



BLUEDOGTRAINING

Student Handbook

Student Handbook Disclaimer

The Blue Dog Training Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Blue Dog Training policy may impact on the currency of information included. Blue Dog Training reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Blue Dog Training.

This handbook has been prepared as a resource to assist students to understand their obligations and, those of Blue Dog Training. Please carefully read through the information contained in this guide.

All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to Blue Dog Training at admin@bluedogtraining.com.au.

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Student Handbook

Welcome and Introduction

Message from the CEO

Thank you for choosing **Blue Dog Training** as your training provider!

We are proud to support students across Queensland in building practical skills that lead to real employment outcomes. Whether you're starting out with your White Card, gaining skills at school, beginning an apprenticeship, or upskilling in your trade, our team is here to guide and support you every step of the way.

Most of our courses have Queensland government funding available. Check out the course details to see if you are eligible for accessing a range of different funding opportunities.

This handbook outlines key information about your training, your rights and responsibilities, and the support available to help you succeed. I encourage you to take the time to read it carefully and reach out to our team if you ever need assistance.

We look forward to hearing your success stories!

Warm regards,

Michelle Campbell

Chief Executive Officer

Blue Dog Training



Student Handbook

About us

By tradies, for tradies. That's who we are at Blue Dog Training.

Blue Dog Training is a proudly Australian owned training organisation for the construction and engineering industries. Our award-winning training and focus on customer service has delivered positive outcomes for our clients for over 20 years.

Unique, creative and values driven, Blue Dog Training's success lies in our deep respect for the three-way partnership between the learner, the employer and Blue Dog. This is represented symbolically in our three-part company logo, which doubles as a reference to working dogs – they are loyal and they get the job done.

About you – Be a Blue Dog

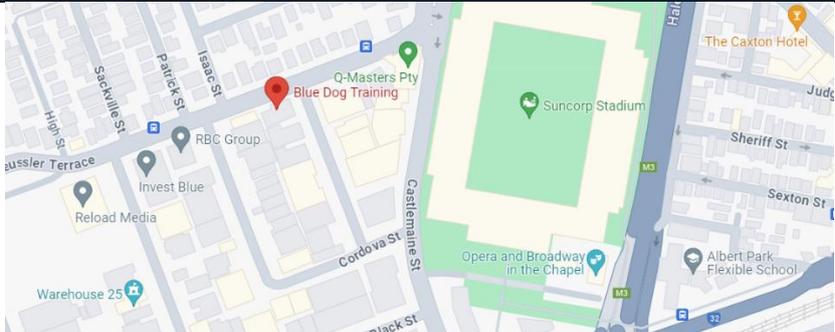
At Blue Dog Training, you're more than just a student - you're part of a group of hard-working, future-ready tradespeople who take pride in what they do.

Here's what being a Blue Dog looks like:

- Show up on time to class or work, be prepared, and stay engaged. Ask questions, seek feedback, and don't be afraid to try.
- Complete your work honestly, meet deadlines, and speak up if you need support.
- Treat your trainers, classmates, and workmates the way you'd like to be treated. Your attitude is just as important as your skill.
- You're here to build real-world skills that can take you where you want to go. Back yourself and your future - we do.

So, take pride in your training. Work hard. Get qualified. Be a Blue Dog.

Contact Details and Office Locations

CONTACT DETAILS	
Phone:	(07) 3331 6000
Email:	admin@bluedogtraining.com.au
Website:	www.bluedogtraining.com.au
Provider Code:	31193
OFFICE LOCATIONS	
Brisbane:	
18 Heussler Terrace Milton QLD, 4064	
Gold Coast:	
6/240 Brisbane Road Arundel QLD, 4214	
Ipswich:	
225 Brisbane Street Ipswich QLD, 4305	

Before you Enrol

Enrolment processes will differ for each course offered by Blue Dog Training. However, in all cases, your enrolment is not confirmed until:

- There is a completed enrolment form (the enrolment application),
- Additional course specific requirements are met, such as eligibility or identity,
- Payment terms and methods are agreed on, and
- Agreed enrolment fees are paid when required.

By completing the enrolment application process, you agree that you have read and understood the course specific requirements, accept that you can meet the course specific requirements, and details provided to you in this Student Handbook.

