Learner Handbook

RTO 46529

Connect:

Connect
Business Academy

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Message from the CEO.

Welcome to Connect Business Academy (CBA).

We are excited to have you join our community and to be part of your learning journey as you take the next exciting step in your personal and professional development.

At CBA, we see education as the link between where you have been and where you want to go. Every skill, challenge, and ambition is one of the dots that make up your story. When you connect those dots through learning, you empower your future.

Our nationally recognised courses in Business, Leadership and Management, and Entrepreneurship and New Business are designed to do more than deliver knowledge. They build your confidence, sharpen your practical skills, and prepare you to make a real impact in your workplace, your community, and your future career.

From your first login to the moment you graduate, our team of passionate trainers, assessors, and support staff are here to guide you every step of the way. You will have access to people who care about your success, who understand real-world challenges, and who have been where you are now and achieved the kind of success that education makes possible.

You are welcome here. At CBA, diversity and inclusion are not policies; they are who we are. Our strength lies in the individuality of every learner who joins us. We celebrate different perspectives, backgrounds, and experiences because they make our community stronger, our discussions richer, and our learning more relevant to the world we live and work in. Everyone belongs here, and everyone's voice matters.

I encourage you to make the most of every resource, every conversation, and every learning opportunity. Stay curious, stay determined, and remember that your learning is the greatest investment in yourself. It is the bridge between where you are now and where you want to go.

On behalf of everyone at Connect Business Academy, welcome. We are proud to walk this journey with you and look forward to celebrating your success.

Warm regards,



Andrew Sisley.
CEO | Connect Business Academy

1. About Connect Business Academy.

1.1 Vision, Mission, and Values.

At CBA, our vision is to help every learner realise their potential and build a future they are proud of. We believe education should be accessible, flexible, and practical, connecting prior experience with the skills and knowledge needed for the future.

Our mission is to deliver nationally recognised courses that empower learners to lead, create, and achieve meaningful success in business, leadership, and entrepreneurship. We deliver education that is built for the real world, where learning is applied, confidence grows, and outcomes matter.

Our Values

- Integrity: We do what is right, not just what is easy.
- Excellence: We pursue the highest standards in everything we do.
- Respect: We value every individual and the contribution they bring.
- Diversity and Inclusion: We believe everyone belongs, and our strength lies in our differences.
- Growth: We learn, adapt, and continuously improve to create lasting impact.

These values guide every decision, interaction, and learner experience at CBA.

1.2 Our Courses and Learning Model.

All accredited courses delivered by CBA are nationally recognised under the Australian Qualifications Framework (AQF). Our training and assessment are delivered through a structured, high-quality learning model designed to support fair, consistent, and meaningful outcomes for every learner.

Our Learning Model

- Flexible Online Delivery: Learn anywhere, anytime, at your own pace.
- Real-World Focus: Each course blends practical application with professional relevance.
- Personalised Support: Trainers and assessors mentor, guide, and provide feedback throughout your studies.
- Inclusive Community: We celebrate diversity, collaboration, and connection; everyone belongs and every voice is valued.

Through this approach, CBA creates a learning experience that is engaging, empowering, and built for lasting success.

2. Our Commitment to Quality and Compliance.

CBA operates with integrity, transparency, and continuous improvement. Every learner experience, from enrolment to graduation, reflects our belief that quality education and strong governance go hand-in-hand.

CBA is a nationally registered training organisation (RTO) that upholds the 2025 RTO Standards, the Australian Qualifications Framework (AQF), and all relevant Commonwealth and State legislation. These frameworks ensure that every training product we deliver meets Australia's national benchmarks for quality, recognition, and learner protection.

Quality at CBA is not a single policy or procedure, it is the way we think, plan, and act. Our systems ensure that:

- Trainers and assessors are qualified, industry-experienced, and supported in their professional development.
- Assessment tools and resources are current, valid, reliable, and fair.
- Courses remain aligned with industry needs and regulatory standards.
- Communication with learners is clear, accurate, and timely.
- Decisions are documented, reviewed, and improved through feedback and internal audit.

Compliance is everyone's responsibility at CBA. It underpins our reputation, protects our learners, and strengthens the value of the AQF certification that we issue.

True quality goes beyond meeting minimum standards, it is achieved through excellence and continual improvement. Feedback from learners, staff, and industry partners helps us refine courses, enhance outcomes, and maintain the highest standards of vocational education and training.

By choosing CBA, you can be confident your learning journey is supported by an organisation that values ethical practice, continuous improvement, and accountability in every aspect of its work.

3. The Australian VET System.

Australia's Vocational Education and Training (VET) system provides people with the skills and knowledge to succeed in the workplace. It focuses on practical, job-ready learning that helps individuals build careers, contribute to industry, and strengthen the economy.

VET qualifications are nationally recognised. The skills you gain through training are valued by employers and industries across Australia, regardless of where you study or work.

Training in the VET sector is delivered by Registered Training Organisations (RTOs) approved by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training that meets quality and compliance requirements. As a registered RTO, CBA ensures every course, assessment, and learner experience aligns with the 2025 RTO Standards and the AQF.

The AQF sets the national policy for qualifications in Australian education and training. It defines how qualifications relate to each other, from Certificate I through to higher-education degrees. CBA's accredited courses sit within this framework, meeting consistent national standards for learning outcomes, assessment, and recognition.

The VET system connects learning with industry needs. Every training product is developed in consultation with employers, industry bodies, and subject experts to ensure what you learn reflects real-world expectations. When you graduate, you will hold a nationally recognised AQF certification and the confidence to apply your skills in the workplace.

By studying within the VET system, you become part of a nationally connected network that values lifelong learning, practical outcomes, and professional growth. Whether you are beginning a new career, building existing skills, or preparing to lead others, your AQF certification through CBA places you within one of the most respected education systems in the world.

4. The CBA Learning Experience.

Learning with CBA is flexible, supportive, and practical. Our goal is to make your study experience engaging and achievable, no matter where you are or how you learn best. Every learner joins a community built on respect, encouragement, and shared success.

4.1 How We Deliver Learning.

CBA delivers all training products through an online model that fits around real-life commitments. You can study at your own pace from anywhere in Australia while staying

connected to experienced and passionate trainers who guide and support you throughout your learning journey.

Learning materials are interactive and easy to follow, combining theory with activities that help you apply new knowledge in realistic workplace situations. Assessments are designed to measure practical understanding, so you demonstrate real-world competence as you progress.

4.2 Trainer and Assessor Support.

Our trainers and assessors are experienced industry professionals who understand what success looks like in the workplace. They hold the qualifications they teach and bring genuine leadership and entrepreneurial experience to every interaction. They have built and managed their own businesses, led teams, and worked across diverse industries, so they know what it takes to apply learning to the real world. Having walked the path you are on, they bring years of practical insight to every interaction.

From your first login, you will have direct access to trainers who provide feedback, answer questions, and help you stay on track. You can contact your trainer or the learner-support team through the learning-management system, email, or scheduled online meetings.

