

STUDENT HANDBOOK



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BUSINESSPLEX VALUES

Businessplex recognises Australian Aboriginal and Torres Strait Islander Peoples unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to our society.

We acknowledge the Noongar People, the traditional custodians of the lands on which our campuses are located and pay our respects to ancestors and Elders, past and present.

We support the Uluru Statement from the Heart and embrace the invitation to walk alongside Aboriginal people, in a movement for a better future for all Australians.





ABOUT
BUSINESSPLEX

Businessplex is a Registered Training Organisation provider(RTO ID 45725) accredited by ASQA(Australian Skills Qualification Authority) to deliver Australian accredited qualifications in all states of Australia. We deliver Certificate III and IV and Entrepreneurship and New Business, Diploma of Quality Auditing and Certificate III in Business . Businessplex offers classroom and online(hydbrid) training options for participants.

WELCOME
MESSAGE



Gish Liyanage
CEO

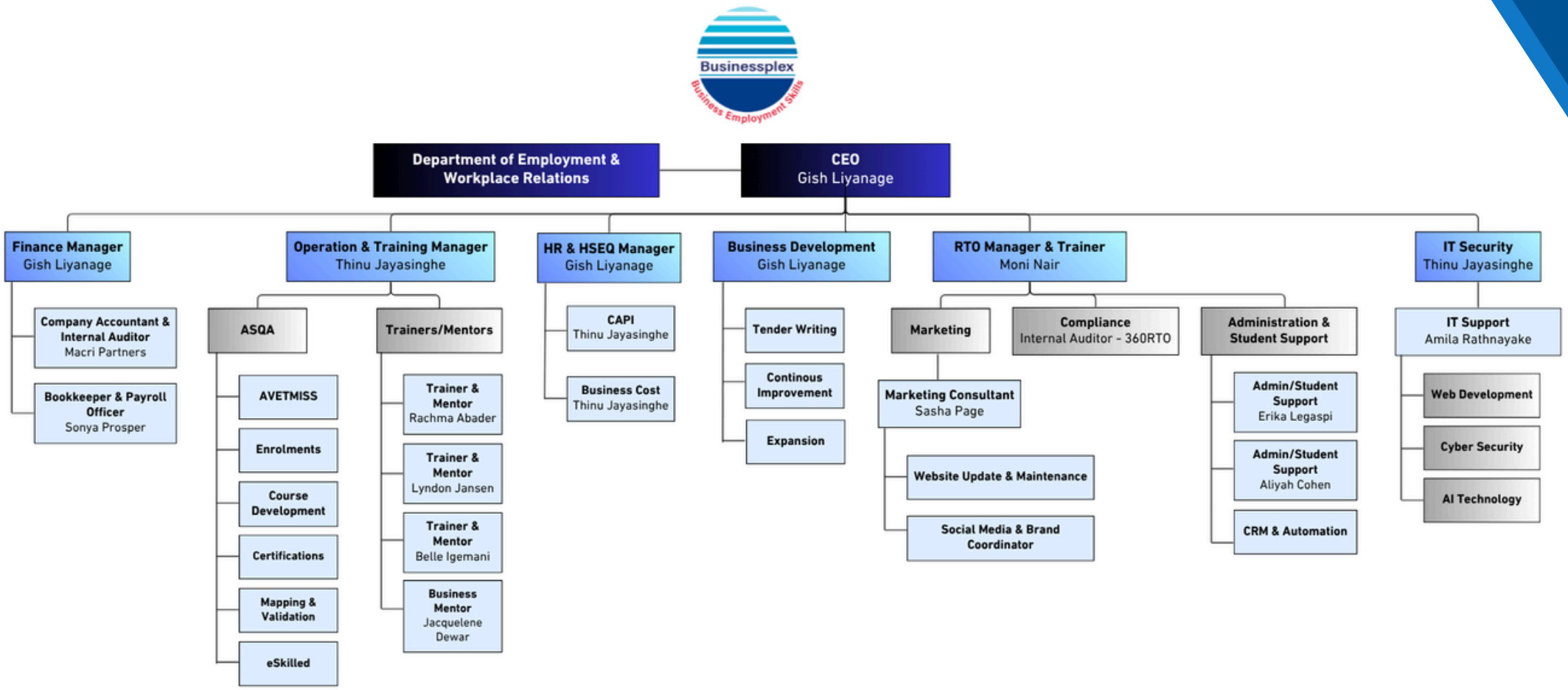
As CEO of this organization, I can assure students that we will fully support the implementation of all quality, training to all students and welcome your input to ensure myself and the Businessplex team will adhere to our underlying principle of continuous quality improvement in all aspects of Businessplex.

