

Participant Information

Fees

BCS employees have access to all internal courses at no cost.

External participants are required to pay for each course at the determined rate. Fees are calculated on a cost recovery basis each year and include GST. Payment is by cheque payable to Baptist Community Services. The full policy on fees is available from the course facilitator.

Refunds

In the event of a course being cancelled or by giving notice of withdrawal at least 14 days before a course commences, participants receive a full refund of course fees. Participants who withdraw within four weeks of the commencement of a program receive a part-refund, but after this no refund is available. The full policy on Fees and Refunds is available from the course facilitator.

Withdrawal from a course

Any participant wishing to withdraw from a course must do so formally in writing. For self-funded external participants written notification five working days prior to the commencement of the course is required or the full course cost will be incurred. Where available other course dates may be offered.

Participants' code of conduct and discipline

BCS is an equal employment opportunity organisation. This means we are committed to providing participants with an environment in which they can pursue their training goals free from discrimination or harassment. Participants in BCS programs are expected to uphold the principle of respect for others and their ideas.

Privacy

BCS maintains document control procedures, which comply with the Commonwealth Privacy Act 1988. Participant information and certificates are stored securely and in a manner accessible to appropriate staff to ensure privacy and confidentiality is maintained. Where a participant requires a copy of stored information a fee may apply. The policy on Document Control includes details of privacy measures, and is available from the course facilitator.

Plagiarism

Plagiarism is taking another person's work, ideas, research, writing, etc., and using them as though they were your own. This includes copying from other participants' assignments and other participants' ideas. Plagiarism is totally unacceptable.

Complaint and Appeal Procedures

BCS welcomes feedback from participants as part of its commitment to provide a quality service. BCS seeks to ensure that participants are satisfied with their program and its outcomes. Facilitators are expected to be fair, courteous and helpful in all dealings with participants.

Any complaint or appeal is treated seriously, investigated thoroughly and dealt with according to its merit.

Participants and staff should make every effort to resolve any dispute at the level of which the incident occurs. Participants who wish to appeal against a decision relating to their program should consult, in the first instance, the facilitator concerned.

Where appealing to the facilitator is inappropriate or where the problem has not been resolved, participants put their complaint in writing and address the letter to the Manager, OED.

The policy on Complaints and Appeals is available from the course facilitator.

Recognition of Prior Learning (RPL)

Participants who have completed formal or informal learning or have relevant work or life experiences, which they consider demonstrates achievement of some or all of the competencies in a qualification, may apply for recognition of prior learning.

Participants are responsible to provide the evidence to support their claim. Those who think they may be eligible for RPL should discuss this with their course facilitator. There is an RPL guide to help in preparing the application. Where participants seek RPL for a substantial proportion of the qualification their application will be assessed by a panel.