Support at CBA is proactive. We check in regularly to make sure you are confident in your studies and have what you need to succeed. If challenges arise, we work with you to find solutions early so you can keep moving forward.

4.3 Learner Engagement and Connection.

Even though you study online and at your own pace, you will always have clear lines of support. You will receive timely feedback on assessments, guidance on next steps, and clear instructions for what to do if you need help. When helpful, your trainer may schedule a short one-on-one call to clarify requirements, plan progress, or discuss workplace examples.

We value open communication and encourage every learner to ask questions and stay connected with their trainer. Each conversation helps bring course concepts to life and gives you the chance to apply your learning to real situations in your own workplace or business.

4.4 Our Promise to Learners.

CBA ensures that your learning experience is:

- Accessible and flexible, with clear guidance at every step.

- Supported by responsive trainers and staff who care about your progress.
- Focused on practical outcomes that strengthen your professional goals.
- Inclusive, respectful, and safe for everyone.

Learning at CBA is about more than completing an accredited course; it is about developing the confidence, capability, and mindset to grow personally and professionally.

5. Pre-Enrolment Information.

Choosing the right course is an important step in your learning journey. Before you enrol, you must have access to clear, accurate, and current information so that you can make an informed decision about your study options and financial commitments.

CBA provides transparent information to every prospective learner. We want you to understand what you are studying, how it is delivered, what support is available, and the skills and knowledge you can expect to develop by the end of your course.

5.1 Course Information.

Detailed information about each accredited course is available on our website and explains:

- Training product code and title.
- Number of units of competency and how they are grouped into core and elective units.
- Duration and mode of study.
- Entry requirements or prerequisites.
- Total cost, payment options, and refund policy.

If you are unsure which course best fits your goals, you can contact our learner-engagement team for guidance. They will help you match your experience, aspirations, and future plans with the course completion most suitable to your needs.

5.2 Informed Decision-Making.

Before enrolling, you will receive a copy of this Learner Handbook and other pre-enrolment documents, including the Fees and Refund Policy and the Complaints and Appeals Policy. These documents outline your rights and responsibilities as a learner and the services and support you can expect from CBA. All pre-enrolment information is freely available on our website so that you can review it at any time before making a decision.

You will also complete a short pre-enrolment review. This process confirms that the course is the right fit for you, that you meet any entry requirements, and that the learning environment and resources suit your needs. Your language, literacy, numeracy and digital (LLND) capability and potential support needs are also considered during the enrolment process in accordance with CBA's LLND Policy and Procedure.

We encourage you to ask questions, advise us of any individual learning or access needs, and take the time to read all information carefully before committing to your enrolment.

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

CBA recognises that many learners bring valuable skills, knowledge, and experience to their studies. Before you enrol, you will have the opportunity to discuss how your previous learning or work experience may count toward your AQF certification.

If you are interested in Recognition of Prior Learning (RPL) or Credit Transfer (CT), this can be explored during your pre-enrolment review. The detailed process, evidence requirements, and appeal options are outlined in Section 9 of this handbook.

5.4 Accuracy of Information.

All course information and promotional material provided by CBA is reviewed regularly to ensure that it remains accurate, complete, and compliant with the 2025 RTO Standards. If any information changes, we update our website and materials promptly and inform learners where relevant.

Taking the time to review this information before enrolling helps ensure that the course you choose aligns with your goals, abilities, and expectations.

6. Enrolment Process.

Enrolling with CBA is a straightforward process designed to make sure you have all the information and support you need before starting your studies. The steps below explain how we confirm your place, create your learner record, and prepare you to begin.

6.1 Step-by-Step Process.

1. Submit an Enquiry.
   You can enquire online through the CBA website, by email, or by phone. Our learner-engagement team will answer questions about courses, study options, and fees so you can decide what best suits your goals.

2. Pre-Enrolment Review.
   Before you enrol, we will guide you through a short pre-enrolment review to confirm that your chosen course is a good fit. This includes discussing your previous experience, current skills, available study time, access to technology, and any support you may need.

3. Foundation Skills (LLND) Consideration.
   As part of enrolment, CBA considers your language, literacy, numeracy and digital (LLND) capability and any potential support needs. You will ordinarily be asked to complete a short LLND skills assessment unless CBA determines that sufficient documented evidence of your prior education or training demonstrates the LLND capability required to undertake the course.

   Relevant evidence may include a completed qualification, successful completion of relevant nationally recognised units of competency, including units recognised through Credit Transfer, substantial completion of a relevant qualification, or other comparable formal study.

   Any exemption is considered on a case-by-case basis. If the available evidence is insufficient, or CBA has reasonable concerns about your readiness for study or potential support needs, you may still be asked to complete the LLND assessment.

4. Confirm Your Details.
   After your pre-enrolment review, we will ask you to complete the enrolment form in our online system and provide photo identification, a Unique Student Identifier (USI), and other information required to confirm your eligibility for enrolment. This includes information about your citizenship, residency or visa status where applicable. If you are an Australian permanent resident or otherwise hold an Australian visa, CBA will require relevant visa information so that your current visa status and, where relevant, your entitlement to undertake the proposed study in Australia can be verified through Visa Entitlement Verification Online (VEVO).

   Your enrolment details will also include your selected course, study mode, and any RPL or CT options discussed during pre-enrolment.

5. Review and Acceptance.
   Once your information has been verified, you will receive an Enrolment Agreement that

confirms your course details, duration, and fees. Review this document carefully to make sure all details are correct, then accept your agreement online to confirm your place.

6. Payment and Access.
   When payment or a payment plan has been arranged, your enrolment will be finalised. You will receive a welcome email with your login details for the learner portal and key information to help you get started.

6.2 Unique Student Identifier (USI).

Every learner undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). A USI is a personal 10-digit code that links all your nationally recognised training records and results into one secure online account. It stays with you for life and can be used to view and share your training history at any time.

The USI system is managed by the Australian Government under the Student Identifiers Act 2014 and helps protect the integrity of your qualification records.

You must provide your USI before CBA can issue any Statements of Attainment or qualifications. If you do not already have a USI, you can create one for free at usi.gov.au using a form of identification such as a driver licence, Medicare card, or passport.

If you have misplaced your USI or need help creating one, CBA can guide you through the process. Your USI is stored securely and used only for legitimate training and compliance purposes in accordance with the Privacy Act 1988 (Cth).

6.3 Privacy and Information Security.

All personal information collected during enrolment is handled in accordance with CBA's Privacy Policy and the Privacy Act 1988 (Cth). Your details are stored securely, used only for legitimate training and compliance purposes, and never shared without your consent unless required by law.

6.4 After Enrolment.

Once your enrolment is confirmed and you have received your welcome email, you will have full access to the learner portal and your course materials. Take a moment to explore the platform, review your course outline, and note your trainer's contact details.