This student handbook provides direction and guides Businessplex towards the provision of best practices in training & development. Businessplex, will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. Businessplex, will ensure that their investment in training will provide good return on their investment.

All our trainers and assessors employed or contracted by Businessplex have demonstrated significant industry experience in addition to obtaining tertiary qualifications. Trainers are equipped with the skills to ensure their training methods are suitable for all participants. Businessplex strictly adheres to the Standards for Nationally Recognized Registered Training Organizations to continue delivering training services of the highest quality to their clients.

Businessplex supplies feedback forms to all students at the end of each program. As a student with Businessplex, your feedback is critical to our continuous improvement policy. Along with formal feedback mentioned earlier, students are encouraged to give feedback throughout their course studies.

BUSINESSPLEX
ORGANIZATIONAL CHART



BEFORE YOU ENROL

Businessplex provides prospective students with information needed to make an informed decision about training. This may include the course outline, entry requirements, assessment requirements, training pathways, fees and refunds, delivery arrangements and any placement requirements that apply.

- Review the course code, title, duration, delivery mode and expected study commitment
- Check entry requirements and any resources or equipment you are expected to provide
- Ask questions about assessment, support, fees, credit transfer or RPL before accepting an offer
- Provide accurate information so Businessplex can assess your suitability and support needs

ENROLMENT AND COURSE SUITABILITY

Enrolment is confirmed after Businessplex has completed the relevant pre-enrolment processes and the required acceptance documentation has been completed. Businessplex considers whether the selected training product is suitable for the student and whether identified support needs can reasonably be addressed.

Usual enrolment process:

1.Receive course and pre-enrolment information
2.Complete required application/enrolment information
3.Complete the Language, Literacy, Numeracy and Digital (LLND) assessment before enrolment into a qualification
4.Businessplex reviews the LLND result, course requirements and any disclosed support needs
5.Receive advice about your suitability outcome and any support or reasonable adjustment required
6.Complete acceptance/enrolment requirements and provide a valid USI, unless an exemption applies
7.Receive course commencement and access information

Businessplex will notify students of material changes that affect their enrolment, including relevant changes to policies, fees, delivery mode, schedules, assessment requirements or training product transitions.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS

Before enrolment into a qualification, students complete an LLND assessment. The assessment helps Businessplex identify current language, literacy, numeracy and digital skills in relation to the qualification.

Possible suitability outcomes

- Suitable to enrol without additional support
- Suitable to enrol with identified LLN or digital support
- Further information or assessment is required before an enrolment decision can be made
- Not currently suitable for the qualification, with an alternative pathway or support option to be considered.

Businessplex sends the student an email advising the LLND and suitability outcome. Where support is required, the email identifies support Businessplex will provide or recommend.

UNIQUE STUDENT IDENTIFIER (USI)

Students undertaking nationally recognised VET in Australia require a Unique Student Identifier (USI) to receive AQF certification documentation, unless an exemption applies. Businessplex collects and verifies the USI and protects USI-related information.

- Provide your USI on the enrolment form where possible.
- If you do not have a USI, you may create one yourself or, with your permission, Businessplex may assist with an application.
- Businessplex will not issue a qualification or Statement of Attainment without a valid USI unless an exemption applies.
- Your USI is not printed on your qualification or Statement of Attainment.

FEES AND REFUNDS

Self-Employment Assistance (SEA) funded training

The Businessplex Fees & Refunds Policy states that qualifications delivered under the Self-Employment Assistance Program are fully government funded for eligible participants. No tuition, registration, invoicing, late or fee-for-service charges apply to participants enrolled under the SEA Program, and Businessplex does not collect prepaid tuition fees for these programs.

Privately funded training

Students enrolling outside the S-EA Program may be charged fees in accordance with the published Businessplex fee information and their enrolment terms and conditions. Fees cannot be collected until the student has signed the Terms and Conditions of enrolment.

