qualification must be able to demonstrate vocational competence in their proposed training and assessing area. Vocational competence is defined as broad industry knowledge and experience and may include, but is not limited to, holding a relevant unit of competency or qualification.

Access to physical and human resources

This qualification also requires you to deliver practical demonstrations of you conducting training and assessment sessions with groups of learners in person, as well as various other practical tasks where you will need to engage with others. These sessions need to be recorded and submitted as evidence. Please ensure you have the ability to meet this criteria before enrolling in this qualification

TAE50122 Diploma of Vocational Education and Training

Vocational Competency

All candidates must hold the TAE40116 Certificate IV in Training and Assessment (or equivalent). Candidates also need to be working in an RTO to complete the assessments within each unit effectively.

Access to physical and human resources

This qualification also requires you to undertake a number of practical skills within an RTO, so access to RTO personnel (such as managers/learners subject matter experts and stakeholders) and workplace observers is essential. Please ensure you can meet this criteria before enrolling in this qualification

Media Release

By enrolling at Healthy Business Training Academy, you grant permission for the use of your digital images and information related to your experiences with HBTA, its contract trainers, or third-party providers in various printed and digital publications, the media, or other communication channels. We will still seek your explicit consent for each instance of image use prior to publication, if identifiable images are used.

Your agreement to the use of digital images is voluntary, and no expectation of payment or future compensation is associated with this consent. You release HBTA, its employees, officers, and agents from any liability arising from the authorized use of such images wherever it is used.

Pre-Enrolment

Upon application of enrolment and before any fees are paid, written information is provided to the VET student about the agreed training, the amount of any fees to be paid by the VET student, and the cooling off periods, refund policies, withdrawal, deferment and extension policies are the VET student's roles and responsibilities This information is provided through this Student Handbook accessed from the website and within the Enrolment Form questionnaire.

The information provided will allow students to make informed decisions about

The agreed training to be provided including:

- A description of the Qualification
- The Qualification Packaging Rules
- Units of Competency to be completed by the student
- The allocated enrolment timeframe for the course
- The delivery model (online, self-paced, self-directed, blended, face-to-face)
- The assessment methods used during the course
- Any workplace assessment or observation requirements
- Any physical/human resources required to be sourced externally from those provided by HBTA

The amount of any fees to be paid by the VET student including:

- The total amount of fees payable
- Any non-refundable deposit/application/administration fees payable
- The fee structure and payment schedules (including the requirement that no more than \$1500 in fees may be collected upon enrolment)
- The refund policies (including Cooling off periods where refunds are no longer payable)
- Extension terms and costs
- Deferment terms and costs
- Withdrawal terms and costs

The VET student's rights and responsibilities including:

Student Rights

VET students have the right to:

- Quality Education & Training
- Receiving high-quality training and assessment that meets AQF standards.
- Qualified trainers and assessors for the provision of training and assessment
- Receive access to trainers and assessors throughout their online course

- Receive clear information about course fees, refunds, withdrawals, extension options and deferment options before making an informed decision to enrol
- Access fair assessment processes, including the right to appeal assessment decisions.
- Access support services for learning difficulties, disabilities, or personal challenges.
- Request reasonable adjustments to assessments where needed.
- Learn in a safe, respectful, and harassment-free environment.
- Be protected from discrimination and bullying.
- Have personal information protected under privacy laws.
- Access personal records upon request.
- Receive refunds if the RTO changes its agreed services in relation to the training provided or the training does not meet requirements (this relates to changes in course locations, cancellation of workshops)
- Lodge complaints with the RTO or escalate to an external third-party mediator if resolutions cannot be made with the RTO.