If you have any questions or need help getting started, our team is here to assist. We want your first experience with CBA to be smooth, confident, and supported from day one.

7. Fees and Payment Terms.

CBA believes that transparent, fair, and flexible fee arrangements are essential to a positive learner experience. Before you enrol, you will receive full details of all course fees, payment options, and refund conditions so you can make an informed decision.

7.1 Course Fees.

Each training product has a published total fee shown on our website and in the Enrolment Agreement. The total fee includes learning and assessment materials, trainer support, and access to the online learning portal.

There are no hidden charges. Any optional costs, such as replacement certificates, re-issuance of records, or re-assessment fees, are clearly outlined in the Fees and Refund Policy available on our website.

7.2 Payment Options.

CBA offers flexible payment arrangements to make study accessible. You may choose to:

- Pay an initial amount of up to $1,500 at the time of enrolment and pay the remaining balance progressively through a monthly payment plan.
- Opt for a payment plan (details available on each course page of our website).
- Pay in full if your course fees are employer funded.

Payment can be made by credit card, debit card, or electronic funds transfer. All payments are processed securely in accordance with the Privacy Act 1988 (Cth) and Australian Consumer Law requirements.

When a payment plan is selected, the schedule and total payable amount are clearly shown in your Enrolment Agreement. You will receive a tax invoice or payment receipt for every transaction.

7.3 Refunds and Cancellations.

CBA's refund arrangements are fair and transparent.
If you withdraw from your course more than five (5) business days before training begins, you

are eligible for an 80% refund of fees paid. If you withdraw within five (5) business days of course commencement, you are eligible for a 20% refund of fees paid.

Refunds are not generally available once training and assessment have commenced, except where approved by the CEO under compassionate or compelling circumstances, which may be considered on a pro-rata basis, or where CBA is unable to deliver the agreed services.

If CBA is unable to deliver the agreed training and assessment for any reason, learners will be offered a full refund of all fees paid for undelivered services. Alternatively, learners may choose to transfer to another suitable course offered by CBA or may elect to withdraw and enrol with another registered training organisation of their choice. To request a refund, learners must submit a written request to admin@connectba.edu.au. All refund requests are processed promptly and confirmed in writing.

7.4 Non-Payment of Fees.

Learners are expected to maintain payment in line with their agreed plan. If payments fall behind, access to course materials may be suspended until outstanding amounts are settled. CBA will always communicate with you first and provide reasonable opportunity to resolve any issues before taking action.

7.5 Fee Protection.

Your fees are protected by strict national regulations. CBA only collects a limited amount of pre-paid fees, as allowed under the 2025 RTO Standards, so you will never pay more than $1,500 in advance for training not yet delivered.

All payments are handled through secure systems and clear records of every transaction are kept. If CBA is ever unable to deliver your course as agreed, you will receive a full refund for any unused portion of your fees.

8. Training and Assessment.

At CBA, training and assessment are practical, engaging, and focused on helping you apply what you learn in real-world situations. Our aim is to ensure that every learner gains genuine skills and knowledge that can be used with confidence in the workplace.

8.1 Our Training Approach.

CBA's courses are delivered online, allowing you to study flexibly and at your own pace while receiving ongoing guidance from qualified trainers and assessors. Each course combines learning materials, applied activities, and assessments that reflect realistic business scenarios.

Learning is self-directed but fully supported. You can progress through your modules at times that suit your schedule and reach out to your trainer whenever you need clarification or feedback.

8.2 Assessment Principles.

All assessments at CBA follow the Principles of Assessment and the Rules of Evidence set out in the 2025 RTO Standards. This ensures that every assessment is:

- Fair: You are treated equally and given reasonable opportunity to demonstrate competence.
- Valid: Assessment accurately measures the skills and knowledge required for each unit of competency.
- Reliable: Assessment outcomes are consistent across learners and assessors.
- Flexible: Your individual needs and learning context are considered.

To demonstrate competence, your evidence must be:

- Valid: Directly related to unit requirements.
- Sufficient: Covers all aspects of competency.
- Current: Reflects your most recent skills and experience.
- Authentic: Your own work and performance.

8.3 Assessment Methods.

A variety of assessment methods are used across CBA's courses, including:

- Written and online knowledge questions.
- Case studies and workplace-based projects.
- Practical demonstrations or simulated business activities.
- Observation of performance via video submission or online meeting.

Where possible, you are encouraged to complete assessments in your own workplace to apply learning in a real environment. If this is not suitable, CBA provides access to the Bounce

Fitness simulated business environment, which offers realistic policies, procedures, and scenarios to replicate authentic workplace conditions.

8.4 Reasonable Adjustment.

CBA is committed to providing reasonable adjustment to support equitable participation in learning and assessment for learners with disability, including permanent, temporary, or episodic conditions that may substantially affect participation in education and training.

Reasonable adjustment refers to measures or actions taken to enable you to participate in training and assessment on the same basis as learners without disability. Adjustments are intended to reduce the impact of disability on your learning or assessment while maintaining the integrity of the training product, unit outcomes, and assessment requirements.

Reasonable adjustment at CBA is considered on a case-by-case basis and is determined through consultation with you and your trainer or the learner-support team. Adjustments must be reasonable for both you and CBA as the training provider and must not compromise the requirements of the relevant unit(s) of competency.

The following pre-approved reasonable adjustments may be applied to the assessment of the units in the training and assessment strategy:

- Assessments may be completed in simulated environments only where indicated in the particular assessment task.
- Presentations, meetings, consultations, coaching/mentoring sessions and other face-to-face or oral communique may be submitted in video format for observation by assessors.

All assessment-related reasonable adjustments must be documented and approved by the Compliance Manager. Any adjustment that may affect assessment integrity or training product outcomes must receive final approval from the CEO prior to implementation.

Reasonable adjustment does not lower academic standards, alter unit requirements, or guarantee successful completion. You are required to demonstrate competence against the same nationally recognised standards as all learners.

If you have a disability or health condition that may require reasonable adjustment, you are encouraged to discuss your needs as early as possible, preferably during the pre-enrolment review or at the commencement of training. Supporting evidence may be requested to assist in determining appropriate and reasonable adjustments. All information you share is treated confidentially and managed in accordance with privacy legislation.

Reasonable adjustment is distinct from extensions, deferrals, or other support provided for short-term personal circumstances, which are addressed under learner support, wellbeing, and course-progression arrangements elsewhere in this handbook.

8.5 Assessment Feedback.

After each assessment submission, your assessor will provide feedback outlining your results and any areas requiring improvement.

Each assessment task is marked as either Satisfactory (S) or Not Satisfactory (NS). You must achieve Satisfactory results in all tasks within a unit of competency to be awarded a final result of Competent (C) for that unit. If any task is Not Satisfactory, your result for the unit will be Not Competent (NC) until all requirements have been met.

8.6 Re-Assessment.

You will receive clear feedback outlining what needs improvement and be given one opportunity to resubmit within an agreed timeframe at no additional cost. Where further attempts are required after the free re-assessment, a re-assessment fee of $150 applies for each additional attempt.