- Businessplex manages fee payments so that it does not hold more than $1,500 in prepaid fees for training and services not yet delivered, unless appropriate fee protection arrangements are in place.
- Students will receive information about course fees, payment arrangements and refund conditions before enrolment.
- Outstanding fees may affect continued enrolment and the release of certification documentation.
- Payment plans may be considered in special circumstances and are subject to approval by the CEO.
- Fees paid before course commencement may be refundable in accordance with the Businessplex Fees & Refunds Policy and the student's Terms and Conditions of enrolment.
- Refund requests must be submitted to Businessplex in writing.
- Where a student withdraws after course commencement, any refund entitlement will be determined in accordance with the Businessplex Fees & Refunds Policy and applicable Terms and Conditions.
- Cancellation arrangements and any applicable charges are outlined in the student's enrolment Terms and Conditions.
- Where Businessplex is unable to provide agreed training or assessment services, fees relating to services not delivered will be managed in accordance with applicable regulatory requirements and the Businessplex Fees & Refunds Policy.

COURSE DELIVERY

Training and assessment are delivered in accordance with the requirements of the relevant training product and Businessplex's approved delivery arrangements. Depending on the course, delivery may include classroom, online or distance learning, trainer-led activities, self-directed learning, practical activities and assessment tasks.

Businessplex uses appropriately qualified trainers and assessors, current learning and assessment resources, and facilities and equipment that are intended to be safe, accessible and fit for purpose.

ONLINE AND DISTANCE LEARNING

Students studying online or by distance are provided access to guidance, administrative support and learning materials. Some training may require attendance or practical participation where this is necessary to meet course requirements.

- Trainer/assessor support is available by email, phone or scheduled online meeting during business hours
- Trainers and assessors aim to respond to student emails or messages within two business days
- Assessment feedback is generally provided within 10 working days
- Administrative and technical support is available during business hours
- Students requiring additional academic support may be provided with additional assistance

ASSESSMENT AND ACADEMIC INTEGRITY

Assessment determines whether you have demonstrated the knowledge and skills required by the relevant unit of competency. Businessplex assessment practices are intended to be fair, flexible, valid and reliable, and assessment evidence must be valid, sufficient, authentic and current.

Your assessment responsibilities

- Read assessment instructions carefully and ask for clarification when needed.
- Submit your own work and genuine, verifiable evidence.
- Complete assessments honestly and independently unless collaboration is specifically permitted.
- Do not plagiarise, collude, use contract cheating services or use artificial intelligence in an unauthorised way
- Keep copies of your work where appropriate and submit by required timeframes.
- Respond to trainer/assessor feedback and complete reassessment where required

If you receive a Not Yet Competent outcome or are having difficulty completing assessment, Businessplex may provide additional guidance, support and opportunities for reassessment in accordance with its procedures. If you disagree with an assessment decision, you may use the complaints and appeals process.

Artificial intelligence (AI) tools may only be used in assessment where their use is specifically permitted by Businessplex or your trainer/assessor. All assessment responses must be your own work and written in your own words, demonstrating your own knowledge, skills and understanding. AI must not be used to generate, complete, rewrite or substantially produce assessment responses on your behalf. Where AI use is permitted, you must use it responsibly, follow any instructions provided, acknowledge or disclose its use where required, and ensure the work submitted genuinely reflects your own understanding. Unauthorised or undisclosed use of AI may be treated as academic misconduct and may result in the assessment evidence being rejected, a requirement to resubmit or undertake further assessment, or other action in accordance with Businessplex policies and procedures.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING

Credit Transfer

Businessplex recognises verified AQF qualifications and Statements of Attainment issued by other RTOs where the unit forms part of the qualification and relevant requirements are met. Evidence is verified and the student is notified in writing of the credit decision and any resulting change to course duration or privately funded fees.

Recognition of Prior Learning (RPL)

Businessplex's RPL Policy describes RPL as an assessment process that considers relevant formal, informal and non-formal learning. Students may enquire about RPL at enrolment or while enrolled. Applicants may be asked to provide supporting evidence such as transcripts, a CV, employment evidence and work samples, and may need to demonstrate skills through assessment activities.

