



Student Handbook

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Student Handbook

Thanks for choosing NBIA for your education. Here you will find all necessary information about NBIA and our delivery of professional training; it would be wise to familiarise yourself with this information before commencing your course.

NBIA provides quality educational services in Business, Accounting, Leadership and Management, Conveyancing and Financial Services.

Who We Are

The National Business Institute of Australia (NBIA) is a private business school and Registered Training Organisation (RTO) based in Melbourne, Vic.

Our Mission & Approach

NBIA aims to deliver high-quality, nationally recognised qualifications in accounting, business, finance, conveyancing and related fields. We emphasise not just theory, but *practical application* — we want our graduates to be genuinely job-ready upon graduating.

We operate using a student-centric focus, ensuring flexibility in delivery (such as self-paced and online), supported by experienced trainers and assessors with industry backgrounds.

NBIA is part of the ASVW group of businesses, bringing further industry insight and networks.

What We Offer

- Accredited courses including Certificate, Diploma and Advanced Diploma levels in accounting, business, and conveyancing.
- Recognition of prior learning, credit transfer pathways and industry-relevant assessment tasks.
- Flexible learning mode: online, self-paced learning to suit working students or those with busy lifestyles.
- Support from qualified and experienced trainers and assessors with 20+ years of industry experience
- A commitment to regulatory compliance under ASQA and the national VET framework, ensuring national recognition and credibility of qualifications.

[Find out more about our individual 'Courses' here.](#)

Privacy and Data Collection

NBIA respects your privacy and is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth), the Data Provision Requirements 2012, the VET Data Policy and RTO Standards 2025.

How Your Information is Collected and Stored

When you enrol in an NBIA course, we collect personal information including your name, contact details, and course enrolment data. This information is:

- Stored securely in our systems.
- Retained for 30 years to comply with regulatory requirements.
- Accessible to you at any time, and you may request corrections if your information is inaccurate.

Use and Disclosure of Your Information

Your personal information may be used or disclosed for:

- Statistical, regulatory, and research purposes.
- Education administration, such as issuing qualifications or statements of attainment.
- Monitoring, evaluation and quality assurance of VET programs.
- Government reporting and workforce planning.

NBIA may disclose your personal information to authorised third parties, including:

- NCVER (National Centre for Vocational Education Research Ltd)
- Commonwealth, State or Territory government departments and agencies
- Employers, if your training is employer-funded
- Schools, if you are a secondary student undertaking VET or a school-based apprenticeship/traineeship
- Organisations conducting student surveys
- Researchers

NCVER Data Collection

Under the Data Provision Requirements 2012, NBIA must provide your personal information to NCVER. This may include your enrolment details, training activity data, and other personal information collected during your course. NCVER may use or disclose this information to:

- Issue authenticated VET transcripts and qualifications
- Conduct research and statistical analysis about education and the VET sector
- Inform policy, workforce planning, and consumer information
- Administer VET programs, including regulation and monitoring

You may receive a student survey from NCVER, which can be conducted by NCVER staff or a third-party contractor. Participation in the survey is optional, and you may choose to opt out when contacted. NCVER handles your information in accordance with its privacy policies, which are available at www.ncver.edu.au.

Student Declaration and Consent

By signing your NBIA enrolment form, you:

1. Declare that the personal information you have provided is true and correct to the best of your knowledge.
2. Consent to NBIA collecting, using, and disclosing your personal information in accordance with this Privacy Notice.
3. Understand that your information may be provided to NCVET and other authorised bodies for the purposes outlined above.

Student Enrolment

Pre-Training Review (PTR)

NBIA conducts a Pre-Training Review (PTR) with every student prior to formal enrolment. The PTR ensures students are enrolled in the most suitable course for their career goals and needs and identifies any support services or adjustments required to maximise success.

The Pre-Training Review includes:

- Confirmation of course entry requirements (qualifications, work experience).
- A Language, Literacy, Numeracy and Digital (LLND) assessment.
- Career goals and learning style discussion.
- Confirmation of access to required study resources (internet, devices, study space).
- Information about course duration, delivery mode, assessments, fees, and refund policy.
- Identification of opportunities for Credit Transfer (CT) or Recognition of Prior Learning (RPL).

Completion of the PTR and LLND process is mandatory before enrolment is finalised. Where gaps are identified, NBIA will provide support or referral to additional services. PTR outcomes are documented and retained on the student's file as evidence of compliance with the RTO Standards 2025.

Language Literacy Numeracy and Digital Literacy (LLND)

NBIA conducts a Pre-Training Review, which may include an LLND assessment to ensure students can successfully engage in their course. Students identified as requiring support will be provided with assistance, reasonable adjustments, or referral to specialist services. Participation in the LLND process is mandatory to meet compliance requirements.

NBIA recognises that reading writing, listening, speaking, basic mathematical concepts and digital literacy are an integral component of any online training. When you enrol, if you feel you require assistance in any form of LLND please speak to your trainer.

Students may be asked to complete an exercise to help evaluate current abilities. All trainers, assessors and support teams are aware of the LLND requirements and LLND tests are available by request or if your trainer feels a LLND assessment may be required.

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). Your USI is a lifelong education number that allows you to access a secure online record of your training.

- Students must provide a valid USI at the time of enrolment.
- If you do not have a USI, you can create one free of charge at www.usi.gov.au.
- NBIA cannot issue a qualification or Statement of Attainment without a verified USI.
- Students having trouble creating a USI can contact Student Support for guidance.

It is the student's responsibility to ensure their USI details are accurate and up to date.

Enrolment Process

The enrolment process at NBIA is designed to ensure that students have access to clear and accurate information before they commence training.

1. **Course Information** – Students are provided with detailed course information, including entry requirements, course fees, duration, delivery mode, and available support services.
2. **Application** – Students submit an enrolment application form, providing accurate personal details and required documentation.
3. **Pre-Training Review** – A pre-training review, including LLND assessment where required, is conducted to confirm the suitability of the course and identify support needs.
4. **Acceptance** – Successful applicants will receive a confirmation of enrolment, outlining payment arrangements, commencement details, and student responsibilities.
5. **Induction** – Students complete an induction that introduces NBIA's trainer/assessors, a walk through the online learning system, explanation of the course, students' responsibilities and how to access support.

Students must ensure that all information provided during enrolment is true and correct. Misleading or incomplete information may affect enrolment and progression.

Entry Requirements

To enrol in NBIA courses, students must meet the following requirements:

- **Age Requirement:** Students must be at least 18 years of age at the time of enrolment.
- **Educational Requirement:** Students must have completed Year 12 or hold an Australian Senior Secondary Certificate or an equivalent qualification.

- **Prerequisites for Specific Qualifications:** Some courses may have additional prerequisites. For example, enrolment in Tax Practitioners Board (TPB) related qualifications requires prior completion of relevant foundational units or qualifications as mandated by the TPB.

NBIA ensures that all students meet the necessary eligibility criteria to succeed in their chosen course. Where prerequisites are required, students will be informed at the time of enrolment.

Self-Paced Learning

At NBIA, courses are delivered in a self-paced online format. This approach provides flexibility for students to complete their studies at times that best suit their personal and professional commitments, while still ensuring the required learning outcomes are achieved.

Self-paced learning means that students are responsible for managing their study time and progressing through their course materials independently, with support available as required.