8.7 Plagiarism and Authenticity of Work.

All work submitted must be your own. CBA uses various verification methods, including verbal questioning, video demonstrations, and authenticity declarations, to ensure that assessment evidence reflects each learner's personal skills and knowledge. Plagiarism or falsification of evidence may result in outcomes being invalidated, in accordance with CBA's Academic Integrity Policy.

8.8 Assessment Appeals.

If you disagree with an assessment decision, you have the right to appeal. Appeals must be lodged in writing within 7 (seven) business days of receiving your result. All appeals are handled fairly, transparently, and without disadvantage to the learner, in accordance with CBA's Complaints and Appeals Policy.

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

CBA recognises that every learner brings valuable experience, skills, and knowledge to their studies. The RPL and CT processes ensure that your previous learning is acknowledged and that you do not repeat training for skills you already hold.

9.1 Recognition of Prior Learning (RPL).

Recognition of Prior Learning is a detailed and comprehensive assessment process that allows you to demonstrate competence based on your existing knowledge and skills gained through work, life, or study experiences.

If you apply for RPL, a qualified assessor will map your evidence against the requirements of specific units of competency. Evidence may include:

- Work samples or project documentation.
- Employment or position descriptions.
- Letters of verification or references from employers.
- Records of training or professional development.
- A competency conversation with an assessor.

All RPL assessments follow the Principles of Assessment and the Rules of Evidence to ensure fairness, validity, and consistency.

RPL can reduce the amount of training required to complete your course. You will receive clear feedback on your outcome and any identified gaps that may require further study.

How long does the RPL process take?

The length of the RPL process varies for each learner. It depends on factors such as:

- How quickly you provide your evidence,
- The number of units you are applying for,
- The complexity of your work history, and
- How easily referees can be contacted for verification.

Some applications progress quickly, while others take longer where additional evidence, clarification, or verification is required.

Your assessor will keep you informed throughout the process and will advise you if further information is needed. Our priority is not speed, but ensuring that all decisions are fair, accurate, and based on genuine evidence of competence.

9.2 Credit Transfer (CT).

Credit Transfer applies when you have previously completed the same unit(s) of competency with another RTO. Suitably verifiable Statements of Attainment or qualifications can be used to grant credit for those units, removing the need to repeat learning already completed.

All CT applications are verified through the USI Registry System to confirm authenticity. Approved credit transfers are recorded on your training plan and reflected in your final AQF certification document.

9.3 Appeals and Support.

If you disagree with an RPL or CT outcome, you may request a review or appeal within seven (7) business days of being notified. All requests are handled in accordance with CBA's Complaints and Appeals Policy.

Learners can access support from trainers, assessors, or the learner-support team throughout the RPL and CT process. We are here to help you gather evidence and understand what is required so that your existing skills and knowledge are recognised accurately and fairly.

10. Learner Support and Wellbeing.

At CBA, every learner matters. We believe that genuine learning happens when people feel supported, respected, and confident in their ability to succeed. Our approach to learner support goes beyond academic success, it's about creating an environment where everyone feels valued, included, and equipped to reach their potential.

10.1 Our Support Philosophy.

Learning is a journey, and no two journeys look the same. That's why CBA provides individualised support from the moment you enquire through to graduation. Our team is here to help you overcome challenges, celebrate progress, and stay motivated throughout your studies. Support may include guidance from trainers and assessors, learning assistance, reasonable adjustments, or wellbeing referrals when personal circumstances affect your studies. Whatever you need, we will listen, respond, and work with you to find the best way forward.

10.2 Learning and Academic Support.

CBA provides structured learning and academic support designed to help you understand course requirements, stay engaged, and progress confidently through your studies. Support is delivered through CBA's online learning environment and direct access to trainers and support staff.

You can access learning and academic support through the following channels:

- Clear guidance within the online learning platform, including course outlines, assessment instructions, marking criteria, and submission guidance.
- Direct access to your trainer or assessor via the learning platform or email to ask questions and seek clarification on course or assessment requirements.
- Written assessment feedback that clearly identifies outcomes, required improvements, and next steps.
- Scheduled or ad-hoc check-ins initiated by your trainer where clarification or additional guidance is required.

Learning and academic support at CBA focuses on building your understanding and capability, not completing work on your behalf. Trainers provide guidance on expectations, structure, and approach, while you remain responsible for completing and submitting your own assessment work.

Where appropriate, trainers may also provide general guidance to help you develop study skills, time-management strategies, or confidence in navigating the online learning environment. If additional language, literacy, numeracy, or digital (LLND) support is identified, CBA will discuss suitable strategies with you, which may include adjusted timeframes, additional clarification, or referral to external support services where appropriate.

If you need additional help with learning, you are encouraged to contact your trainer or the learner-support team as early as possible. Early communication allows support needs to be identified and addressed before they affect your progress.

10.3 Reasonable Adjustment.

CBA is committed to equitable access to learning and support for learners with disability, including permanent, temporary, or episodic conditions that may affect participation in education and training.

Reasonable adjustment supports your access to learning and participation, while training and assessment-related adjustments are addressed separately in Section 8.4 Reasonable Adjustment. All reasonable adjustment is considered on a case-by-case basis, in consultation with you, and must be reasonable for both you and CBA as the training provider.

Within the learner support context, reasonable adjustment may include:

- Adjusted assessment timeframes, including extended submission periods where appropriate.
- Additional trainer guidance or structured check-ins to clarify assessment requirements.
- Flexible sequencing of learning activities, provided unit requirements and assessment integrity are maintained.

All reasonable adjustment maintains the integrity of the qualification requirements and does not alter unit outcomes or guarantee successful completion.

If you have a disability or health condition that may require reasonable adjustment, you are encouraged to discuss your needs as early as possible with your trainer or the learner-support team. All information you share is treated confidentially and handled respectfully in accordance with privacy legislation.

10.4 Access and Equity.

CBA is a place where people of LGBTQIA+ communities are welcomed and supported. Diversity and inclusion are part of who we are and we value the unique perspectives and experiences each learner brings. Our commitment to access and equity means that all learners, regardless of gender, culture, age, ability, religion, or background, have equal opportunity to participate and achieve. We actively foster a learning culture built on fairness, respect, and dignity. Any form of discrimination, harassment, or bullying is not tolerated and will be addressed promptly under our related policies and procedures.

CBA is committed to fostering a culturally safe learning environment for First Nations learners and recognises the importance of respecting Aboriginal and Torres Strait Islander cultures, perspectives, and identities within the learning experience.

10.5 Monitoring Progress and Early Intervention.

Your progress is monitored throughout your studies to ensure you are on track and receiving the support you need. Trainers review completion patterns, assessment results, and engagement in the learning portal. If signs of difficulty appear, we will contact you to discuss

what's happening and offer tailored solutions, for example, additional guidance, flexible timeframes, or study planning support. Our goal is always to help you succeed, not to penalise you for challenges along the way.