If at any time you aren't sure about the enrolment application process, contact us.

Course information

Course information is provided for on each relevant course webpage. Please ensure you read and understand the provided course information material, including any Course Information Booklets where provided. If you have any questions about your preferred course, please contact us before you make your enrolment application.

Course specific requirements

To approve your enrolment application, you may be required to provide evidence of meeting course specific requirements. Examples are provided below.

- Entry requirements relate to the course specifications. For example, some courses may require you to show evidence of prior study or workplace experience.
- Resource requirements relate to the mode of delivery offered by Blue Dog Training. For example, you may need to confirm you have access to your own computer with relevant software, or a range of tools needed on site.

Funding access requirements

If you are making an enrolment application in a course that is eligible for government funding, you will need to provide additional documentation. The specific evidence required, rules that need to be met, and how much of the course is subsidised will vary depending on the type of funding arrangement. Refer to the “Funding” tab on the course webpage you’re interested in for more information.

Department of Trade, Employment and Training (DTET)

Blue Dog Training is a Skills Assure Supplier (SAS) and has access to the following Queensland funded programs through DTET.

- [Career Start](#)
 - Apprenticeships
 - School-based apprenticeships
 - Traineeships
- [Career Boost](#)
- [VET in Schools \(VETiS\)](#)



Construction Skills Queensland (CSQ) Initiative

The CSQ Initiative offers funding incentives for several courses. CSQ is an independent, not-for-profit, industry-funded body supporting employers, workers, apprentices, trainees and career seekers in the building and construction industry.

By providing evidence of eligibility, CSQ will contribute to the total cost of your course.



Evidence of identity

You are required to provide evidence of identity as part of your enrolment application. This is used to confirm authenticity, verify your citizenship or residency status, and assess your eligibility for government funding where required.

The type and amount of identity evidence required will vary depending on the course.

Please note that Blue Dog Training is not a CRICOS provider and cannot generally enrol international students on a Student Visa (subclass 500) except where specific exemptions apply, such as the White Card which is listed on the [ESOS exemption register](#).

Unique Student Identifier (USI)

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

Blue Dog Training requires all* students to provide a USI on their enrolment application. If you have undertaken any training since 2015, you may already have a USI. If not, visit <https://www.usi.gov.au/> to create your USI. You need at least one valid form of identification, and the application takes around 10 minutes to complete. There are no charges for creating your own USI.

*If you have been granted a USI exemption under the Student Identifiers Act 2014, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Student Support Services

Individualised support strategies

You will complete a language, literacy, numeracy, and digital literacy (LLND) indicator as part of your enrolment application. The outcomes of the indicator will be used by Blue Dog Training to give you advice on your suitability into the course, and suitable support strategies based on your individual needs where relevant.

The advice provided is based on your LLND assessment. You know yourself best, so if you believe that the advice does not apply to you, and you would like to continue with your enrolment application it will be considered that you understand and accept the advice given.

Blue Dog Training already provides a range of support strategies that are beneficial for all students, regardless of LLND outcomes or other individually unique challenges, such as identifying as having a disability. On a case-by-case basis, Blue Dog Training may provide additional learner support needs that are unique to the student. If additional support attracts an additional cost to the student, Blue Dog Training will provide these details before the enrolment application is approved.

If you are unsure about your LLND results, whether you believe you may have individual challenges that could affect your ability to complete the course, or more information about how we can support you, please contact us first to discuss.

General student support

Blue Dog Training can offer advice on course suitability before an enrolment application is finalised. During enrolment, Blue Dog Training offers the following general student support:

- Access to an administration team, who can help you with administration queries, and basic technological support such as navigating the student portal.
- Access to an allocated, qualified and experienced trainer and assessor.

All general student support queries will be responded to by a Blue Dog Training staff member in a timely manner.

You will receive contact detail information on enrolment, or you can refer to our [Contact Us](#) page on our website for contact information, including office hours.

Access and equity

We recognise that some students may face barriers to education based on their personal circumstances, including but not limited to, cultural background, language, disability, gender, age, sexuality, religion, or socioeconomic status. Blue Dog Training is committed to providing a safe, fair, and inclusive learning environment where all students feel respected, supported, and valued. We are dedicated to responding to individual needs in a respectful and practical way.