Student Responsibilities:

- Take ownership of their learning and manage their study schedule to meet course requirements within the allocated time frame.
- Log-in regularly to the online learning system and engage with all course materials, activities, and assessments.
- Submit assessments in a timely manner, allowing sufficient time for feedback, resubmissions, and competency achievement.
- Communicate proactively with trainers or student support staff if they experience difficulties, require clarification or need additional support.
- Maintain academic integrity, completing all assessments independently unless group work is specifically required.
- Ensure that all technology requirements (computer, internet, software) are in place to access the course effectively.

NBIA's Responsibilities:

- Providing access to a comprehensive online learning system that includes structured learning materials, resources, and assessment tasks.
- Ensuring trainers and assessors are available to provide guidance, answer questions and give constructive feedback, within reasonable timeframes.
- Offering student support services, including LLND assistance, technical support, and referrals to wellbeing services if required.
- Monitoring student progress and reaching out to students at risk of non-completion to offer guidance and support.
- Maintaining clear policies regarding extensions, course duration and re-enrolment options if students are unable to complete within the maximum timeframe.
- Issuing timely results, feedback and certification in line with RTO Standards and ASQA requirements.

Self-paced learning requires commitment and discipline from students, but NBIA is dedicated to ensuring that all learners are supported to achieve their study goals.

Vocational Education and Training (VET)

Vocational Education and Training (VET) in Australia is focused on developing practical skills and knowledge that are linked to workplace roles and industry requirements. Unlike higher education, which is primarily theory-based and delivered by universities, VET is delivered by Registered Training Organisations (RTOs) such as NBIA and is designed to prepare students for specific jobs or to enhance skills in their current roles.

Competency-Based Training and Assessment

VET operates under a competency-based training and assessment model. This means that students are assessed against specific industry standards, known as *units of competency*, which are published on the national register (training.gov.au).

- Students are not graded with marks or percentages.
- Instead, assessment outcomes are recorded as Competent (C) or Not Yet Competent (NYC).
- Students who are deemed *Not Yet Competent* are provided with opportunities for further learning and reassessment.
- This approach ensures that graduates can perform workplace tasks to the standard expected by industry.

Alignment with National Standards

All VET training and assessment must comply with the:

- Standards for RTOs 2025 – which set the requirements for quality training, assessment, support services, and certification.
- ASQA (Australian Skills Quality Authority) – the national regulator for VET, which oversees RTO compliance and quality assurance.
- Training.gov.au – the official national register of training organisations and recognised courses, where all qualifications and units of competency are listed.

Key Differences from Higher Education

- Focus: VET focuses on *practical, job-ready skills*; higher education focuses on *theory, research, and academic knowledge*.
- Assessment: VET uses competency-based outcomes (C/NYC); higher education uses grades or GPA.
- Recognition: VET qualifications range from Certificates to Advanced Diplomas (AQF Levels 1–6); higher education covers bachelor's degrees and above (AQF Levels 7–10).
- Delivery: VET is often flexible and may include online, workplace, or blended delivery; higher education is usually structured around semesters and lectures.

Vocational education is an essential pathway for individuals seeking to gain employment, retrain, or upskill, and it plays a vital role in meeting Australia's workforce and industry needs.

Internship Opportunities

Gaining *real-world work experience* is a valuable bridge between study and employment. NBIA offers internship opportunities to help students apply their training, build professional networks, and enhance their employability.

What to Expect

- Internships are available in areas such as accounting, bookkeeping, tax, business and conveyancing.
- Duration is typically 6–12 weeks, part-time depending on availability and student circumstances.
- Students may begin internships while still studying, so by the time they complete their qualification they already have hands-on experience.
- No prior experience is required — students who are enrolled in a nationally recognised course with NBIA can express interest and be considered.

Benefits

- Opportunity to apply theory in practical settings
- Exposure to workplace practices, software, and processes
- Networking and professional references
- Possibility of job offers following the internship
- Build confidence and transition smoothly into employment

How to Participate

- Register your interest — contact the Internship / Employability team (NBIA will advise how)
- A consultation will be arranged (free for NBIA students) to match you with suitable internship options.
- NBIA and its internship partners will guide you through the process, support you, and monitor progress.
- Some internships may require you to have certain equipment (e.g. computer, software) or meet some office requirements — NBIA will inform you of those prior to placement.

Course Fees

All courses are offered on a fee-for-service basis. Current course fees are published on the NBIA website and confirmed at enrolment. Fees, payment schedules, and refund policies comply with RTO Standards 2025. A clear statement of non-refundable enrolment fees,

refund options and payment timeframes will be provided to each student. All course fees will also be provided via email and will appear on your enrolment form.

Payment options are available to suit the different circumstances of our students.

1. Payment plan* - Interest Free, 12 months maximum repayment term, Ezy Pay payment plans with monthly instalments.
2. Electronic Funds Transfer - Directly transfer funds from your bank to NBIA.
3. Credit card (surcharges apply)

** Only available on courses over \$1500; Payment plan is with NBIA's strategic finance partner, and a once-off fee is charged on the first re-payment. This is all advised upon enrolment.*

All courses with a fee of \$1500 or less, are payable in full at the time of enrolment.

Refunds

NBIA is committed to fair, transparent and reasonable refund practices in compliance with the Australian Consumer Law (ACL), RTO Standards 2025 and ASQA requirements. The policy outlines the circumstances under which refunds may be granted and the process for requesting them. *Full policy on page 35.*

Circumstance	Refund Eligibility	Conditions / Notes	Processing Time
After Course Commencement	Refunds not available, except as below	-	-
Provider Default (course cancelled, discontinued, or materially changed)	Full refund or transfer to another course of equivalent value	Student chooses preferred option	Within 20 business days
Compassionate / Compelling Circumstances (serious illness, bereavement, unforeseen hardship)	Special considerations reviewed.	Evidence required; reviewed and approved only by NBIA Management.	Within 20 business days
Appeals	Refund decision may be appealed	Handled under Complaints & Appeals Policy	As per policy timelines

Course Duration

The duration of each course varies depending on the specific course requirements. Course durations are clearly communicated to students through multiple channels, including the website, brochures, enrolment emails, and discussions with course advisors.

Unless otherwise specified, each course has a maximum enrolment period of twelve (12) months. Students requiring additional time may apply for an extension in writing, which will be considered on a case-by-case basis.

Extensions are subject to approval by NBIA and incur additional fees.

Students will be notified in writing of the outcome of any extension request. If a student is dissatisfied with the decision, they have the right to appeal under NBIA's Complaints and Appeals Policy.

Unit Assessments

Each unit of competency includes a variety of assessment methods, such as:

- Online quizzes
- Written assessments
- Projects and case studies
- Role-plays
- Supervised assessments (for courses with TPB requirements)

Role-plays - demonstrate your skills and knowledge in real-life scenarios. You will need to submit a video recording of your role-play through the online learning portal. You will be required to:

- Find a suitable participant - work colleagues, friends, or family members (children are not suitable).
- If you are unable to find participants, NBIA can provide an alternative to complete the role-play with an assessor via MS Teams. A fee of \$50 per role-play will apply.

Research - Each student is expected to demonstrate their own independent research to complete their assessments. Guidance to each unit of competency is supported via E-learning, webinars and additional resources found in the learning portal.

Research can be demonstrated by searching and reviewing (Australian) websites, texts, articles, interviews etc. Check that your sources are reliable, current, relevant. Reference your sources using *our helpful reference guide located on your learning portal*.