10.6 Wellbeing and Personal Support.

We recognise that life outside study can sometimes affect your ability to learn. If personal, health, or family issues arise, CBA provides a compassionate and understanding environment. While we are not a counselling or mental-health service, our team can listen, provide short-term support, and refer you to qualified external or community services when needed. If you are experiencing distress or crisis, please contact:

- Lifeline 13 11 14 – 24/7 crisis support.
- Beyond Blue 1300 22 4636 – mental health support.
- Head to Health headtohealth.gov.au – national mental-health resource hub.

Your wellbeing matters. Reaching out early helps us ensure you have the right support to keep your learning journey on track.

10.7 Continuous Improvement in Learner Support.

CBA continually reviews its learner support systems to ensure they remain effective, inclusive, and responsive to learner needs. Feedback gathered through surveys, informal conversations, assessment reflections, and completion outcomes is used to identify opportunities for improvement.

Our commitment to continuous improvement means that every piece of feedback, whether about accessibility, communication, or support quality, is valued and acted on. Regular review meetings ensure that adjustments, innovations, and staff training are implemented to strengthen the support we provide. By listening to our learners and acting on what we hear, CBA ensures its support services evolve alongside our community and continue to meet the highest standards of quality and care.

11. Learner Rights and Responsibilities.

At CBA, we believe that a respectful, transparent, and supportive environment allows everyone to succeed. Your rights as a learner are protected under Australian law and the 2025 RTO Standards. In return, you also share in the responsibility of contributing to a positive and inclusive learning community.

11.1 Your Rights as a Learner.

As a learner with CBA, you have the right to:

- Learn in a safe, inclusive, and respectful environment free from discrimination, harassment, and bullying.
- Receive clear, accurate, and timely information about your course, fees, policies, and progress.
- Access fair and transparent assessment processes that follow the Principles of Assessment and Rules of Evidence.
- Request reasonable adjustment if you have a disability or health condition affecting your study.
- Access support services to help you succeed academically and personally.
- Have your personal information protected in accordance with the Privacy Act 1988 (Cth) and CBA's Privacy Policy.
- Provide feedback, lodge a complaint, or appeal a decision without fear of disadvantage or bias.
- Receive nationally recognised certification on successful completion of your course.

11.2 Your Responsibilities.

With these rights come shared responsibilities. Learners are expected to:

- Treat all staff, trainers, and fellow learners with courtesy, respect, and professionalism.
- Participate actively in learning activities and submit assessments on time.
- Communicate openly with trainers and support staff if challenges arise that affect progress.
- Follow all CBA policies, procedures, and reasonable directions from staff.
- Maintain academic integrity; all work submitted must be your own.
- Use CBA's learning systems and communication channels responsibly and respectfully.
- Notify CBA promptly of any changes to your contact details or circumstances that may affect study.
- Meet agreed payment commitments as outlined in your Enrolment Agreement.

11.3 Academic Integrity.

CBA upholds the highest standards of honesty and integrity in learning and assessment. You are expected to produce and submit your own work. Plagiarism, cheating, or falsifying

evidence undermines the value of your AQF certification and may result in disciplinary action. If you are unsure how to correctly reference, acknowledge sources, or present your work, ask your trainer for guidance, we are here to help you maintain integrity while developing your skills.

11.4 Respectful Behaviour and Conduct.

CBA is a community built on respect. We expect all learners and staff to behave in ways that support a safe, inclusive, and positive learning environment. Behaviour such as harassment, discrimination, intimidation, or any conduct that harms others or disrupts learning is not acceptable. Any breaches of expected behaviour will be managed in line with CBA's policies and procedures and may result in warnings, suspension, or cancellation of enrolment in serious cases.

11.5 Confidentiality and Privacy.

CBA collects, stores, and uses personal information in line with the Privacy Act 1988 (Cth), the Student Identifiers Act 2014, and the 2025 RTO Standards. Your information is used only for legitimate training, compliance, and support purposes. It will never be shared without your consent unless required by law. Learners can request access to their records at any time by contacting the administration team.

12. Feedback, Complaints and Appeals.

CBA values open communication and continuous improvement. We see feedback as an opportunity to listen, learn, and make things better, not as criticism. Whether it's a compliment, suggestion, or concern, your input helps us improve the learner experience and the quality of our services.

12.1 Feedback.

Feedback is welcomed at any time and can be provided through:

- Course evaluation surveys and completion feedback forms.
- Informal conversations with trainers, assessors, or support staff.
- Direct email to the administration or learner support team.

All feedback is reviewed and discussed as part of our continuous-improvement cycle. When themes or trends emerge, CBA acts promptly to address them through policy updates, resource improvements, or staff development.

12.2 Complaints.

A complaint is any concern or dissatisfaction you may have about a service, process, decision, or behaviour you have experienced while studying with CBA. We are committed to resolving complaints fairly, respectfully, and as quickly as possible.

12.3 Informal Resolution.

Most concerns can be resolved informally by speaking directly with the person involved or your trainer, assessor, or a member of the learner support team. We encourage this step first, as many issues can be clarified and resolved through open discussion.

12.4 Formal Complaints.

If the matter is not resolved informally, you can submit a formal complaint in writing by emailing admin@connectba.edu.au. Your complaint should include relevant details, supporting evidence (if any), and the outcome you are seeking.

Formal complaints should be submitted within seven (7) calendar days of the issue arising. Late submissions may be accepted where compassionate or compelling circumstances exist.

Upon receipt:

- CBA will acknowledge your complaint in writing within two (2) business days.
- An impartial staff member will investigate the issue, ensuring no person involved in the complaint handles its resolution.
- You will receive a written outcome within twenty (20) business days wherever possible.

If additional time is needed, we will keep you informed of the reason and expected timeframe. All complaints are treated confidentially, and you will not be disadvantaged for raising a concern in good faith.

12.5 Appeals.

An appeal is a formal request for review of a decision made by CBA, for example, an assessment outcome, disciplinary action, or administrative decision.

If you believe a decision was unfair, you may lodge an appeal within seven (7) business days of receiving the decision. Appeals must be submitted in writing to admin@connectba.edu.au and should include:

- Your full name and course details.
- The decision you wish to appeal.

- The reasons you believe the decision should be reviewed.
- Any supporting evidence.

The appeal will be reviewed by a senior staff member who was not involved in the original decision. You will receive a written response within twenty (20) business days.

If you remain dissatisfied after completing CBA's internal appeals process, you may seek external advice or review through an appropriate independent consumer or dispute resolution body, depending on the nature of the issue. This may include the relevant state or territory consumer protection agency, such as NSW Fair Trading, or an independent mediation service.

CBA will cooperate fully with any external review process and provide relevant information as required.

12.6 Confidentiality and Fairness.

All complaints and appeals are handled with sensitivity, discretion, and procedural fairness. Information is shared only with those directly involved in resolving the matter.
You are entitled to have a support person present at any stage of the process.