Student Responsibilities

VET students are responsible for

- Attending all scheduled training sessions and completing all required learning activities.
- Submitting assessments on time and meeting competency requirements.
- Initiating any appeals for assessment by following the assessment appeals procedure
- Initiating any complaints by following the complaints procedure
- Avoiding plagiarism, collusion, or dishonest behaviour.
- Following AI Guidelines when submitting assessments
- Acting respectfully towards trainers, assessors, and peers.
- Following the RTO's attendance, behaviour, fees, and academic progress policies.
- Adhering to health and safety regulations in practical or workplace training.
- Notifying the RTO of any personal issues affecting training.
- Providing feedback to improve training quality.
- Paying course fees as agreed and understanding financial obligations.
- Following refund and withdrawal/cancellation policies.

By understanding their rights and responsibilities, VET students can make informed decisions and engage in a positive learning experience while ensuring compliance RTO standards.

Enrolment

Completing the Enrolment Form

- Once a student has reviewed the information that pertains to their chosen path of study, they are to complete the Enrolment Form online. This can be accessed from the applicable course webpage: <https://hbta.edu.au/courses/>

- The Enrolment Form contains several questions designed to ensure the student is making an informed decision before completing enrolment. These questions are reviewed by the training manager before enrolment is confirmed
- Should a student be deemed not eligible to enrol (see [eligibility criteria](#)), the student will be contacted and informed, and the enrolment application will be cancelled.
- The enrolment form also outlines the terms and conditions of enrolment, including the fee schedule, cooling off periods and refund policies.

Confirmation of Enrolment

- Upon notification that a student has completed the Enrolment Form, HBTA's training manager will access the Enrolment Form information and review the pre-enrolment responses.
- Several actions may be taken based on the responses provided within the enrolment form (See [Learning Needs Support](#) and [Physical and/or Mental Health Support](#)).

Learning Needs Support

If self-identifying during enrolment with any of the following foundational skill needs, a diagnostic foundation skill assessment tool (CSPA assessment) will be administered

- Digital Literacy core skill gaps
- Language (oral and listening communication) core skill gaps
- Reading core skill gaps
- Writing core skill gaps
- Numeracy core skill gaps
- Employability (soft skill) skill gaps

Upon review of the results from the CSPA assessment tool, you will be provided with specific support strategies that may be applied during your enrolment period. These strategies may include but are not limited to

- Scheduling of 1:1 Mentoring Sessions – *One-on-one mentoring sessions provide personalised support to address specific learning needs. These sessions allow students to seek clarification, receive guidance on coursework, and develop strategies to improve their foundational skills. Mentors can help build confidence, reinforce learning concepts, and provide targeted assistance based on individual progress.*
- Reasonable Adjustment of Assessments (such as chunking down of assignment steps) – *Reasonable adjustments are modifications made to assessments to ensure that students with learning challenges or skill gaps have equitable opportunities to demonstrate their knowledge. "Chunking down" refers to breaking larger assignments into smaller, manageable steps with clear instructions and milestones. This approach reduces cognitive overload, enhances comprehension, and supports students in progressively building their skills while meeting assessment requirements.*

- Access to Additional Learning Resources – *Providing supplementary materials such as guided tutorials, study guides, and interactive e-learning tools to support skill development in identified areas.*
- Extended Time for Assessments – *Allowing additional time for completing assignments and assessments where needed to accommodate individual learning needs and ensure a fair opportunity for success.*

Where the issue is one where we feel we are not able to provide you with the specialist help you require, we will refer you to people who can help you.

Physical and/or Mental Health Support

If you disclose any physical or mental health conditions upon enrolment, HBTA will work with you to determine the level of support required.

Available support includes

- Strategies to manage mindset and well-being during your studies.
- Access to external support services via the **Wellbeing Register of Support. Available on request**

Limitations

- As a small RTO, HBTA has limited capacity for significant physical/mental health support.
- If specialised support is needed, we will assist in connecting you with external services.

