

# baseline

TRAINING



## Student Handbook (2025)

### Welcome to Baseline Training Pty Ltd (RTO)

*(Education and Training Division of the Corporate Protection group of companies).*

RTO National Provider Code: 110029



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## HANDBOOK DISCLAIMER

This handbook provides guidance and information that is accurate as of its publication date. Due to changes in legislation or Baseline Training Pty Ltd policies, updates may occur. It is the responsibility of the student to ensure they are informed of any updates. For further assistance or updates, please contact [training@baselinetraining.com](mailto:training@baselinetraining.com).

## CONTACT INFORMATION

**Head Office:** Building 7/231 Holt Street, Pinkenba QLD 4008

**Phone:** 1300 277 354

**Email:** [training@baselinetraining.com](mailto:training@baselinetraining.com)

**RTO Code:** 110029

**Website:** [www.baselinetraining.com.au](http://www.baselinetraining.com.au)

## WELCOME TO BASELINE TRAINING

Baseline Training Pty Ltd is committed to providing high-quality vocational education and training to empower individuals for successful careers. We take pride in delivering nationally recognised training across diverse industries, supported by experienced trainers and a student-centric approach.



## 1. INTRODUCTION

### Baseline Training Pty Ltd: Your Pathway to Success

Welcome to Baseline Training Pty Ltd, where we empower students to achieve their career aspirations through high-quality vocational education and training. Guided by the **ASQA Standards 2025**, our commitment to excellence ensures that every student experiences innovative, industry-relevant learning, supported by expert trainers dedicated to your success.

Whether you're advancing your skills, embarking on a new career path, or re-engaging with education, we are here to provide an inclusive and supportive environment tailored to your needs. Let Baseline Training be your partner in building a brighter future.

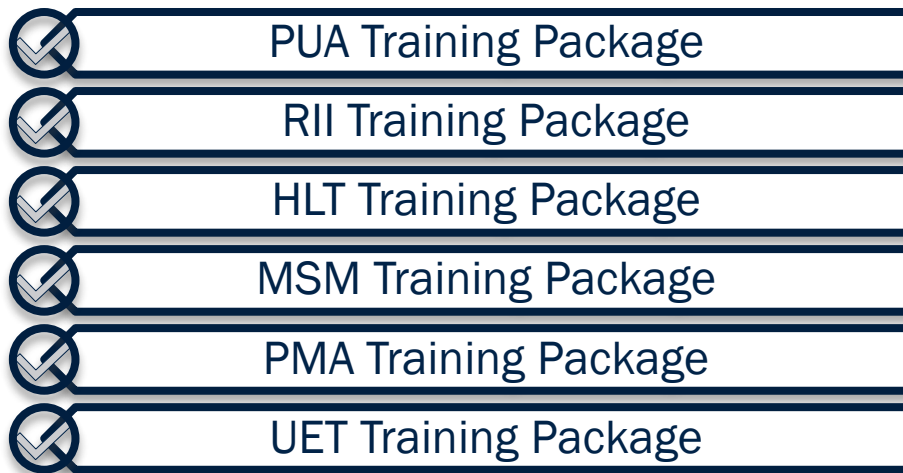
## 2. OUR CORE VALUES

- Commitment
- Innovation
- Passion
- Accountability
- Family
- Team

### 3. COURSES OFFERED

We offer industry-relevant training in fields including:

- Oil and Gas
- Energy
- Construction
- Maritime
- Mining



For a complete list of courses, visit [www.baselinetraining.com.au](http://www.baselinetraining.com.au).

## THE RIGHT TRAINING TO KEEP YOU SAFE ON THE JOB

Nothing's more important than you and your workmates' safety. To ensure that your workplace is fully safety-compliant, Baseline Training has the right courses for you. If you're seeking to improve your productivity, boost your confidence, or just maintain your current credentials, we've got you covered.

## 4. CODE OF CONDUCT

All students are expected to:

- Respect fellow students and staff.
- Adhere to health and safety guidelines.
- Submit original work and avoid plagiarism.
- Dress appropriately for learning environments.



Misconduct, including harassment or academic dishonesty, may result in penalties, up to expulsion. Refer to the Complaints and Appeals section for further guidance.

## 5. ENROLMENT PROCESS

**Eligibility Requirements:**

- Unique Student Identifier (USI)
- Relevant prerequisites for specific courses

**Process:**

1. Complete the enrolment form.
2. Submit supporting documents.
3. Receive enrolment confirmation upon fee payment.

## 6. FEES AND REFUND POLICIES

### Fee Structure:

- Fees vary based on course duration, location, and credits applied (e.g., RPL or Credit Transfers).

### Refund Policy:

- Full refunds for cancellations made 5 days before course commencement.
- No refunds after course commencement unless in exceptional circumstances.

For detailed policies, visit [www.baselinetraining.com.au](http://www.baselinetraining.com.au).

## 7. STUDENT'S RIGHTS AND EXPECTATIONS

### Baseline Training ensures students have the right to:

- Access accurate course information and safe, compliant facilities.
- Be treated with respect and provided equitable access to learning resources.
- Protect their personal information and access their own records.
- Complete assessments consistently and provide feedback to improve services.