12.7 Continuous Improvement.

Every complaint, appeal, and feedback item contributes to CBA's ongoing improvement. Outcomes are reviewed by management to identify trends, strengthen systems, and prevent recurrence of issues. This ensures that your voice helps shape a stronger, fairer, and more responsive learning environment for all.

13. Learner Progress and Course Completion.

At CBA, your success is our shared goal. We actively monitor your progress to make sure you stay on track, understand your course requirements, and have the support you need to complete your course with confidence.

13.1 Monitoring Your Progress.

Progress monitoring helps ensure that every learner receives the right guidance at the right time. Trainers and assessors review your engagement, assessment submissions, and communication through the learner portal. If we notice that your progress slows or assessments fall behind, we will contact you to discuss what's happening and identify the best way forward. This might include additional coaching, study planning, or flexible timeframes where appropriate.

Our aim is not to penalise you for challenges; it's to help you succeed.

13.2 Learner Responsibilities.

You are responsible for maintaining active participation throughout your studies. This includes:

- Logging in regularly and engaging with your learning materials.
- Submitting assessments within the agreed timeframes.
- Responding to trainer communications and progress checks.
- Letting us know early if personal circumstances may affect your study.

Open communication helps us support you effectively and keep your learning journey moving smoothly.

13.3 Extension Requests.

If you require additional time to complete assessments or modules, you can request an extension in writing before the due date. Extensions are considered on a case-by-case basis and may require supporting information. Approved extensions will be confirmed in writing, with clear new dates agreed between you and your trainer.

13.4 Withdrawal or Deferral.

We understand that sometimes life circumstances change. If you need to pause or withdraw from your course, please contact the learner support team as soon as possible so we can discuss your options. Depending on your situation, you may be able to:

- Defer your studies for a defined period and return later, or
- Withdraw from the course and receive a Statement of Attainment for any completed units.

All deferral or withdrawal requests are recorded in line with the 2025 RTO Standards and CBA's administrative procedures.

13.5 Course Completion and Certification.

When you have successfully completed all required units of competency and met all course requirements, you will be issued with a nationally recognised AQF Certification within 30 calendar days of your final assessment result being recorded as competent. If you complete only some units, you will receive a Statement of Attainment listing those units achieved.

Your certificate or statement will be:

- Issued under the Australian Qualifications Framework (AQF).
- Recorded in CBA's learner management system.
- Sent electronically to your registered email address (hard-copy versions are available on request).

Certification cannot be issued until all fees are paid and your Unique Student Identifier (USI) has been verified.

13.6 Replacement of Certification Documents.

If your certificate or statement is lost, damaged, or requires re-issue, you may request a replacement by contacting admin@connectba.edu.au. A $75 re-issuance admin fee will apply. Replacement documents are clearly identified as re-issued copies and recorded within CBA's learner management system, which maintains the official certification record.

14. Work Health, Safety and Wellbeing.

CBA is committed to providing a safe, healthy, and supportive learning environment for all learners, staff, and visitors. Whether you study from home, in a workplace, or through simulated activities, we want every learner to feel confident, protected, and cared for.

14.1 Safe Online Learning.

Because CBA delivers all courses online, digital safety is just as important as physical safety. Learners should:

- Keep login details and passwords secure.
- Avoid sharing confidential workplace information in assessment uploads.
- Use respectful communication at all times within CBA's digital platforms.
- Report any technical or security concerns to the learner support team.

Our systems use secure servers and password protection to keep your personal and assessment data safe.

14.2 Wellbeing in Learning.

At CBA, safety also means feeling mentally and emotionally supported. We promote wellbeing through open communication, respect, and inclusion. If you experience stress, fatigue, or personal challenges that affect your learning, speak with your trainer or the learner support team. We can help adjust your workload, provide flexibility, or connect you with professional services such as:

- Lifeline 13 11 14 – 24/7 crisis support.
- Beyond Blue 1300 22 4636 – mental health support.
- Head to Health headtohealth.gov.au – national mental-health resource hub.

Your wellbeing matters. We are here to help you stay healthy, balanced, and focused throughout your learning journey.

15. Privacy, Records and Information Management.

CBA respects your privacy and is committed to protecting your personal information.
We collect, store, and manage learner data responsibly to ensure confidentiality, accuracy, and compliance with Australian privacy legislation.

15.1 Our Commitment to Privacy.

Your personal information is collected only when it is directly related to your enrolment, study, and certification. We use this information to:

- Process enrolments and maintain accurate learner records.
- Deliver training and assessment services.
- Communicate with you about your course progress and support needs.
- Verify your identity and Unique Student Identifier (USI).
- Meet reporting obligations to government agencies such as ASQA and NCVER.

CBA does not share or sell personal information to third parties for marketing or non-training purposes.

15.2 How We Collect Information.

We collect information directly from you through enrolment forms, learning activities, and communication with trainers and support staff.

We may also receive information from authorised third parties, such as:

- Previous training organisations (for Credit Transfer).
- Employers or supervisors (for workplace-based assessments).
- Government systems such as the Unique Student Identifier (USI) Registry or the National Centre for Vocational Education Research (NCVER), which manages national VET data reported under the AVETMISS standard.

All information is collected in line with privacy principles of transparency, consent, and purpose limitation.

15.3 Storage and Security of Records.

CBA uses secure digital systems to store learner information, assessment evidence, and administrative records. Access is restricted to authorised staff who require the information to perform their duties. Our online learning and record-keeping systems are protected by passwords, encryption, and secure servers within Australia. Physical records, where held, are stored in locked facilities.

All records are maintained and disposed of in accordance with legislative requirements and CBA's document-retention schedule.

15.4 Access to Your Information.

You have the right to access and request correction of your personal information at any time. Requests can be made in writing to admin@connectba.edu.au.
CBA will verify your identity and respond within a reasonable timeframe, usually within ten (10) business days.

If you believe your information has been handled inappropriately, you may lodge a complaint through CBA's Feedback, Complaints and Appeals Policy or directly to the Office of the Australian Information Commissioner (OAIC).

15.5 Use of Personal Information for Reporting.

As a registered training organisation, CBA is required by law to provide certain information to the National Centre for Vocational Education Research (NCVER). This includes data about training activity, completions, and demographics. NCVER may use this information for research, statistical analysis, and public reporting in de-identified form.

By enrolling with CBA, you acknowledge this mandatory data reporting under the National VET Data Policy.

15.6 Retention and Archiving.

CBA manages all learner and organisational records in accordance with the legislated retention:

- Assessment and operational records: two (2) years.
- Financial records: five (5) years.

- AQF certification documentation: thirty (30) years to allow future verification and re-issuance.

All records are stored securely and disposed of or permanently deleted once the retention period has expired, ensuring protection against unauthorised access, alteration, or loss. These practices meet the requirements of the Privacy Act 1988 (Cth), the Student Identifiers Act 2014, and the National Vocational Education and Training Regulator Act 2011.