REASONABLE ADJUSTMENT

Reasonable adjustment changes how a student is trained or assessed; it does not change the competency standard the student must meet. Adjustments are considered individually and must maintain the integrity of the training product.

Reasonable adjustment process

- The student discloses a need, or a need is identified through the LLND process
- Businessplex consults with the student to understand the need and possible options
- An appropriate adjustment is identified that maintains the integrity of the training product
- The adjustment is approved by the Operations Manager
- The adjustment is documented and communicated to the student
- The adjustment is implemented, monitored and reviewed if required

A student dissatisfied with an adjustment decision may lodge a complaint or appeal

STUDENT SUPPORT AND WELLBEING

Students are encouraged to tell Businessplex about support needs during enrolment or at any point during training. Support needs are considered individually and may be documented in the student's file.

- Academic and assessment support
- One-to-one assistance or additional learning support
- LLND and digital support
- Reasonable adjustment
- Administrative and technical assistance
- Referral to appropriate external services where required

Staff availability

Trainer and assessor support is available Monday to Friday, 9:00 am to 5:00 pm, by email, phone or appointment during business hours.

Trainer/assessor contacts as thinu@businessplex.com.au or moni@businessplex.com.au

General enquiries may be directed to admin@businessplex.com.au or (08) 6156 5320.

For wellbeing concerns, students may speak with the CEO, RTO Manager, Operations Manager or Student Support/Admin team for initial support and referral. Personal information about support and wellbeing is handled confidentially, subject to legal and duty-of-care requirements.

ATTENDANCE, ENGAGEMENT AND COURSE PROGRESSION

Businessplex monitors course progress so that students at risk of not progressing or completing can be identified and supported.

Progress may be monitored through

- Attendance and participation
- Completion and submission of assessments
- Assessment outcomes, including Not Yet Competent outcomes
- Trainer and assessor feedback
- Other circumstances that may affect progress

Where concerns are identified, Businessplex will contact the student as soon as practicable and discuss support or intervention. This may include additional trainer support, assessment guidance, reassessment, support with attendance or study habits, LLND support, reasonable adjustment, a review of course suitability or referral to external services.

Progress continues to be monitored after intervention.

STUDENT CODE OF CONDUCT

Students are expected to contribute to a respectful, safe and effective learning environment.

- Treat staff and other students respectfully and follow reasonable directions
- Participate actively in learning and assessment
- Attend scheduled training and assessment and notify Businessplex of absences
- Complete assessments honestly and comply with academic integrity requirements
- Follow safety instructions and emergency procedures
- Do not attend training under the influence of alcohol or illegal drugs
- Use Businessplex facilities, equipment and technology responsibly
- Respect privacy, confidentiality, intellectual property and the rights of others
- Use complaints and appeals processes respectfully and in a timely way

COMPLAINTS AND APPEALS

Businessplex provides a fair, transparent and timely process for complaints and appeals. A complaint may relate to services, staff, facilities or policies. An appeal is a request to review a decision, including an assessment outcome, course progression, enrolment, fees or the outcome of a complaint.

Key principles

- No fee is charged for lodging a complaint or appeal
- Decisions are to be impartial and all relevant parties are given an opportunity to be heard
- Students should not be disadvantaged for raising a concern
- Complaints and appeals are treated with appropriate confidentiality
- Businessplex aims to acknowledge a complaint or appeal within two business days and resolve it within 10 business days
- Processes, timeframes and outcomes are communicated in writing

How to raise a concern

1. Where appropriate, first try to resolve the issue informally with the relevant person or Businessplex staff member
2. If the matter is not resolved, lodge a formal complaint or appeal in accordance with the Businessplex Complaints & Appeals Policy
3. Provide enough information and supporting evidence for Businessplex to understand and review the matter
4. Businessplex will review the matter and communicate the outcome.
5. Where further review rights are available under the policy, the student will be advised

STUDENT FEEDBACK AND CONTINUOUS IMPROVEMENT

Businessplex asks students to provide feedback about training and assessment. Students are asked to complete training feedback and ASQA-mandated surveys towards the end of training, generally using Microsoft Forms links provided by the Admin Team.