Students must complete an accurate Course Enrolment Form prior to commencement to enable eligibility verification and access to services like Credit Transfer or RPL.





## 8. TRAINING AND ASSESSMENT

### Flexible Learning:

We offer tailored training methods to support diverse learning needs, including online and workplace-based options.

### Assessment Guidelines:

- A maximum of three attempts is allowed for each assessment.
- Feedback is provided within 10 working days.
- Plagiarism is strictly prohibited.

All training and assessment strategies comply with the ASQA Standards 2025, ensuring quality outcomes and consistency in vocational education.

## 9. POLICIES AND PROCEDURES

### Key policies include:

- Access and Equity
- Privacy Policy
- Complaints and Appeals
- Recognition of Prior Learning (RPL)

All policies align with the ASQA Standards 2025, ensuring adherence to national regulatory requirements.

For detailed information, consult our website.

## 10. SUPPORT SERVICES

Baseline Training Pty Ltd provides comprehensive support services to enhance your learning experience and help you achieve your goals. Our support services align with the **ASQA Standards 2025**, ensuring that all students have equitable access to the resources they need to succeed.

### Academic Support:

We offer tailored academic support to meet the unique needs of our students:

- **Language, Literacy, and Numeracy Assistance:** Dedicated support to improve foundational skills essential for course success.
- **Individualised Support Plans:** Customised strategies and adjustments for students with special needs, ensuring inclusive participation in training and assessment activities.

### Wellbeing and Personal Support:

We understand that personal challenges can impact your learning journey. Our team is available to provide guidance and refer you to appropriate services when needed.

### External Support Contacts:

For additional assistance, students are encouraged to utilise these trusted services:

- **Lifeline:** 13 11 14 (24/7 crisis support and suicide prevention services)
- **Beyond Blue:** 1300 22 46 36 (Mental health support and resources)
- **Relationships Australia:** 1300 364 277 (Support for family and relationship issues)
- **National Disability Insurance Scheme (NDIS):** 1800 800 110 (Support for individuals with disabilities)

### Accessing Support:

To request academic or personal support, contact your Trainer and Assessor or email [training@baselinetraining.com](mailto:training@baselinetraining.com). All requests are treated confidentially, and appropriate measures are taken to address your needs effectively.



## 11. STUDENT FEEDBACK AND EVALUATION

Your feedback is vital to our commitment to continuous improvement. As part of this process, Baseline Training validates training products every five years, with at least 50% reviewed within the first three years, aligning with ASQA Standard 1.10.

At the end of your course, you will be asked to complete a student feedback survey to help us refine our services. Periodically, we may also email surveys to collect further insights. These surveys are brief and ensure our training quality meets your expectations.

For direct feedback or comments, contact us at 1300 227 354 or email [training@baselinetraining.com](mailto:training@baselinetraining.com)

## 12. COMPLAINTS AND APPEALS

Students may lodge complaints or appeals by emailing [training@baselinetraining.com](mailto:training@baselinetraining.com). Appeals regarding assessment outcomes must be submitted in writing within 14 days of the decision.

Baseline Training handles all complaints and appeals in accordance with **ASQA Standards 2025 (Clauses 1.7, 5.4 and 6.1 to 6.6—Supporting and informing students; managing complaints and appeals)**, ensuring a fair and transparent process.

### Complaint Process:

1. Submit your complaint or appeal in writing to [training@baselinetraining.com](mailto:training@baselinetraining.com) including all relevant details and documentation.
2. An acknowledgement will be sent within 5 business days.
3. Complaints will be investigated thoroughly, and a response provided within 14 days, or you will be informed if more time is required.
4. If dissatisfied with the outcome, you may escalate your complaint to an independent arbiter or ASQA.

Our process ensures all parties are treated with respect and confidentiality, and outcomes align with regulatory and legal standards.

## 13. ISSUING OF VET QUALIFICATIONS

Baseline Training Pty Ltd aims to issue all AQF qualifications and statements of attainment *within thirty [30] days* of the training assessments being finalised. The issue of certifications is undertaken in accordance with *AQF Standard 3 and Schedule 5*.



All qualifications and statements of attainment issued by Baseline Training Pty Ltd comply with the standards outlined within the Australian Qualifications Framework [AQF]. This also includes the requirements of The National Standards for NVR Registered Training Organisations.

Baseline Training Pty Ltd only issues AQF qualifications and statements of attainment within its scope of registration. For evidence of our current scope of registration, refer to [National Training Register - 110029 Baseline Training Pty Ltd](#)

All students are required to submit their Unique Student Identifier (USI) prior to the issuance of any qualifications. Your USI is your individual education number for life. It also creates an online record of your Australian VET achievements.

To apply for a USI number or if you have forgotten your details, you can assess the information required here: [USI for students](#) and follow the links. Students are issued Certificates and/or Statements of Attainment *on one occasion only*. Requests for duplicates are to be in writing

and will incur a fee per document. Replacements will only be provided upon receipt of a written application and submission of a Driver's License (or other form of ID).