16. Learner Code of Conduct and Academic Integrity.

At CBA, we believe that respect, professionalism, and integrity are the foundations of a positive learning experience. By enrolling with CBA, you agree to participate in a safe, inclusive, and ethical learning environment that reflects our values of integrity, excellence, respect, diversity, and growth.

16.1 Purpose of the Code.

The Learner Code of Conduct outlines the standards of behaviour expected from everyone in the CBA learning community. It ensures that all learners can study in an environment that is safe, fair, and free from discrimination or harassment, and that the value of your AQF certification is upheld through academic honesty.

16.2 Expected Behaviour.

Learners are expected to:

- Treat trainers, staff, and peers with courtesy, fairness, and respect.
- Communicate professionally in all interactions, including emails and online forums.
- Use inclusive and respectful language at all times.
- Follow all reasonable directions given by trainers or CBA staff.
- Take reasonable care for their own health and safety and that of others.
- Use CBA's systems and learning materials responsibly and lawfully.
- Comply with the Work Health and Safety Act 2011 (Qld), the Privacy Act 1988 (Cth), and CBA's internal policies and procedures.

Unacceptable behaviour includes bullying, harassment, discrimination, intimidation, aggression, misuse of CBA systems, or any conduct that disrupts learning or causes harm to others.

16.3 Academic Integrity.

CBA upholds the highest standards of honesty and authenticity in learning and assessment. All work submitted must be your own and must accurately reflect your skills and knowledge. Academic integrity means:

- Completing all assessments honestly and independently.
- Accurately acknowledging any sources or references used.
- Not sharing or copying assessment answers or content from others.
- Not falsifying evidence, records, or documentation.
- Participating in verbal confirmation or video discussions when requested to verify authenticity.

Plagiarism, collusion, or falsification of evidence are serious breaches of academic integrity and may result in disciplinary action, reassessment, or cancellation of enrolment in accordance with CBA's policies.

16.4 Use of Technology and Online Platforms.

Because all learning at CBA occurs online, responsible digital behaviour is essential. Learners must:

- Keep login credentials secure and never share them.
- Use CBA's systems only for study-related purposes.
- Protect confidential or sensitive workplace information when completing assessments.
- Communicate respectfully and avoid offensive or inappropriate content in any online environment.

CBA monitors platform activity to maintain integrity and security. Any misuse may lead to access restrictions or disciplinary action.

16.5 Use of Artificial Intelligence (AI) Tools.

CBA recognises that tools such as artificial intelligence (AI) platforms (for example, ChatGPT and similar technologies) are increasingly used in workplaces and for general research.

Learners must not use AI tools to generate assessment answers, complete tasks on their behalf, or produce work that is submitted as their own. Work submitted for assessment must always reflect the learner's own understanding, skills, and competence.

Learners may use AI tools in the same way they would use search engines such as Google, for example to explore ideas, clarify concepts, or support general research, provided that:

- The final work submitted is written in the learner's own words.
- Any ideas, wording, or content taken directly from another source (including AI tools) is clearly acknowledged or referenced where appropriate.
- The use of AI does not replace the learner's own thinking, analysis, or demonstration of competence.

Where a trainer or assessor has concerns about the authenticity of work, they may request clarification, questioning, or additional evidence to confirm authorship, in line with CBA's Academic Integrity requirements.

Unauthorised use of AI to generate assessment responses may be treated as a breach of academic integrity and managed under the Breaches of Conduct or Integrity process.

16.6 Breaches of Conduct or Integrity.

- If a breach of conduct or academic integrity occurs, CBA will follow a fair and transparent process that may include:
- Investigation: Review of evidence and an opportunity for you to explain the circumstances.
- Outcome: Possible actions may include additional coaching, reassessment, a written warning, temporary suspension, or cancellation of enrolment in serious cases.
- Appeal: You have the right to appeal any decision under the Feedback, Complaints and Appeals Policy.

The goal of this process is to support learning and uphold fairness, not to punish mistakes made in good faith.

16.7 Commitment to Respect and Inclusion.

CBA celebrates diversity and inclusion as central to who we are. Every learner has the right to feel safe, supported, and respected, regardless of background, ability, culture, gender, or belief. By following this Code of Conduct, you help create a learning community that reflects the very best of CBA's values; integrity, professionalism, and respect for one another.

17. Marketing, Advertising and Use of CBA Materials.

At CBA, honesty and transparency are at the heart of how we communicate.
Our marketing and advertising always reflect the reality of the training we provide and the outcomes you can expect. This ensures every learner makes informed decisions based on accurate, compliant, and trustworthy information.

17.1 Our Commitment to Accuracy.

All marketing and promotional material produced by CBA is reviewed regularly to make sure it is:

- Clear, accurate, and consistent with the 2025 RTO Standards.
- Free from false or misleading claims about courses, job outcomes, or government funding.
- Up-to-date with current fees, delivery modes, and course information.
- Inclusive and representative of the diverse community we serve.

If any published information changes, CBA updates the website and associated materials promptly.

17.2 Use of the CBA Name and Branding.

The CBA name, logo, and brand elements represent our reputation for integrity, quality, and professionalism. Learners may not reproduce or distribute CBA branding, logos, templates, or course content without written permission.
This includes sharing materials publicly online or in any way that could imply endorsement by CBA or misrepresent our training services.

17.3 Use of Learning Materials.

All learning and assessment resources provided by CBA are protected by copyright.
They are supplied to you for personal study purposes only and must not be copied, shared, or used for commercial gain. You may reference or quote small sections of CBA materials for assessment purposes provided the source is acknowledged.

Any unauthorised reproduction, distribution, or commercial use of CBA materials may result in disciplinary action and, where necessary, legal remedies under the Copyright Act 1968 (Cth).

17.4 Social Media, Privacy and Public Representation

CBA encourages professional networking and community engagement, and we maintain an active social-media presence to celebrate learner achievements and share educational insights.

When posting online, learners are expected to:

- Represent themselves and the CBA community respectfully and professionally.
- Not share assessment content, internal communications, or confidential course materials.
- Not use CBA's name, logo, or images without written permission.
- Refrain from posting offensive, discriminatory, or misleading content.

CBA follows a clear social media and communications model that ensures all public content reflects our values and complies with the 2025 RTO Standards. Learner names, photos, videos, or testimonials will only be published with the learner's explicit written consent.

This ensures that your privacy and image rights are always respected while allowing us to celebrate genuine learner success stories.

17.5 Third-Party Arrangements.

CBA does not engage external agents or third parties to deliver its training and assessment services.

17.6 Reporting Concerns.

If you see any marketing or advertising material that you believe may be inaccurate, misleading, or unauthorised, please notify us at admin@connectba.edu.au.
We take all concerns seriously and act quickly to correct any errors or misuse.