Fees and Invoicing

Fee Procedure

1. Following confirmation of enrolment, each client will receive a numbered tax invoice which must be paid prior to commencement of services unless prior arrangement has been made with Healthy Business Training Academy PTY LTD Accounts Manager. Where a third party is paying the fees on behalf of a student, the student may commence their studies upon receipt of a Purchase Order from that third party.
2. Payment may be made by credit card, Direct Debit (this is mandatory for payment plans), or electronic funds transfer into Healthy Business Training Academy PTY LTD nominated bank account. Payment option information is provided via email to the student and within invoices.
3. Any refunds (within the cooling off period of 14 days) are paid within 14 days by electronic funds transfer to the person/s who paid the original invoice.

Upfront payments schedule

Under \$1,500	Full payment required upon enrolment	N/A
Over \$1,500	\$500–\$1,500 upfront	The balance of fees is then payable as follows: <ul style="list-style-type: none"> • Second payment – 60 days after enrolment • Third Payment – 90 days after enrolment

Payment Plan instalment schedule

Fees exceeding \$1,500 can be paid in up to four interest-free instalments

Payment plans are subject to the completion of a Direct Debit request. This will be sent upon confirmation of enrolment and enrolment cannot proceed until the Direct Debit has been set up and the first payment has been taken

The balance of fees is then payable as follows:

First Payment	\$1500 At enrolment (<i>this payment includes a non-refundable \$200 application fee – this fee is non-refundable unless, before enrolment, the student is deemed not suitable/eligible for enrolment based on the pre-enrolment conversations held</i>)
Second Payment	3rd month of enrolment
Third Payment	6th month of enrolment
Final Payment	9th month of enrolment or upon graduation, whichever comes first

No Qualifications or Statements of Attainment will be issued, and no units of competency will be reported to AVETMISS if fees are not paid in full.

Training and Assessment

Commencement of training

Once the initial invoice payment is made, a Student File will be opened, and details will be entered into the Student Management System (SMS). HBTA uses VET Track to store all secure student data and report to AVETMISS

The Enrolments Team will then upload and store all necessary documents and specialist support information collected from the student at enrolment within our dedicated Learner Management System (LMS). This may include email communications, copies of Transcripts and Qualifications, Vocational competency evidence, LLND assessment tool results, health and wellbeing plans

A **Training and Assessment Record** will then be created for the student. This Training and Assessment Record is a living document updated throughout enrolment. The Training and Assessment Record:

- Lists all relevant Unit of Competency enrolments and tracks progression and completion dates of these enrolments
- Includes all relevant contact notes and support strategies (*these notes are added to throughout the students training and assessment journey by the Trainer as applicable*)

The student will then receive a welcome email called “**Welcome to HBTA**”

This email will outline the next steps to commence the self-directed training and assessment.

Students will be given access to their own “Welcome to your Studies” folder containing

- All Learning Materials
- All Assessment materials
- Instructions for use and technical support contact details
- Various support resources
- HBTA policies and procedures, including Fees and Refunds

On the commencement of training, the student will be provided with further information about the college and its operating policies and procedures before proceeding. Once the student and trainer are satisfied that there are no further outstanding queries or information to be covered, training will commence.

The training and assessment journey

Course Information

All necessary materials and resources for completing the course, including exercises, assignments, and reading requirements, are available in the Candidate Guides and Assessment Resources. The trainer may provide copies of additional handouts, case studies and assessment instructions. For AQF5+ qualifications, independent research and accepted referencing tools are essential for submitted work, promoting reflective practice, a crucial skill in adult learning and all students are encouraged to adopt time management methods such as The Pomodoro® Technique to assist them in staying on track and keeping focus.

Amount of training

Healthy Business Training Academy outlines the amount of training for each qualification within its training and assessment strategies and our trainers also follow these steps to determine a suitable amount of training tailored to meet the individual student’s needs:

- Consider the needs and attributes of the student group.
- Examine the requirements and complexity of the training product.
- Evaluate the selected mode(s) of delivery.
- Assess the time necessary for students to be comfortable, prepared, and ready to undertake assessment.

- Ensure that the amount of training allows for knowledge absorption, practice opportunities, and the development of required skills.
- Verify that the resources and equipment necessary for training are accessible within the allocated timeframe.