Tax Practitioner Board (TPB) units - 40% of assessments must be completed under supervision. Students can nominate their own supervisor, provided they meet TPB requirements and submit the required evidence of supervision. Alternatively, NBIA offers online supervision via MS Teams for a fee.

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

NBIA recognises the skills, knowledge, and qualifications that students have acquired through formal education, work experience or life experience, in accordance with RTO Standards 2025 and ASQA assessment requirements.

Recognition of Prior Learning (RPL)

RPL allows students to gain credit for skills and knowledge already acquired through previous study, work experience, or other learning. Students may apply for RPL by submitting evidence of prior learning, such as:

- Statements of Attainment or qualifications from other RTOs
- Work samples, references, or portfolios
- Other documented evidence demonstrating competency in the relevant units

Applications for RPL are assessed against the full unit outcomes. Partial course fees may apply if RPL is unsuccessful.

A fee of \$645-\$800 applies for RPL applications, dependant on qualification level. This fee covers assessment and administrative costs and is non-refundable once assessment has commenced.

Credit Transfer (CT)

CT is granted when a student presents a Statement of Attainment or qualification from another RTO for a unit identical to one in an NBIA course. If the CT is granted, no additional assessment is required for that unit of competency.

Study Tips and WHS

Studying online gives you the freedom to learn at your own pace and in your own space. To help you succeed, it is important to set yourself up with healthy study habits and a learning environment that supports both your focus and wellbeing.

1. Create a Comfortable Study Space

- Choose a quiet, well-lit spot where you can focus.
- Use a supportive chair and keep your feet flat on the floor and supports your lower back.
- Position your screen so the top is at (or just below) eye level.
- Keep your keyboard and mouse at a comfortable height to avoid wrist or shoulder strain.
- Keep your workspace free of hazards, such as loose cables, clutter, or trip hazards

2. Look After Your Body

- Take regular breaks: step away from your desk every hour. Even a quick stretch or walk can boost focus.
- Try “micro-breaks” – pausing for 20–30 seconds every few minutes to roll your shoulders, stretch your wrists, or look away from the screen.
- Follow the 20/20/20 rule: every 20 minutes, look at something 20 metres away for 20 seconds to rest your eyes.
- Adjust your screen brightness to reduce eye strain.
- Stay hydrated and keep healthy snacks on hand for steady energy.

3. Manage Your Time Wisely

- Set a routine: block out regular study times in your calendar.
- Break tasks into smaller chunks: focus on one activity at a time.
- Plan for interruptions: if you have 3 hours to study but expect distractions, aim for 2 hours of focused work.
- Prioritise your goals: decide what is most important each week and tackle those first.

4. Stay Organised

- Keep your digital files and notes in order – use folders and clear filenames.
- Minimise distractions: silence notifications during study sessions.
- Use checklists or study planners to track your progress.

5. Prioritise Your Wellbeing

Your wellbeing is just as important as your academic success. Studying online can sometimes feel isolating, so it is important to look after your mental health:

- Balance study and life: allow time for family, exercise, and hobbies.
- Stay connected: reach out to trainers, student support or the Facebook discussion groups if you are struggling – you are not alone.
- Check in with yourself: notice when you are tired or overwhelmed and take short breaks to recharge.
- Seek support early: if you feel stressed, anxious, or need extra help, NBIA has support services available.

6. Stay Motivated

- Celebrate small wins – finishing a module or submitting an assessment is an achievement.
- Keep your end goal in mind: whether it is a career change, upskilling, or personal growth.
- Remind yourself that progress is progress, even in small steps.

Student Support & Wellbeing

At NBIA, we are committed to supporting you throughout your learning journey. Studying online offers flexibility, but it can also bring challenges. To help you succeed, we provide a range of support services and resources designed to promote your academic success, personal wellbeing, and safety. NBIA will provide guidance and support, but it is your responsibility to implement safe practices at your study location.

1. Academic Support

- Trainer Access: Contact your trainers directly via the aXcelerate portal for guidance and feedback.
- Learning Resources: Access to digital learning guides, webinars, and recordings.
- Assessment Support: Help with assessment requirements, extensions, and feedback.

- Study Skills: Tips for managing online learning, time management, and referencing.

2. Student Wellbeing

Your wellbeing is just as important as your academic progress. We encourage you to balance study with work, family, and life commitments. NBIA provides:

- Student Wellbeing Assistance: Our support team can help with study challenges, motivation, and strategies for success.
- Reasonable Adjustments: Available for students with a disability, illness, or special learning needs.
- Referrals: Where needed, we can connect you with external professional services for counselling, mental health, or financial advice.

4. External Support Services

In addition to NBIA's internal services, you may find these organisations helpful:

- Beyond Blue – Mental health support | 1300 22 4636 | www.beyondblue.org.au
- Lifeline – 24/7 crisis support | 13 11 14 | www.lifeline.org.au
- Headspace – Youth mental health (under 25) | www.headspace.org.au
- Black Dog Institute – Resources for depression and anxiety | www.blackdoginstitute.org.au
- Fair Work Ombudsman – Workplace rights | www.fairwork.gov.au
- ASQA – Your Rights as a Student | www.asqa.gov.au/students
- TPB (Tax Practitioners Board) – Professional recognition and licensing | www.tpb.gov.au

5. How to Access Support at NBIA

- Email: info@nbia.edu.au
- Phone: +61 3 9584 0900
- aXcelerate Portal: Submit questions or requests via your online learning portal.

Reasonable Adjustment, Accessibility & Inclusion

NBIA is committed to providing a learning environment that is inclusive, supportive, and accessible to all students. We recognise and value the diversity of our student community and aim to ensure that every learner has the opportunity to achieve their study goals.

1. Reasonable Adjustment

We understand that some students may face barriers to study due to disability, illness, or personal circumstances. Reasonable adjustments may be applied to:

- Learning resources
- Assessment methods

- Delivery modes
- Support services

Adjustments are designed to support students without compromising the integrity of the qualification or assessment requirements. Examples may include extra time for assessments, alternative formats for learning materials, or flexible assessment arrangements.

How to Apply:

Students can request reasonable adjustment by contacting Student Support via email (info@nbia.edu.au) or through the aXcelerate portal. Each request is assessed on a case-by-case basis and supporting documentation may be required.

2. Accessibility

NBIA provides fully online courses and aims to ensure all students can access digital learning platforms and resources. We are committed to:

- Providing clear guidance on technology requirements.
- Assisting with digital literacy skills where required.
- Offering accessible learning materials wherever possible.

3. Inclusion and Diversity

NBIA values diversity and aims to provide a culturally safe, respectful, and supportive learning environment. We welcome students of all backgrounds, including:

- Aboriginal and Torres Strait Islander students
- Students from culturally and linguistically diverse backgrounds
- Students living with disability
- Students from rural, regional, or remote areas
- Students from all faiths, gender identities, and sexual orientations

4. Support for Aboriginal and Torres Strait Islander Students

NBIA acknowledges the Traditional Custodians of Country and respects the cultural heritage and knowledge of Aboriginal and Torres Strait Islander peoples. We are committed to supporting Indigenous students by:

- Providing culturally safe learning spaces.
- Offering additional support or referrals to Indigenous support networks and organisations.
- Recognising prior learning and community knowledge, where relevant.

Useful Indigenous Support Links:

- AIATSIS (Australian Institute of Aboriginal and Torres Strait Islander Studies): www.aiatsis.gov.au
- National Indigenous Australians Agency: www.niaa.gov.au

- Indigenous Education Support – Check your local TAFE/University Indigenous Centres for mentoring and tutoring support.