18. Continuous Improvement.

At CBA, continuous improvement is more than a compliance requirement, it is part of who we are. We believe that quality education comes from listening, reflecting, and continually finding better ways to support our learners, staff, and industry partners.

18.1 Our Approach to Improvement.

CBA maintains a structured, organisation-wide approach to quality and continuous improvement. We regularly collect and analyse information from multiple sources, including learner feedback, assessment validation, audit results, and industry consultation, to identify

opportunities for enhancement. Improvement actions are documented in CBA's Continuous Improvement Register and monitored by management to ensure they are implemented, reviewed, and effective.

Our goal is to create a learning experience that not only meets but exceeds the expectations of learners and regulators.

18.2 How We Collect Feedback and Data.

Continuous improvement is built on evidence. CBA gathers input from:

- Learners: through surveys, course evaluations, and direct feedback to trainers and support staff.
- Trainers and Assessors: through moderation and validation meetings, professional development, and regular communication.
- Industry Representatives: through consultation and review of training products to ensure ongoing relevance and currency.
- Audits and Reviews: including internal audits, annual self-assessments, and external compliance audits conducted by ASQA.
- CBA's Feedback, Complaints and Appeals process.

Every piece of information, whether positive or constructive, helps us refine what we do and strengthen the value of your AQF certification.

18.3 Implementing Improvements.

When an opportunity for improvement is identified, CBA:

- Records the issue or suggestion in the Continuous Improvement Register.
- Assigns responsibility to the relevant staff member or manager.
- Develops and implements an action plan.
- Reviews the effectiveness of the change and updates policies, procedures, or resources where required.

This process ensures that improvements are not just discussed but actioned and embedded across all aspects of our operations.

18.4 Communication and Transparency.

We believe improvement should be visible and collaborative. When feedback leads to a change, CBA communicates updates through staff meetings, newsletters, and learner

announcements where relevant. By keeping our community informed, we build trust, accountability, and a shared sense of progress.

18.5 Your Role in Continuous Improvement.

Every learner plays a part in helping CBA grow. By sharing your experiences, what worked well and what could be better, you help shape the quality of future learning experiences. We encourage you to provide honest feedback throughout your course and at completion. Your insights drive meaningful improvement that benefits both current and future learners.

19. Legislative and Regulatory Compliance.

CBA operates within a strong framework of Australian laws and regulations designed to protect learners, ensure quality, and uphold integrity in vocational education and training. Compliance with these laws is central to how we operate and is embedded in every aspect of our systems, training, and learner support.

19.1 Our Commitment to Compliance.

CBA complies with all Commonwealth and State or Territory legislation relevant to its operations as a registered training organisation. This includes, but is not limited to, laws relating to privacy, equal opportunity, workplace health and safety, and the delivery of nationally recognised training.

Our policies, procedures, and daily practices are reviewed regularly to remain current with legislative requirements and to reflect best-practice standards in education and governance. Learners can be confident that their rights are protected and that CBA meets every obligation under the 2025 RTO Standards and the Australian Qualifications Framework (AQF).

19.2 Key Legislative Frameworks.

Some of the main legislation and regulatory frameworks that guide CBA's operations include:

- **National Vocational Education and Training Regulator Act 2011**: establishes ASQA as the national regulator for RTOs and sets requirements for registration and compliance.
- **Standards for Registered Training Organisations (RTOs) 2025**: the national standards that govern quality, transparency, and learner protection across all RTOs.
- **Australian Qualifications Framework (AQF)**: defines qualification levels and ensures national consistency.

- **Privacy Act 1988 (Cth)** and the **Student Identifiers Act 2014**: protect personal information and govern the use of Unique Student Identifiers (USIs).
- **Work Health and Safety**: CBA complies with the Work Health and Safety Act 2011 and associated regulations, as adopted in each state and territory in which we operate.
  Equal Opportunity and Anti-Discrimination Legislation: including the Sex Discrimination Act 1984, Racial Discrimination Act 1975, Disability Discrimination Act 1992, and relevant State legislation, which ensure fair and inclusive treatment of all learners.
- **Copyright Act 1968 (Cth)**: protects intellectual property, learning materials, and the rights of creators.
- **Fair Work Act 2009 (Cth)**: governs employment standards and ethical practices relevant to CBA's staff and contracted assessors.

19.3 Regulatory Oversight.

CBA is regulated by the Australian Skills Quality Authority (ASQA), which oversees RTO compliance with the 2025 RTO Standards and the National VET Regulator Act. ASQA monitors quality through audits, data reporting, and continuous-improvement reviews. Learners can find information about ASQA's role or make contact via www.asqa.gov.au.

19.4 Learner Responsibilities.

While CBA ensures full organisational compliance, learners also share responsibility for following the laws and regulations that apply to their studies.
This includes:

- Respecting privacy and copyright obligations.
- Behaving safely and respectfully in all learning environments.
- Maintaining academic integrity and authenticity in assessments.
- Complying with CBA's policies and procedures at all times.

19.5 Transparency and Access to Information.

CBA maintains open communication about its compliance obligations and performance. Learners can request access to relevant policies, procedures, or audit summaries by emailing admin@connectba.edu.au. All key documents are published or referenced on the CBA website for easy access.

19.6 Transition of Training Products.

CBA manages the transition of superseded, deleted, or expired training products in accordance with the Compliance Standards 2025. These requirements ensure that learners are enrolled only in current, nationally recognised courses and that transitions are managed in a timely, transparent, and learner-centred manner.

To maintain compliance and protect learners' progression:

- CBA actively monitors the National Register (training.gov.au) and official ASQA updates for changes to training packages and accredited courses.
- When a qualification or unit of competency is superseded, learners are advised in writing and provided with clear options to complete the current training product or transition to the replacement training product within the required timeframe.
- CBA ensures that:
    - No new learners are enrolled in a superseded training product beyond the published timeframe from its replacement date.
    - All enrolled learners either complete the superseded training product within the transition period or are transitioned to the replacement training product.
    - Where a qualification or unit has been deleted without replacement, all learners complete their studies and receive certification within the legislated timeframe.
- Records of all transition decisions and communications are maintained within CBA's Training Product Transition Register for audit verification.

These procedures ensure that learners always receive training that is current, nationally recognised, and valued by industry, while maintaining CBA's ongoing compliance with the 2025 RTO Standards.

20.Closing Message.

At CBA, your learning journey is more than a pathway to an AQF certification, it's a step toward the future you're building. Every skill you develop, every insight you gain, and every challenge you overcome helps shape your growth as a learner and professional. Our team is here to guide, encourage, and celebrate your progress from your first login to your final achievement.

Thank you for choosing Connect Business Academy.

We're excited to see where your learning takes you, and to know that, wherever you go next, you'll carry the confidence, capability, and curiosity that come from learning with purpose.

21. Contact Details.

Please feel free to contact us at any time, and we will do our best to respond to your enquiry in person as soon as possible.

Email: admin@connectba.edu.au
Phone: 1300 078 506
Website: www.connectba.edu.au