We support the participation and success of First Nations people through respectful relationships, appropriate adjustments, and continued learning from Aboriginal and Torres Strait Islander perspectives. We are committed to applying our continued learnings in our processes, training and assessment materials, and communication styles.

Reasonable adjustment

A reasonable adjustment is the process of slightly modifying existing training and assessment arrangements to ensure they meet the needs of an individual. Triggers for reasonable adjustments can be based on various factors, such as disclosed disabilities, injuries, etc.

We understand that disclosing personal characteristics such as a disability may be difficult for students. We respect your decision to not disclose your disability, if you wish. However, if you believe your disability may affect your ability to complete your course, we recommend letting your trainer know.

We want to help support you to succeed in your course. You know yourself best, so you can talk to your trainer about what works for you, and we will try our best to accommodate and provide a reasonable adjustment where possible.

Note: only a Blue Dog Training qualified trainer and assessor can determine whether a reasonable adjustment can be applied. This is because reasonable adjustments must be:

- Reasonable. Does Blue Dog Training have the resources and capacity to offer the adjustment?
- Adjustments, and not complete overhauls of the training and assessment process.

As per the Disability Standards for Education 2005 Section 3.4(3), Blue Dog Training is entitled to maintain the academic requirements of the course that are inherent or essential to its nature.

Therefore, a reasonable adjustment cannot be applied where the inherent requirements of the course are modified or removed. For example, a student cannot be assisted in fitting personal protective equipment (PPE) in the White Card course.

Speak to Blue Dog Training first to explore reasonable adjustment options can be applied to you.

If you request a reasonable adjustment but it is considered not possible or appropriate to the training and assessment practices, we will let you know why as soon as reasonably practicable.

External support services

Blue Dog Training will do what we can to support you. However, sometimes the scope of support falls outside our training and assessment services. Where this is the case, students can refer to an external professional support service. While every effort has been made to ensure the accuracy and relevance of this information, Blue Dog Training does not endorse or guarantee the services of any external organisations. Students should contact the providers directly to confirm service availability and suitability.

WHO	ABOUT	CONTACT
Kids Helpline	Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25.	Website: https://kidshelpline.com.au/ Phone: 1800 55 1800
Lifeline Australia	A national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.	Website: https://www.lifeline.org.au/ Phone: 13 11 44
Beyond Blue	For more than 20 years, people in Australia have placed their trust in Beyond Blue as a reliable source of mental health information, support, and hope.	Website: https://www.beyondblue.org.au/ Phone: 1300 22 4636
Medicare Mental Health	Medicare Mental Health is a free service that connects you with the mental health support that is right for you.	Website: https://www.medicarementalhealth.gov.au/ Phone: 1800 595 212
Mates in Construction	MATES is a charity established in 2008 to reduce the high level of suicide among Australian construction workers.	Website: https://mates.org.au/ Phone: 1300 642 111
Aboriginal and Torres Strait Islander Family Wellbeing Services	A free and confidential one stop shop for Aboriginal and Torres Strait Islander families to access support to improve your social, emotional, physical and spiritual wellbeing, and help you be able to safely care for and protect your children.	Website: https://www.familywellbeingqld.org.au/ Phone: 1300 117 095
13YARN	If you, or someone you know, are feeling worried or no good, we encourage you to connect with 13YARN on 13 92 76 (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.	Website: https://www.13yarn.org.au/ Phone: 13 92 76
Bravehearts	To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.	Website: https://bravehearts.org.au/ Phone: 1800 272 831