Learning Online – Digital Literacy, Support & Research

At NBIA, all our courses are delivered fully online. To make the most of your learning experience, it is important to feel confident with digital tools and understand how to access, use, and protect yourself in an online environment.

1. Minimum Technology Requirements

To study effectively online, you will need:

- Device: A desktop or laptop computer (tablets and mobile devices are useful for reading but not suitable for completing all assessments).
- Internet: A reliable internet connection with at least 5 Mbps download speed (higher is recommended for video streaming and online meetings).
- Software:
 - Microsoft Office (or equivalent, e.g. Google Docs/Sheets).
 - PDF reader (e.g. Adobe Acrobat).
 - Updated web browser (Chrome, Firefox, Safari, or Edge).
- Hardware: Headphones/earbuds, a microphone, and ideally a webcam for online meetings or role-play assessments.

If you are unsure whether your setup meets these requirements, please contact NBIA Student Support for advice.

2. Using the Learning Management System (LMS) – aXcelerate

Our LMS, aXcelerate, is your central hub for learning. Through the LMS, you can:

- Access your course materials, learner guides, and assessment tasks.
- Submit assignments and track your progress.
- Communicate with trainers and support staff via the chat function.
- Receive announcements and reminders.

NBIA provides guidance and orientation on using the LMS. If you need help navigating the platform, Student Support can provide one-on-one assistance.

3. Cyber Safety and Online Etiquette

Studying online means working in a shared digital environment. To keep yourself and others safe:

- Protect your privacy: Never share your login details with anyone.
- Be cyber safe: Keep your devices updated with antivirus protection and use strong, unique passwords.
- Respectful communication: Interact with trainers and fellow students in a professional, courteous manner at all times.

- Academic integrity: Ensure all assessments are your own work. Plagiarism, collusion, or using AI tools dishonestly is not permitted. Please refer to the policy for detail.
- Digital footprint: Remember that online actions (emails, forum posts, chats) leave a record. Always behave respectfully and responsibly.

4. Where to Get Help

If you experience issues with technology, accessing the LMS or require support with digital literacy skills:

- Contact Student Support: info@nbia.edu.au
- Use the aXcelerate Help Guides and Tutorials.

Quick Tech Checklist for Online Learning

Category	Minimum Requirement	Tips & Support
Device	Laptop or desktop computer (tablet/phone not sufficient for assessments)	Keep your device updated with the latest software and security patches
Internet	Reliable connection, 5 Mbps download speed or higher	Test your speed: www.speedtest.net . Use Wi-Fi near your router for stability
Software	Microsoft Office (or equivalent), PDF reader, updated browser (Chrome, Edge, Firefox, Safari)	Free alternatives: Google Docs, LibreOffice. Update your browser regularly
Hardware	Headphones/earbuds, microphone, webcam (recommended)	Useful for online meetings and interactive assessments
LMS Access	aXcelerate login (provided on enrolment)	Use the Help section or contact Student Support if you have trouble logging in
Cyber Safety	Strong passwords, antivirus software, secure Wi-Fi	Never share your login. Contact support if you suspect unusual activity
Online Etiquette	Respectful communication with trainers and peers	Be professional in emails, chats, and forums
Support	NBIA Student Support: support@nbia.edu.au	Trainers are also available through aXcelerate messaging

Fair Use & Assessor's Support Conditions

NBIA courses are fully online and self-paced. Students are expected to use the provided materials and conduct independent research before reaching out to their assessor for additional assistance, to ensure their time is used efficiently and effectively. Weekly drop-in sessions are available for all students to get guidance from a trainer/assessor.

If additional one-on-one tuition is needed, it can be arranged at an additional fee of \$90 per hour.

All course materials are for personal study only and should not be shared or used for commercial purposes.

Student Voice & Feedback

At NBIA, we believe that students are at the heart of everything we do. Your feedback helps us improve our courses, support services, and overall learning experience. By sharing your thoughts, you play an active role in shaping the quality of education at NBIA.

How We Gather Feedback

We provide several ways for students to share their experiences and ideas:

- **Surveys:** Regular course and unit evaluations allow you to provide feedback on your learning materials, trainer support and overall satisfaction.
- **Focus Groups:** Selected students may be invited to participate in online discussions about specific aspects of the learning experience.
- **Direct Feedback:** You are welcome to contact Student Support, trainers, or NBIA management at any time with comments or suggestions.
- **Complaints and Appeals Process:** If you have a formal concern, NBIA provides a clear and fair process for lodging complaints and appeals (see the Complaints and Appeals Policy).

Student feedback is reviewed carefully and contributes directly to continuous improvement at NBIA. This includes:

- Updating and improving learning materials.
- Enhancing the online learning environment (aXcelerate).
- Adjusting teaching approaches and support services.
- Identifying new opportunities to better meet student needs.

We believe in transparency. When you provide feedback, NBIA will:

- Acknowledge your input.
- Review and analyse student feedback across all courses.
- Communicate changes and improvements made as a result of student feedback through announcements, newsletters or updates in your LMS.

Your feedback helps NBIA:

- Ensure our courses remain current, engaging and industry relevant.
- Maintain compliance with RTO Standards 2025 and ASQA's expectations for continuous improvement.
- Build a supportive, inclusive, and high-quality online learning community.

Course Completion

Upon successfully completing a qualification, skillset, or unit/s, students will receive their AQF Certificate and/or Statement of Attainment electronically via the learning portal and a congratulatory email.

Students will be notified if any assessments remain outstanding or if unpaid fees may delay the issuance of their certificate.

Certificates and Statements of Attainment are typically issued within 10 days of course completion.

Pathways and Progression

At NBIA, we are committed to supporting your career journey beyond your current studies. Our qualifications are designed not only to provide practical skills but also to open doors to further education, professional licensing, and career advancement.

Further Study Pathways

Upon successful completion of your NBIA qualification, you may choose to continue your education in a related field. Our courses align with the Australian Qualifications Framework (AQF), which clearly outlines progression opportunities:

- Certificate IV (AQF Level 4) → Progress to Diploma (AQF Level 5)
- Diploma (AQF Level 5) → Progress to Advanced Diploma (AQF Level 6)
- Advanced Diploma (AQF Level 6) → Potential entry into higher education, including bachelor's degrees in related fields.

Professional Licensing Pathways

Some NBIA courses also prepare you for professional licensing:

- Tax Agent Registration: Completing certain accounting or taxation qualifications at Diploma or Advanced Diploma level may meet education eligibility requirements to register as a Tax Agent with the Tax Practitioners Board (TPB).
- Licensed Conveyancing: Our conveyancing qualifications satisfy state licensing authority requirements for practicing as a licensed conveyancer.
- Business & Management: NBIA business qualifications provide a pathway to professional recognition, management roles or further study in leadership and business administration.

Career Progression

NBIA qualifications equip you with practical, industry-relevant skills enabling you to advance in your current role, transition into new areas of employment, or pursue entrepreneurial opportunities. Our courses are designed with both AQF standards and industry requirements in mind, ensuring you are prepared for the next step in your professional journey.

NBIA Student Policies

Assessment Submission and Resubmission Policy

Purpose

The National Business Institute of Australia (NBIA) is committed to fair, valid, reliable, and flexible assessment practices that enable all students to demonstrate competency. This policy outlines assessment submission, marking, resubmission, and appeal procedures, ensuring integrity, equity, and compliance with RTO Standards 2025, ASQA, and NCVER requirements.