Credit Recognition (Credit Transfer)

HBTA recognises prior learning by providing appropriate credit to learners for units of competency/modules, as evidenced by relevant documentation provided by the prospective learner via the following methods, where this is supported in the training and assessment strategy:

- For studies completed post-2015 – Access to a copy of the student's USI transcript,
- For studies completed pre-2015, the student can refer to <https://training.gov.au/> to look up the issuing RTO and,
 - if the RTO is current, check the qualification was approved for their scope and within the date range of issuance (select 'Display History', print to PDF and highlight the date range and qualification); or
 - if the RTO is cancelled, via confirmation ASQA using the form available on Student record verification for third parties: <https://www.asqa.gov.au/students/student-record/student-record-verification-third-parties>

Recognition of Prior Learning (RPL)

Students may be eligible for RPL based on prior formal or informal training, work experience and life skills if those skills and experience match the criteria of a unit or units within the qualification.

If you wish to apply for RPL, you need to discuss this at the time of enrolment with your trainer / assessor. If, while completing assessments you identify that RPL may be an option, you need to discuss this with your trainer/assessor as soon as practicably possible.

Support and Progression

Once you have commenced training, you are encouraged to progress through your qualification at a reasonable rate, which is allocated as one - two months per Unit for Competency.

If you wish to defer commencement of your course, you can do this by completing the **Course Deferment Form**

Our student support team will check in regularly each month with each student to ensure progression is occurring.

Any student who is not progressing and who fails to respond to normal contacts, may have their enrolment suspended, in which case they will be contacted in writing and be given a date before which contact must be resumed.

Any student who is not progressing and who fails to respond to normal contacts for **three** months or more, will have their enrolment withdrawn

Any re-enrolment after suspension or termination may be subject to a study contract.

Mentoring and additional assistance

We provide mentoring to help you with any issues you may have regarding your course work. This can be arranged in person, by telephone, email or video conferencing at any time during business hours. We will respond as soon as possible. We also use video calls to keep in touch with distance students, and you can get practical demonstrations this way. The use of webinars allows us to share 'real-time' discussions, group tutorials and alternatives to workshops for rural and remote students.

Access to your records

Under Freedom of Information legislation, you are entitled to view or access information held on your student files at any time. There is a set procedure for gaining access which is designed to prevent a third party from gaining access to your files. If you would like to view or receive a copy of any information, please ask the Administration for a copy of the policy and procedures for gaining access to your personal records.

Gathering Student Feedback: Fostering Continuous Improvement

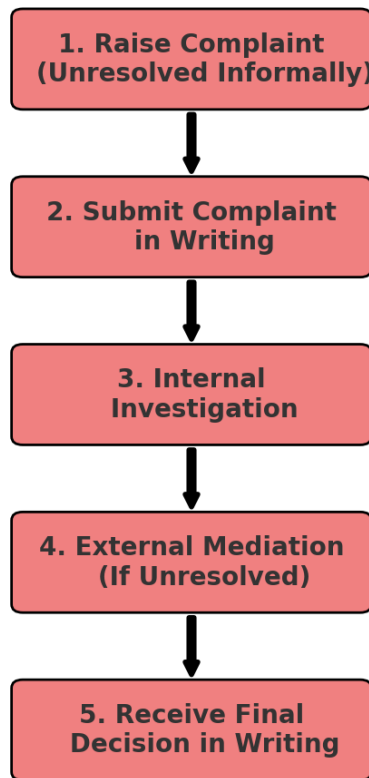
At Healthy Business Training Academy, we highly value your feedback as it serves as a cornerstone for our continuous improvement. Your insights and opinions play a pivotal role in shaping the quality of education and support services we provide. Your feedback helps us understand your experiences, concerns, and suggestions, enabling us to tailor our programs and support services to better meet your needs and expectations.