Family and Child Connect	Family and Child Connect can help with a range of family and parenting challenges . We'll talk with you about your situation and work out the type of support you might find helpful.	Website: https://www.familychildconnect.org.au/ Phone: 13 32 64
Victim Assist Queensland	Specialist support, information and advice is available for victims of different types of crime . There is also information for Aboriginal and Torres Strait Islander people, people with disability, people of different ages, and more.	Website: https://www.qld.gov.au/law/crime-and-police/victim-assist-queensland Phone: 1300 546 587
Womensline Australia	DVConnect's Womensline is a free helpline for women and their children in Queensland who are experiencing domestic and family violence.	Website: https://www.dvconnect.org/womensline/ Phone: 1800 811 811
MensLine Australia	MensLine Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.	Website: http://www.mensline.org.au/ Phone: 1300 789 978
JobAccess	Access advice, information and funding to support people with disability , employers and service providers.	Website: https://www.jobaccess.gov.au/ Phone: 1800 464 800
Alcohol and Drug Foundation	The Alcohol and Drug Foundation (ADF) is Australia's leading organisation committed to inspiring positive change and delivering evidence-based approaches to minimise alcohol and drug harm .	Website: https://adf.org.au/ Phone: 1800 250 015
Reading Writing Hotline	A free service to help adults improve their reading, writing and basic maths .	Website: https://readingwritinghotline.edu.au/ Phone: 1300 6 555 06
Financial Counselling Australia	If you are experiencing financial difficulty , you can speak to a free, independent financial counsellor.	Website: https://www.financialcounsellingaustralia.org.au/ Phone: 1800 007 007
QLife	QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.	Website: https://www qlife.org.au/ Phone: 1800 184 527
Health Direct	A government-funded service, providing quality, approved health information and advice .	Website: https://www.healthdirect.gov.au/ Phone: 1800 022 222

Fees

Course fees are outlined in each respective course page on the Blue Dog Training website. Course fees are subject to change at any time. Payment of course fees can be made to Blue Dog Training via Direct Deposit, Credit Card and in some cases Purchase Order.

Under fee for service arrangements, Blue Dog Training will only collect a maximum of \$1,500 in prepaid fees per course when the payment is made by the student, or from someone on behalf of the student. Where the course total value exceeds this amount, payments will be made at progression points as per the agreed terms. Failure to make payment as per the agreed terms may result in suspending your access to training and assessment services until the agreed fees have been paid.

For all courses paid for by a third party/employer, the entire fee may be collected on enrolment.

The course fee covers the student's access to training and assessment services, including access to your allocated, qualified, and industry experienced trainer and assessor, training and assessment materials needed to complete the course, and support from our skilled administration team.

Please note that some courses may require you to purchase additional resources needed for completion. For example, if you are completing the White Card course in our virtual Zoom classroom (Connected Real Time Delivery), you will be required to access your own PPE for the practical assessment. If you complete the White Card course face to face, we provide the PPE for you.

Government funding

Fee structures, such as concessions, will differ depending on funding arrangement where applicable. Refer to the "Funding" tab on the course you're interested in on the website for more information.

Student fee refund policy

Blue Dog Training has a [Student Fee Refund Policy](#) located in the footer of the Blue Dog Training website. All students must ensure they have read, understood, and agree to the conditions in the Student Fee Refund Policy in full prior to enrolment. Students can contact the office for clarification on the conditions in the Student Fee Refund Policy where necessary.

Our Expectations of You

Student code of conduct

At Blue Dog Training, we're committed to providing a safe, inclusive, and productive learning environment. To support this, all students are expected to follow our Student Code of Conduct.

Being a Blue Dog student means participating with integrity, taking responsibility for your learning, and treating others with respect. Misconduct is taken seriously and may result in disciplinary action, including cancelling your course. Expectations and examples below are not an exhaustive list.

Students are expected to:

- Participate actively and consistently in their training,
- Complete and submit assessment tasks on time,
- Communicate respectfully with trainers, staff, and peers,
- Follow health and safety instructions at all times,
- Represent themselves and Blue Dog Training with honesty and professionalism.

Misconduct is any behaviour that:

- Disrupts the learning of others,
- Prevents staff from performing their duties,
- Endangers the health or safety of anyone,
- Damages Blue Dog Training property, reputation, or partnerships.

Examples of misconduct Include:

- Plagiarism or cheating in assessments,
- Harassment, bullying, or discrimination,
- Verbal or physical abuse,
- Refusal to follow reasonable directions from staff,
- Falsifying enrolment or assessment information,
- Engaging in illegal behaviour (e.g. vandalism, theft),
- Deliberately damaging resources, facilities, or equipment,
- Misusing social media or digital platforms to harm others.