Scope

This policy applies to all NBIA students, trainers, and assessors engaged in the delivery and assessment of all NBIA qualifications and courses.

Definitions

- Academic Integrity: Producing work honestly, ethically and responsibly.
- Assessment: Collection and evaluation of evidence against unit requirements to determine competency.
- Assessor: A qualified individual who evaluates student evidence in line with competency standards.
- Candidate/Student: A person enrolled in an NBIA course or qualification.
- Competency: Demonstrated ability to apply knowledge, skills and understanding to the standard required.
- Reasonable Adjustment: Modifications to assessment methods or conditions to support students with disability or exceptional circumstances without compromising competency standards.
- Trainer: An NBIA staff member who supports students in demonstrating competency.
- NBIA: The National Business Institute of Australia, including management, trainers, assessors and support staff.
- Procedural Fairness: Decision-making that is unbiased, reasonable and provides opportunities for students to be heard.
- Submission: A completed assessment task demonstrating student competency.

Responsibilities

- Training Manager, Student Support Leader and Trainers/Assessors are responsible for ensuring fair, valid, reliable and flexible assessment practices.
- Students are responsible for submitting assessments on time and seeking support if needed.

Privacy and Data Reporting

- NBIA collects and securely stores student assessment data in accordance with the Privacy Act 1988 (Cth).

- Under the Data Provision Requirements 2012, NBIA reports certain data to NCVET and other authorised agencies.
- All student data is handled confidentially and used only for assessment, reporting and continuous improvement purposes.

Assessment Principles

Assessments are conducted in line with the Principles of Assessment and Rules of Evidence:

1. Fairness – All students have equal opportunity to demonstrate competency.
2. Flexibility – Assessment methods accommodate diverse evidence types and student needs.
3. Validity – Assessments measure exactly what they intend to measure.
4. Reliability – Assessment outcomes are consistent across assessors and contexts.
5. Sufficiency – Evidence covers all elements, performance criteria, and unit requirements.
6. Currency – Evidence reflects current skills and knowledge, typically within the last 3 years, unless exceptions apply.
7. Authenticity – All submitted work must be the student's own.

Assessment tools and procedures are reviewed periodically to maintain alignment with training package requirements, best practice and regulatory obligations.

Submission Requirements

- Assessments must be submitted in digital format via NBIA's online learning platform.
- NBIA provides support to students who require clarification of assessment requirements.
- NBIA will ensure all students are familiar with this policy.

Assessment Outcomes

- Competent (C) – Student has successfully demonstrated all required elements.
- Not Yet Competent (NYC) – Student has not demonstrated all elements; resubmission is required.

Assessment Feedback

- Students will receive feedback within 10 working days of submission. Where this cannot be met, student will be notified of such incremental changes.
- Feedback will be constructive, timely and indicate areas for improvement.

Resubmissions

- Students are allowed up to two resubmissions at no additional cost.
- Additional assessments beyond three total submissions may incur a fee (\$150 per assessment), applied fairly and transparently.
- Students with disability or exceptional circumstances may request reasonable adjustments without penalty.

Academic Integrity Policy

NBIA maintains zero tolerance for plagiarism, cheating, collusion, or contract cheating.

- Misconduct may result in resubmission, additional assessments, or course withdrawal.
- Investigations follow procedural fairness, and students have rights to internal and external appeal.
- Preventive education and plagiarism-detection tools support compliance.

Assessment Methods and Evidence

Assessments may include:

- Direct performance evidence: workplace examples, simulations, roleplays.
- Supplementary evidence: written/oral questions, personal reports, witness statements.
- Knowledge evaluation: projects, assignments, online modules, discussions.

All assessment evidence is evaluated for validity, sufficiency, authenticity, currency, reliability, and flexibility.

Assessors and Trainers:

- Must hold relevant industry and assessor qualifications.
- Ensure assessment is objective, fair, and consistent.
- Maintain assessment tools in line with standards and update them as required.
- Support students and maintain academic integrity.

Appeals and Grievances:

- Students should first discuss assessment disputes with their trainer/assessor.
- If unresolved, contact Student Support Leader for formal appeal.
- Appeals must be lodged within 14 days of receiving results.
- External escalation options:
 - ASQA Complaints: www.asqa.gov.au/complaints
 - National Training Complaints Hotline: 13 38 73

Regrading:

- First and second appeals are reassessed at no cost. (3 attempts at all assessments are free).
- Subsequent appeals may incur fees (\$150) unless special consideration applies.

Reasonable Adjustment

- NBIA ensures equity in assessment for students with disability, language or other exceptional circumstances.
- Adjustments do not compromise competency standards.

Fee Transparency

- Assessment and resubmission fees are clearly stated and apply only after standard resubmissions are exhausted.
- Students are informed of any additional costs before proceeding.

Policy Review

This policy is reviewed annually or following regulatory changes to ensure continued compliance with:

- RTO Standards 2025
- ASQA Guidelines
- NCVER reporting obligations
- Australian Consumer Law

Plagiarism, Cheating and Academic Integrity Policy

Purpose

NBIA is committed to upholding academic integrity and ensuring that all assessments are conducted fairly, ethically, and in compliance with RTO Standards 2025, ASQA guidelines, and NCVER reporting obligations. This policy outlines expectations for students, detection and management of academic misconduct, and the consequences of breaches, ensuring procedural fairness and transparency.

Scope

This policy applies to all NBIA students, trainers, assessors and staff involved in the assessment and delivery of all qualifications and courses.

Definitions

- Academic Fraud: Misconduct allowing a student to obtain unfair advantage through false representation.
- Academic Integrity: Producing and presenting work honestly, ethically, and responsibly.
- Academic Misconduct: Conduct that provides an unfair academic advantage, including plagiarism, collusion, and contract cheating.
- Cheating: Using unauthorized assistance to gain advantage (e.g., paying another person to complete work).
- Contract Cheating: Engaging another person to complete work and submitting it as one's own, including substantial edits or modifications by another party.
- Collusion: Secret collaboration with others to gain unfair advantage.
- Plagiarism: Using all or part of another person's work without proper acknowledgment.
- Self-Plagiarism: Re-submitting one's own previous work without disclosure or proper referencing.
- Inappropriate Citation/Paraphrasing: Misrepresenting sources, citing unread sources, or paraphrasing without proper attribution.
- Procedural Fairness: Decision-making that is unbiased, reasonable, and provides opportunity for students to respond.
- Reasonable Adjustment: Modifications to assessment methods or conditions to support students with disability or exceptional circumstances, without compromising competency standards.
- Referencing Systems: Standardised methods for acknowledging the work of others.

Responsibilities

- Compliance Manager, Training Manager, Student Support Lead, Trainers/Assessors are responsible for maintaining academic integrity.
- Students are responsible for submitting work honestly, citing sources correctly, and seeking support if unsure about academic practices.

- Trainers/Assessors must monitor, detect and manage potential misconduct using tools like Turnitin and provide guidance to students.

Student Obligations

- Submit original work in accordance with assessment requirements.
- Seek guidance if uncertain about referencing, paraphrasing, or research ethics.
- Comply with this policy and the Assessment Submission and Resubmission Policy.
- Participate in preventive education on plagiarism and academic integrity.