- Feedback may also be provided informally at any time
- Alternative feedback formats may be available, including verbal, simplified-English, paper-based or assisted completion.
- Feedback is handled confidentiall
- Significant issues are actioned promptly where appropriate
- Feedback is analysed for trends, risks and improvement opportunities, with actions recorded through continuous improvement processes

CERTIFICATION AND COMPLETION

Students who successfully complete an AQF qualification are entitled to receive a testamur and record of results. A Statement of Attainment is issued where a student completes one or more accredited units or an applicable skill set rather than a full qualification.

- Certification is issued only for training products within Businessplex's scope of registration
- A valid USI is required before certification is issued unless an exemption applies
- Certification records are maintained so issued documents can be authenticated
- Outstanding privately funded fees may need to be paid before certification documentation is released

CHANGES TO TRAINING PRODUCTS OR ENROLMENT

If a training product is superseded, replaced or otherwise changes, Businessplex manages the transition in accordance with its policies and applicable requirements. Affected students are provided written information about how the change affects their enrolment and Businessplex aims to minimise disruption and avoid disadvantage.

The Enrolment Policy states that affected students will be advised in writing within 20 business days of a confirmed training product transition

ACCEPTABLE USE OF COMPUTING RESOURCES

Businessplex internet, classroom computers and Wi-Fi are provided to support education, learning, research and communication. Students using these resources must act responsibly, ethically and lawfully.

- Use classroom computers for educational and Businessplex purposes
- Respect copyright, licences, trademarks and intellectual property
- Respect the privacy of others
- Do not interfere with networks, equipment or other users
- Do not seek unauthorised access to systems, files, passwords or devices
- Do not use Businessplex systems for illegal, threatening, abusive, fraudulent, harassing or otherwise prohibited activity
- Do not store personal files, documents or assessments on Businessplex classroom computers where the policy prohibits this

STUDENT RESPONSIBILITIES CHECKLIST

- Read this handbook, course information and enrolment terms
- Provide complete and accurate enrolment information and keep contact details current
- Provide and maintain a valid USI unless exempt
- Complete LLND and suitability requirements honestly
- Tell Businessplex if you need support or reasonable adjustment
- Attend and participate in scheduled learning and assessment
- Submit authentic assessment work and follow academic integrity requirements
- Respond to trainer feedback and engage with progression support where required
- Treat staff and other students respectfully
- Use facilities, equipment and technology safely and responsibly
- Protect your login details and personal information
- Raise concerns early through the complaints and appeals process
- Complete feedback surveys to help Businessplex improve its services

CONTACT AND SUPPORT INFORMATION

General administration / enrolment

admin@businessplex.com.au
(08) 6156 5320

Trainer / assessor support

thinu@businessplex.com.au
moni@businessplex.com.au

Support availability

Monday-Friday, 9:00 am-5:00 pm during business hours

Complaints / appeals

Contact Businessplex Admin, CEO, RTO Manager or authorised staff and follow the Complaints & Appeals Policy

Skills Recruitment Pty Ltd trading as Businessplex
RTO 45725

Document	**STUDENT HANDBOOK**
Version	**2.0**
Effective Date	**14/08/2026**
Next Review	**August 2027 or earlier if required**

Internal controlled document

This Student Handbook supports Businessplex student services, training and assessment, and RTO compliance. It provides students with important information about their rights, responsibilities and participation in training. It does not replace an enrolment or training agreement, applicable legislation, regulatory standards, funding requirements, or an approved Businessplex policy or procedure.

DOCUMENT CONTROL

Document Owner	**CEO / Operation Manager**
Approved by	**CEO**
Applies to	**Students**
Primary locations	**Unit 1/3 Marchant Way, Morley WA 6062 and Unit 16/30 Hasler Road, Osborne Park WA 6017**
Review cycle	**At least annually and when there is a significant legislative, regulatory, operational or organisational change**
Controlled copy	**The current approved electronic version is the controlled copy. Printed or locally saved copies may become obsolete.**

VERSION HISTORY

Version	Date	Version	Approved by
1.0	1 July 2022	Previous Businessplex Student handbook materials	CEO
2.0	14 August 2026	Rebuilt Student Handbook aligned to Businessplex operations and the 2025 Standards for RTOs	CEO

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