**Note:** If a Statement of Attainment, Qualification Certificate, or workplace card needs to be issued in a shorter timeframe than stated, the student should notify the Trainer and Assessor at the commencement of the training. Every effort will be made to support the student in the issuance, on condition that the Unit criteria and assessment submissions have been assessed as Competent.

If a replacement Statement of Attainment, Qualification Certificate or workplace card is required, please email [training@baselinetraining.com](mailto:training@baselinetraining.com). An administration fee may be charged.

## 14. MANAGEMENT OF STUDENT RECORDS AND PRIVACY

Baseline Training ensures all student records are maintained securely and in compliance with the Privacy Act 2020 and ASQA Standards 2025. Records include contact details, course results, and certifications, retained for at least 30 years.

Key Practices:

- Secure storage of hard copy and electronic records, safeguarded against unauthorised access and damage.
- Daily backups of electronic data, protected by firewalls and antivirus software.
- Access to personal records is available on request.
- Updates to personal details are processed promptly upon notification.

Baseline Training safeguards all student and staff data, ensuring it is used only for training and assessment purposes in compliance with the National Vocational Education and Training Regulator Act 2020. Students will be informed of any changes to data handling or storage procedures.



## 15. LEARNING MATERIALS AND EQUIPMENT

Baseline Training is committed to providing up-to-date, relevant, and quality-assured learning materials that support competency development. Materials are reviewed regularly to maintain high standards. If you have concerns or questions regarding learning resources, please contact your Trainer and Assessor.

### Key Points:

- All training materials remain the property of Baseline Training and cannot be reproduced without written consent.
- Training equipment is routinely inspected to meet safety and functionality standards.
- Equipment must be used according to manufacturer instructions provided by your Trainer and Assessor.
- Any intentional misuse or damage to equipment may result in repair or replacement fees.

## 16. EXPECTATIONS OF STUDENTS

Baseline Training is dedicated to providing a fair, inclusive, and respectful learning environment. To maintain these standards, students are expected to:

- Notify their Trainer and Assessor immediately if unable to attend a session.
- Respond respectfully and positively to reasonable requests from staff.
- Avoid discrimination, harassment, or any behaviour that violates workplace standards.
- Complete training and assessments within agreed timeframes.
- Communicate any difficulties with course requirements to the Trainer and Assessor.
- Adhere to work health and safety regulations.
- Submit original work for assessments, with plagiarism strictly prohibited.

### Code of Conduct:

Baseline Training reserves the right to suspend or terminate enrolment for students who:

- Are unable to participate due to injury.
- Are disruptive, under the influence of drugs or alcohol, or act in a manner endangering themselves or others.
- Fail to comply with reasonable requests from staff.
- Exhibit rude, derogatory, or non-participatory behaviour.

### **Harassment and Discrimination:**

All students and staff have the right to:

- A safe and respectful environment, free from harassment and discrimination.
- Report any incidents, with assurances of confidentiality and prompt action.
- Be treated fairly and have concerns addressed through discussion, cooperation, and conciliation.

For further clarification or support, students are encouraged to contact their Trainer and Assessor.

## **17. WORK HEALTH & SAFETY**

Baseline Training prioritises the safety and well-being of all students and staff, adhering to the **Work Health & Safety (WHS) Legislation**. The organisation ensures:

- A safe workplace with protective working procedures.
- Properly maintained facilities and personal protective equipment (PPE) such as gloves and eye protection, where required.
- Clean and appropriately designed environments, including safe storage of hazardous materials like cleaning chemicals.

### **Student Responsibilities:**

To maintain a safe environment, students must:

- Notify their Trainer and Assessor immediately of any safety concerns or hazards.
- Maintain a clean and efficient workspace.
- Store and dispose of waste following health regulations.
- Inspect equipment, especially electrical cords, prior to use. Personal equipment must be safety-checked and tagged.
- Safely store equipment and follow usage guidelines.
- Identify fire hazards and take precautions.
- Apply proper lifting and carrying techniques.

For questions or additional guidance, contact your Trainer and Assessor.

## CONCLUSION

Baseline Training Pty Ltd is committed to fostering a supportive, inclusive, and empowering learning environment for all students. We understand that each student's journey is unique, and we are here to assist you in achieving your educational and professional goals. Whether you need clarification on course material, assistance with administrative matters, or support for personal challenges impacting your studies, our dedicated team is available to help.

For questions, additional support, or feedback, contact us via email at [training@baselinetraining.com](mailto:training@baselinetraining.com) or call us directly at **1300 227 354**. Our goal is to ensure your experience with Baseline Training is both rewarding and enriching.

All operations strictly adhere to the **ASQA Standards 2025**, reflecting our unwavering commitment to delivering high-quality education and maintaining the highest standards of compliance and excellence.

Baseline Training Pty Ltd is committed to supporting your educational journey. For questions or additional support, contact us at [training@baselinetraining.com](mailto:training@baselinetraining.com).

All operations adhere to **ASQA Standards 2025**, reinforcing our commitment to quality education and training services.