Use of Artificial Intelligence (AI) Tools and Generative AI

- Students may use AI tools (e.g., ChatGPT, other generative AI) only where explicitly permitted by the assessment instructions.
- Any work generated by AI must be clearly acknowledged and referenced, following NBIA's referencing standards.
- Submitting AI-generated content as entirely your own work without disclosure constitutes plagiarism and academic misconduct.
- Trainers and assessors may verify the authenticity of student work, including the use of AI detection tools, such as Turnitin, where appropriate.
- Students are encouraged to use AI tools as a learning aid, not as a substitute for demonstrating their own knowledge, skills or critical thinking.

Detection of Academic Misconduct

- Trainers and Assessors will actively plan to detect misconduct, including plagiarism, collusion, and contract cheating.
- Tools such as Turnitin or similar software will be used to identify potential issues.
- Misconduct may range from minor referencing errors to large-scale plagiarism.
- Staff will exercise judgment in proportionate responses:
 - Minor infringement – feedback and guidance on correct referencing.
 - Formal warning – resubmission required.
 - Serious infringement – fail assessment and escalation.

Investigation and Procedural Fairness

- Suspected misconduct must be reported to the Training Manager and/or Compliance Manager using NBIA templates.
- The Training Manager will review allegations, gather evidence, and determine outcomes.
- Students will be informed within 10 working days of the investigation and any decisions.
- Students have the right to appeal decisions internally under the Complaints and Appeals Policy and externally to:
 - ASQA Complaints: www.asqa.gov.au/complaints
 - National Training Complaints Hotline: 13 38 73

Consequences of Academic Misconduct

1. First or minor infringement:
 - Feedback and guidance for resubmission.
2. Serious or repeated infringement:
 - Assessment marked as Not Yet Competent (NYC).
 - Students may lose the right to resubmit under the Assessment Submission and Resubmission Policy.
 - May require repeating the unit/course with applicable fees.
3. Collusion or contract cheating involving multiple students:
 - All students involved may be marked Not Yet Competent (NYC) and subject to sanctions.
4. Repeat offenders:
 - Breach of the Student Code of Conduct; additional disciplinary action may be applied, including course withdrawal.

Preventive Measures

- NBIA provides training, guidance, and resources to help students understand academic integrity.
- Assessment tasks are designed to minimise opportunities for misconduct.
- Students are expected to use Turnitin and other integrity tools when submitting assessments.
- Reasonable adjustments will be considered for students with exceptional circumstances without compromising competency requirements.

Assessment Impact

- Assessment outcomes will not be finalised until the investigation and any appeal process are concluded.
- Students who commit misconduct may forfeit additional resubmissions and assessments may be recorded as Not Yet Competent (NYC).

Withdrawing a student

Students found to have intentionally and/or repeatedly plagiarised may be withdrawn from their enrolment. No refund of fees paid will apply.

Policy Review

This policy is reviewed annually or following regulatory changes to ensure compliance with:

- RTO Standards 2025
- ASQA Guidelines
- NCVER reporting obligations
- Australian Consumer Law

Harassment, Sexual Harassment and Discrimination Policy

Purpose

NBIA is committed to providing a safe, respectful, and inclusive learning and working environment. Harassment, sexual harassment, discrimination, bullying, or victimisation of any kind is not tolerated. Everyone has the right to study, work and participate in NBIA activities free from inappropriate behaviour.

Scope

This policy applies to all students, staff, trainers, assessors, contractors, and visitors in all NBIA learning and working environments, whether online, in-person, or offsite (including placements or internships).

Policy

- Harassment is unwelcome behaviour that offends, intimidates or humiliates a person.
- Sexual Harassment is unwelcome behaviour of a sexual nature that makes someone feel offended, intimidated, or humiliated. It can include unwanted comments, jokes, gestures, images, or physical contact.
- Discrimination occurs when a person is treated less favourably because of personal characteristics such as gender, age, race, disability, sexual orientation, religion, pregnancy, family responsibilities, or other protected attributes under law.
- Bullying is repeated, unreasonable behaviour that creates a risk to health and safety.
- Harassment, discrimination or bullying can happen to anyone, regardless of role, status, or background.
- All members of the NBIA community share responsibility for preventing, reporting and addressing such behaviour.
- NBIA will take prompt, fair, confidential and procedurally fair action to resolve complaints. Retaliation against anyone who raises a concern will not be tolerated.

Procedure

1. Reporting
 - Any student, staff member, or participant may report harassment, discrimination, or sexual harassment to the Student Support Leader, Compliance/Training Manager, or the CEO.
 - Reports may be made verbally or in writing and support will be provided in making a formal complaint, if required.
2. Investigation
 - NBIA will investigate complaints promptly, confidentially and objectively.
 - All parties will be treated with respect and fairness, and support (such as counselling or advocacy) will be made available.

3. Resolution

- Outcomes may include counselling, mediation, formal warnings, changes to study/work arrangements or disciplinary action (including suspension or termination of enrolment or employment, if necessary).

4. External Escalation

- If a complaint cannot be resolved internally, or if a person wishes to escalate, they may contact relevant external agencies such as:
 - Australian Human Rights Commission
 - Fair Work Commission
 - WorkSafe Victoria (for workplace health and safety matters)
 - Equal Opportunity and Human Rights Commission (Vic)

Privacy Policy

Purpose

NBIA is committed to protecting the privacy and confidentiality of personal information of students, staff, and clients. This policy ensures compliance with:

- Privacy Act 1988 (Cth)
- Data Provision Requirements 2012
- VET Data Policy
- Standards for RTOs 2025 (Clauses 1.7, 1.8, 7.4)
- Australian Consumer Law (ACL)

It explains how NBIA collects, stores, uses, and discloses personal information, including your rights regarding access and correction.

Scope

This policy applies to all students, staff, trainers, assessors, and contractors engaged with NBIA.

Collection of Personal Information

When you enrol in an NBIA course, we collect personal information necessary for:

- Identification and communication
- Enrolment and course administration
- Issuing qualifications and Statements of Attainment
- Monitoring, evaluation, and quality assurance of VET programs

Information collected may include:

- Name, date of birth, contact details, nationality
- Academic records, assessment results, and enrolment history
- Demographic data (gender, ethnic origin, employment status) to support reporting and special learning requirements

All personal information is collected directly from the student wherever possible.

Storage of Personal Information

- Information is stored securely in both electronic and hard copy formats.
- Access to stored information is restricted and controlled by authorised NBIA staff only, under the oversight of the CEO.
- Records are retained for 30 years in compliance with RTO obligations.
- NBIA implements technical and organisational measures to prevent loss, misuse, or unauthorised access.

Use of Personal Information

Your personal information may be used to:

- Provide and manage educational and training services

- Communicate updates on courses, events, and administrative matters
- Improve training and assessment services and develop courses in line with best industry practice
- Conduct research, reporting, and statistical analysis

Disclosure of Personal Information

NBIA may disclose personal information to:

- NCVER under the Data Provision Requirements 2012 for statistical, regulatory, and research purposes
- Government departments and agencies, including DET, OTTE, ATO, DIMIA, or equivalent bodies
- Employers for employer-funded training
- Schools for school-based VET programs
- Authorised representatives, such as agents, legal representatives, or family members
- Professional advisers, including auditors and lawyers
- Researchers and organisations conducting student surveys

NCVER Data Collection

NBIA provides your personal information to NCVER, which may include:

- Enrolment and training activity data
- Course outcomes and assessment information
- Contact details for student surveys

NCVER may use this information to:

- Issue authenticated VET transcripts and qualifications
- Conduct sector research and statistical analysis
- Inform policy, workforce planning, and consumer information
- Administer and monitor VET programs

Participation in NCVER surveys is optional, and you may opt out when contacted. NCVER handles your information according to its own privacy policies (www.ncver.edu.au).