By actively seeking and listening to your feedback, we aim to:

- **Enhance Learning Experiences:** Your feedback aids in refining our educational approach, making improvements to curriculum, teaching methods, and assessment practices to better align with your learning style and needs.
- **Improve Support Services:** Understanding your experiences enables us to enhance the support services available to you, whether it's in the form of counselling, disability services, or learning assistance.
- **Foster a Supportive Environment:** Your input helps in creating an inclusive and supportive learning environment. This includes addressing any issues, concerns, or barriers that might hinder your educational journey.
- **Drive Academic Development:** Your feedback contributes to the growth and development of our Academy, ensuring that we evolve to meet the changing needs of our students and the educational landscape.

Complaints and Appeals

Complaints Process



All issues should be in writing and brought to the attention of the CEO ceo@hbta.edu.au

Complaints

- If you have a complaint and this is not readily resolved by friendly discussion, you have the right to enter into a formal complaints resolution process without prejudice or penalty.
- All complaints must be in writing, and we will send you a copy of the complaints policy to protect your rights.
- All complaints will be investigated internally, and you will receive a response within 7 business days
- Where the complaint cannot be resolved internally, we will refer it to an external mediation source.
- All results of the resolution process will be recorded, and you will receive the decision in writing.

Assessment appeals and resubmissions

- Students have the right to appeal any assessment decision and request reassessment without any disadvantage. The appeal must be entered within 30 days of the assessment decision.
- The Assessor can request alternative evidence to demonstrate competency, to support Principles of Assessment - contextualisation of an assessment (fair), or for unique evidence of a group assessment (valid) or if submission is not in context with previous work or not meeting Authenticity of Assessment.
- The process will be handled in the same manner as a formal complaint.

Adherence to Ethical and Academic Standards

This section sets forth the guidelines for students undergoing assessments to ensure the quality, validity, and fairness of the assessment process. Our goal is to empower students to reach their educational and career goals through a meaningful and enriching assessment process.

AI Guidelines When Submitting Assessments

In an effort to support and accommodate modern technology, AI Guidelines have been implemented for the submission of assessments. All assessments must adhere to specific AI guidelines to maintain authenticity and quality. These guidelines are aimed at ensuring proper referencing, originality of work, and adherence to ethical standards in academic submissions. For any guidance or further information on the AI guidelines, please contact your course coordinator or trainer. **All final work submitted must be your own.**

Presentation style

The style expected for written work is the same as that used normally in business. In some cases, the length of written assignments will be specified, but in general short paragraphs and summary forms are preferable. These may include bulleted summaries to draw attention to key issues and, where appropriate, material presented as tables, charts and diagrams. Clarity is more important than waffle. In the world of work people are too busy to read lengthy documents.

In your documents, always refer to yourself in the third person; in other words, use your name or third person pronouns (“he” or “she”). A good report format presents information according to a concise plan or argument with the issues clearly stated.

If you are not confident about your writing ability, then the best rule-of-thumb is to use the KISS (keep it short and simple) principle.

Plagiarism

Plagiarism compromises the integrity of learning. If plagiarism is detected, the assignment will be marked ‘Not Yet Competent’ and must be resubmitted. Repeated offences may result in disciplinary action, including possible termination of enrolment. If you are unsure about proper referencing, please seek guidance from your trainer or refer to the academic integrity resources provided.

Collusion

We encourage group collaboration throughout your studies but where we find that a group working together have submitted the same assessment tasks the assignment/task will be marked **'Not Yet Competent'** and must be resubmitted. This relates to ALL members of the group with the same assessment even if they have previously been marked as **"Competent"** Repeated offences may result in disciplinary action, including possible termination of enrolment. If you are unsure about what it means to work collaboratively but within the boundaries of individual assessment, please seek guidance from your trainer or refer to the academic integrity resources provided.

Referencing

It is essential that students reference their source when using quotes and opinions of other authors.