Student Declaration and Consent

By enrolling with NBIA, students:

1. Declare that the personal information provided is true and accurate to the best of their knowledge.
2. Consent to NBIA collecting, using and disclosing personal information in accordance with this policy.
3. Understand that information may be provided to NCVER and other authorised bodies for the purposes outlined above.

Accuracy and Access

- NBIA takes reasonable steps to ensure personal information is accurate, complete and up to date.
- Students should notify NBIA of changes to personal information, such as name, address or contact details.
- Students may request access or correction to their personal information by contacting the RTO Manager in writing.

Security of Personal Information

- NBIA implements measures to protect against unauthorised access, misuse or loss.
- Access to student records is limited to authorised staff.
- Electronic systems are protected via passwords, encryption and access control.

Student Information Management

- Student participation and progress records may be collected in-person, by mail or electronically.
- Information is available to staff and students in accordance with training, assessment and privacy requirements.
- Teaching and assessment procedures are flexible to meet individual student needs, while maintaining secure identification and data handling.

Payments and Refunds Policy

Purpose

NBIA is committed to fair, transparent and consistent payment and refund practices. This policy ensures compliance with the Standards for RTOs 2025, ASQA requirements and the Australian Consumer Law (ACL) and provides students with clear information regarding fees, payment terms and refund eligibility.

Scope

This policy applies to all students enrolling in NBIA courses, including short courses, online programs and accredited qualifications.

Policy

- Students will be informed of all course fees, charges and payment terms prior to enrolment.
- Payment can be made via Credit Card, Electronic Funds Transfer (EFT) or Ezypay instalment plans.
- For courses of 12 months or longer, an initial upfront payment of \$1,500 is required. This fee is non-refundable, except in cases of provider default or as required by law.
- All courses are non-transferable

Ezypay Payment Plans

- NBIA offers Ezypay payment plans to assist students with managing course fees.
- Students opting for Ezypay will enter into a direct debit agreement for regular instalments.
- Students are responsible for ensuring payments are made on time in accordance with their plan.
- Missed or past due payments may result in suspension of course access until the account is up to date.
- Any disputes regarding Ezypay payments can be raised with Student Support and NBIA will work with students to resolve financial difficulties fairly.
- Ezy Pay will charge a past due payment fee for any late or missed payments.
- Ezy Pay will charge a once off, initial set-up fee of \$2.20.

Refund Eligibility Table

Circumstance	Refund Eligibility	Conditions / Notes	Processing Time
After Course Commencement	No refund, except under Provider Default or Compassionate/Compelling Circumstances	-	-
Provider Default (course cancelled, discontinued, or materially changed)	Full refund or transfer to another course of equivalent value	Student may choose preferred option	Within 20 business days

Compassionate / Compelling Circumstances (serious illness, bereavement, unforeseen hardship)	Special Considerations reviewed	Evidence required; approval by NBIA Management	Within 20 business days
Appeals	Refund decisions may be appealed	Handled under Complaints & Appeals Policy	As per policy timelines

Additional Payment Terms

- Overdue invoices may incur an administration fee of \$25 or 7% of the course fee, whichever is greater.
- Withdrawal, cancellation or suspension of enrolment does not cancel the obligation to pay outstanding fees or instalments.
- NBIA reserves the right to suspend access to training services until payments are brought up to date.
- Students experiencing financial hardship are encouraged to contact Student Support to arrange alternative payment plans.
- NBIA may utilise a debt recovery agency for long-term outstanding amounts.

Refund Payment Method

- Refunds will be returned using the original payment method, unless otherwise agreed with NBIA.
- Students who withdraw, cancel or discontinue enrolment before completing a qualification are eligible to receive a formal Statement of Attainment at no additional cost, provided all fees are paid in full.

Communication and Transparency

- All fees, conditions and refund policies are clearly communicated prior to enrolment.
- Students have the right to request clarification or raise concerns regarding fees and refunds via Student Support.

Compliance

- This policy ensures NBIA complies with:
 - Standards for RTOs 2025 (Clauses 5.3, 7.3, 7.4)
 - Australian Consumer Law (ACL)
 - ASQA Regulatory Guidelines

Conduct Policy

Purpose

The purpose of this policy is to ensure a safe, respectful and productive learning environment for all students, staff and trainers, whether learning occurs on-campus, online or in a blended format. This policy aligns with the Standards for RTOs 2025, ASQA requirements, and relevant Commonwealth and State legislation, including the Work Health and Safety Act 2011, Equal Opportunity Act 2010 (Vic), Disability Discrimination Act 1992 and Sex Discrimination Act 1984.

Scope

This policy applies to all students, staff, trainers, and assessors engaged in NBIA training programs, whether delivered in-person or online.

Students are expected to:

1. Maintain courteous, professional and non-discriminatory behaviour at all times.
2. Respect the rights, privacy and dignity of others, including trainers, assessors, peers and staff.
3. Respect property, equipment and facilities provided by NBIA.
4. Avoid disruptive behaviour, harassment or aggressive actions, whether in-person or online.
5. Follow NBIA rules regarding:
 - Smoking, alcohol and food/drink in training areas (or online equivalents, e.g., professional video conferencing etiquette).
 - Appropriate clothing, appearance and behaviour suitable for a professional learning environment.
 - Mobile phone and device usage during classes, tutorials and online meetings.
6. Engage responsibly in online learning, including:
 - Participating in online forums, discussion boards and study groups respectfully.
 - Using professional language in written and verbal communication.
 - Refraining from posting offensive, discriminatory or disruptive content.
7. Communicate professionally with assessors and trainers, adhering to timelines, feedback protocols and academic integrity standards.
8. Collaborate fairly in group activities, giving all participants equal opportunity to contribute.

Trainers and assessors are required to:

1. Model professional and respectful behaviour in all interactions.
2. Facilitate inclusive learning environments where students feel safe and supported.
3. Provide timely and constructive feedback on assessments.
4. Monitor student engagement and intervene where conduct issues arise.
5. Ensure online platforms are moderated to prevent harassment, disruptive behaviour or misconduct in forums, chats or group activities.

Disciplinary Procedures

NBIA uses a tiered approach to manage breaches of conduct:

Minor breaches:

- Examples include low-level disruption, casual rudeness or minor breaches of online etiquette.
- A verbal or written warning will be issued.
- Repeated minor breaches may result in further action, including restricted online access or formal meetings with the Training Manager.

Major or repeated breaches:

- Examples include harassment, bullying, discrimination, academic misconduct, aggressive behaviour or unsafe conduct.
- May result in immediate disciplinary action, including suspension or removal from the course.
- Serious incidents are escalated to the CEO for resolution.

Investigation and Procedural Fairness

- All alleged breaches will be investigated promptly and objectively, following principles of procedural fairness.
- Students will have the opportunity to respond to allegations before a decision is made.
- Investigations may include consultation with trainers, assessors, and peers and may review online communications, assessment submissions and participation records.
- Outcomes, including disciplinary actions, will be documented in writing and students have the right to appeal under the Complaints & Appeals Policy.

Online Learning Considerations

- NBIA expects students to maintain professional online conduct, including:
 - Respecting confidentiality and privacy in video conferencing sessions.
 - Avoiding disruptive behaviour such as interrupting, using offensive language or sharing inappropriate material.
 - Using online collaboration tools (forums, shared documents, study groups) responsibly and respectfully.
- Trainers and assessors will monitor online learning interactions and take appropriate action in the event of misconduct.

Compliance

This policy ensures NBIA complies with:

- Standards for RTOs 2025, Clauses 1.7, 1.8, 6.1, and 7.4
- Australian Consumer Law (ACL)
- Work Health & Safety Act 2011 (Cth & Vic)

- Equal Opportunity, Anti-Discrimination, and Disability legislation

NBIA Complaints and Appeals Procedure

Purpose

This procedure ensures that students can raise complaints or appeals relating to:

- Assessment decisions and outcomes
- Training delivery and services
- NBIA policies or procedures
- Discrimination, bullying, harassment or sexual harassment
- Any other concerns affecting the student's learning experience

NBIA is committed to fair, transparent and timely resolution of all complaints and appeals in accordance with RTO Standards 2025, ASQA requirements and relevant Commonwealth and State legislation. No student will be victimised for lodging a complaint or appeal.

Scope

This procedure applies to all students, trainers, assessors and staff engaged with NBIA.

Principles

NBIA ensures that complaints and appeals are:

- Handled with procedural fairness: All parties have the right to be heard, to present evidence and to respond to claims
- Managed in a timely manner: Acknowledgement within 5 working days; resolution within 20 working days, wherever possible
- Confidential: Information is shared strictly on a need-to-know basis
- Accessible: Students are provided clear instructions and support to lodge complaints or appeals
- Free from victimisation or retaliation

Procedure

Step 1 – Informal Resolution

Students are encouraged to attempt resolution directly with the relevant trainer or assessor via:

- Email: info@nbia.edu.au
- Phone: +61 3 9584 0900
- Chat in online learning portal

Trainers/assessors will:

- Record the discussion in writing
- Attempt to resolve the issue promptly
- Escalate to Step 2 if unresolved

Step 2 – Formal Submission to Student Support Leader

If informal resolution is unsuccessful, students may submit a formal complaint or appeal in writing to the Student Support Leader.

The formal process includes:

1. Acknowledgement of the complaint within 5 working days
2. Investigation following procedural fairness:
 - Gathering all relevant evidence
 - Allowing the student to present their case
 - Considering all relevant circumstances
3. Resolution communicated in writing within 20 working days
4. Recordkeeping: All documentation retained securely in line with Privacy Policy and RTO record-keeping requirements

Step 3 – Escalation to CEO

If unresolved at Step 2, students may escalate the matter to the CEO.

- CEO reviews the case, including all documentation and investigation findings
- Students are informed in writing of the final internal decision
- The decision may confirm, modify or overturn previous outcomes

Step 4 – External Resolution

If the complaint or appeal remains unresolved, students may seek independent external review, including:

- ASQA: National Regulator for RTO compliance – www.asqa.gov.au
- National Training Complaints Hotline: <https://www.dese.gov.au/national-training-complaints-hotline>
- Legal advice or mediation, including referral via the Law Institute of Victoria: 470 Bourke Street, Melbourne, VIC 3000, Tel: (03) 9602 5000

External resolution does not limit NBIA's internal obligations under the Standards for RTOs 2025.

Timeframes

Stage	Acknowledgement	Resolution
Informal	Within 5 working days	Within 10 working days
Formal (Student Services Manager)	Within 5 working days	Within 20 working days
CEO review	Within 5 working days	Within 20 working days
External escalation	N/A	As per external body guidelines

NBIA may extend timeframes if there are valid reasons, but students will be informed in writing of the extension and reasons.

Recordkeeping

All complaints and appeals, including investigation notes, evidence and outcomes are maintained securely for at least 30 years in accordance with RTO Standards 2025. Records may be audited by regulatory bodies such as ASQA.

Confidentiality

- Only relevant staff will have access to information during the investigation
- Students may request a support person during any stage of the process
- NBIA will ensure that privacy is maintained in accordance with the Privacy Policy and the Privacy Act 1988 (Cth)

Monitoring and Continuous Improvement

- NBIA regularly reviews complaints and appeals to identify systemic issues and improve training, assessment, and services
- Outcomes may inform:
 - Staff professional development
 - Policy and procedure updates
 - Training delivery improvements

Regulatory Requirements

NBIA complies with all current Commonwealth and State legislation and relevant regulatory standards, including the Standards for RTOs 2025, to ensure a safe, fair and compliant learning environment. Compliance is maintained through regular reviews, audits and continuous improvement practices.

1) Occupational Health & Safety (OHS / WHS)

NBIA is committed to ensuring the health, safety, and wellbeing of all students, staff and visitors in both physical and online learning environments.

a) Commonwealth Legislation

- Work Health and Safety Act 2011 (Cth)
- Occupational Health and Safety (Commonwealth Employment) Act 1991

b) Victoria (State) Legislation

- Occupational Health and Safety Act 2004 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)

2) Workplace Harassment, Victimisation, and Bullying

NBIA has a zero-tolerance approach to harassment, bullying and victimisation in the workplace and online learning spaces.

a) Commonwealth Legislation

- Fair Work Act 2009 (Cth) – workplace bullying and general protections
- Sex Discrimination Act 1984 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)

b) Victoria (State) Legislation

- Equal Opportunity Act 2010 (Vic)
- Racial and Religious Tolerance Act 2001 (Vic)

3) Anti-Discrimination and Equal Opportunity

NBIA ensures all students and staff are treated fairly, without discrimination or harassment. Commonwealth Legislation:

- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986

Victorian Legislation:

- Equal Opportunity Act 2010 (Vic)

- Racial and Religious Tolerance Act 2001 (Vic)

4) Vocational Education and Training (VET) Regulation

NBIA operates in full compliance with VET legislation and standards:

a) Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011 (Cth)
- VET Quality Framework and Standards for RTOs 2025
- Data Provision Requirements 2012

b) Victoria (State) Legislation

- Education and Training Reform Act 2006 (Vic)
- Vocational Education and Training Act 2010 (Vic)

5) Apprenticeships and Traineeships

NBIA ensures compliance with apprenticeship and traineeship obligations including enrolment, assessment and reporting requirements.

a) Commonwealth Legislation

- Fair Work Act 2009 (Cth) – Modern Awards and apprenticeship regulations
- National Vocational Education and Training Regulator Act 2011 (Cth)

b) Victoria (State) Legislation

- Education and Training Reform Act 2006 (Vic)
- Apprenticeship and Traineeship Regulations under the Vocational Education and Training Act 2010 (Vic)

6) Other Regulatory Obligations

- Privacy and Data Protection: Privacy Act 1988 (Cth) and VET Data Policy
- Consumer Protection: Australian Consumer Law (Schedule 2, Competition and Consumer Act 2010 (Cth))
- Student Support and Accessibility: Disability Discrimination Act 1992 (Cth) and Equal Opportunity Act 2010 (Vic)

NBIA ensures all policies, procedures, and training practices comply with these regulations, including online study environments, communication and assessment practices. Compliance is monitored regularly through internal audits, risk assessments and continuous improvement processes.

Document Version

This document was updated on 13/10/2025. It is accurate at this time.

The student handbook may be updated to reflect current policies and procedures and alignment with the regulatory requirements of ASQA and the RTO Standards. The latest version of the Student Handbook is available via the NBIA website.