In-line references occur within the body of your text and are limited to (author, date, page). It is important to make the distinction clear between your own ideas and those of another author, particularly when you have summarised or paraphrased a key idea spanning an entire section (or the whole work). The List of References includes the full imprint details in the format:

{author surname, initial}, publication date, title: subtitle where appropriate, publishing firm, place of publication.

Discuss any referencing expectations with your trainer.

Authenticity of Assessment

Any work suspected of plagiarism or Artificial intelligence (AI) use (authentic) will result in a determination of not yet competent. The student can be provided the option to re-enrol at their cost and undertake an alternative assessment.

A Statement of Authenticity must be included with all assessment submissions, signed by the student. All work must be created or validated as belonging to the student, providing evidence of their skills and knowledge.

The identity of the student may be confirmed by the assessor before an assessment activity, such as in a webinar session.

Original files

The student is responsible for the original file and must retain a copy of all work submitted for assessment.

Completion and Graduation

Results of Competency Assessment

The whole purpose of the assignments is to help you build professional standards in relation to the course or program which you enrolled in. All assessors have been selected to help you achieve your goals by offering constructive suggestions for improving your work.

We currently award the following final assessment determinations to all competency-based assessments:

- C = Competent
- NYC = Not yet competent

In order to be issued with a nationally recognised qualification under the Australian Qualifications Framework (AQF), candidates must have:

- been awarded a result of Competent against all nationally endorsed Units of Competency comprising the program or course in which they have enrolled
- satisfactorily completed the essential knowledge and skills components specified in any Unit of Competency listed in the program or course in which they have enrolled.

While we are obliged to issue a qualification within 30 days of being judged competent, this is not when an assessor has marked the work but after the submission evidence has been audited and Healthy Business Training Academy is satisfied of the quality and completeness of the work.

Issuance of Qualifications

HBTA issues AQF qualifications within 30 days of course completion, maintaining accurate student records for accessibility and regulatory reporting. All certification documents meet AQF and NRT requirements, including secure issuance, record retention, and compliance with the Student Identifier scheme.

Replacement of certificates

If you lose your certification, you can request a replacement, and an administrative charge will be levied for this service.

At the current time, all past students who have lost their certificates due to floods, cyclones or other natural disasters are provided with replacement free of charge.

You will be required to provide proof of identity when requesting a replacement certificate.

Change of your contact details

Please contact us immediately if you change your address, contact phone numbers or emails, or your name changes.

If you do not do this, you will not be able to receive mentoring to help you with your studies or will fail to receive your qualification or statements of attainment.

Governance and Compliance

HBTA's Commitment to Compliance and Quality Training

HBTA ensures full compliance with RTO Standards by maintaining a qualified leadership team, clear roles and responsibilities, and a strong culture of integrity, fairness, and transparency. Staff are trained in regulatory requirements, and third-party agreements align with compliance obligations.

Risk management is prioritised, with systems in place to identify, manage, and review risks to students, staff, and financial sustainability. Conflicts of interest are monitored, and student safety, including for those under 18, is a key focus.

Continuous improvement is embedded through regular monitoring, data analysis, and stakeholder feedback, ensuring high-quality training and assessment.

HBTA issues AQF qualifications within 30 days of course completion, maintaining accurate student records for accessibility and regulatory reporting. All certification documents meet AQF and NRT requirements, including secure issuance, record retention, and compliance with the Student Identifier scheme.

HBTA follows strict transition policies for training products, ensuring students only enrol in current, nationally recognised courses and are smoothly transitioned when qualifications are updated or replaced.

Conclusion and key staff contact details

We, at Healthy Business Training Academy, are committed to providing a conducive learning environment and supporting your educational journey. Should you have any queries or require further assistance, please don't hesitate to reach out to our staff or administrative team.

Key contact details for Healthy Business Training Academy staff

Administration: admin@hbta.edu.au phone 1300 704 742

Training Manager: trainingmanager@hbta.edu.au phone 0432 275 033

CEO: ceo@hbta.edu.au phone 0432 275 033

Head Office Postal address: PO Box 804, Helensvale, QLD 4212