Academic integrity

Academic cheating threatens the integrity of the VET sector as it can have serious consequences. Students who obtain qualifications via academic cheating don't possess the essential skills for the qualification they hold and may be a risk to themselves, others in the workplace, and the wider community.

Academic cheating includes plagiarism, which includes intentionally claiming the work of others as your own or having someone complete the coursework for you. You are welcome to research and use other people's ideas, but this needs to be paraphrased where possible and referenced appropriately, such as providing a website link.

Be mindful when completing your assessments with other students. If you give another student an answer to a question, this is considered academic misconduct as it does not prove it was a fully authentic assessment. This is especially important in critical courses such as the White Card but extends to all courses offered by Blue Dog Training.

The main driver of academic cheating is whether there is a deliberate pattern of unethical/fraudulent behaviour. Staff at Blue Dog Training have access to an internal Academic Integrity Policy which provides guidance on detecting unusual behaviour that may show signs of academic misconduct. When unusual behaviour is detected, Blue Dog Training undertakes a full review of evidence before determining whether the student requires disciplinary action.

Blue Dog Training expects that all students act with integrity and make efforts to demonstrate authenticity of assessment. Avoiding academic misconduct/plagiarism is simple – just complete the work yourself!

Class rescheduling

Students may reschedule their class (face-to-face or virtual) if they notify Blue Dog Training at least two (2) business days before the scheduled start time of their course. Courses must be completed within 3 months of payment and rescheduled classes must fall within this period otherwise the student is subject to re-enrol into the course. Students may reschedule a maximum of two (2) times. Students can make a request to reschedule by contacting the office.

Non-attendance, and late arrivals

It is the responsibility of the enrolled student to ensure they attend class at least 15 minutes before their start time. Classroom training, such as for the White Card is governed by strict conditions, such as course duration. Blue Dog Training staff are empowered to refuse access to class if they are late to ensure continued compliance with our agreed conditions with governing bodies.

If a student fails to attend their class without any notice or intention to attend, they will be required to re-enrol into the course.

If a student demonstrates intention to attend the class, such as late attendance, the student may reschedule their class one (1) time.

Disciplinary action

Consequences for misconduct will depend on the severity and pattern of the behaviour/s. Blue Dog Training will complete an investigation for all instances of misconduct. Blue Dog Training aims to finalise all investigations within five (5) business days. Your access to training and assessment services may be suspended during this time.

Consequences for misconduct include, but are not limited to:

- Formal warning,
- Course suspension,
- Course cancellation without a refund,
- Student to reimburse the costs incurred by any damage caused,
- Matter referred to the police.

If a student is not satisfied with the outcome of the disciplinary investigation, they have the option to request a formal review as per the Blue Dog Training [Complaints and Appeals Policy](#), located in the footer of our website.

Change to personal details

If a student's personal details changes, such as their name, address, or phone number, they must advise their trainer as soon as reasonably possible to undertake the relevant change of personal details process.

Training and Assessment

Access your trainer

During your enrolment period, you will have access to an allocated experienced and qualified trainer and assessor. They will be there to help you with any training and assessment related queries via phone, email, and depending on the course will arrange for face-to-face visits. Blue Dog Training has a large team of experienced and qualified trainers and assessors to assist you if your allocated trainer is temporarily unavailable.

Access your course

Your enrolment period gives you access to your training and time to complete your assessments. You will be required to complete all training and assessment requirements during your enrolment period. Refer to your Training Plan for more details on course progression points, assessment due dates, and your course end date.

Your trainer will check in with you at regular touch points to see how you're going with your course. Should "life happen" and impact your studies, communicate early with your trainer for guidance and support. We can help you where we can if you keep us in the loop.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that allows you to demonstrate that you already have the skills, knowledge, and experience required to meet the outcomes of one, or multiple units of competency, without needing to complete the training in full.

To be successful, you must provide **appropriate evidence** that aligns with the competency standards in each unit. This evidence must meet the Rules of Evidence:

- **Authentic** – The evidence must be your own and verifiable.
- **Sufficient** – There must be enough evidence to support the assessment decision.
- **Current** – The evidence must reflect current industry practices, generally from within the past 3 years.
- **Valid** – The evidence must directly relate to the requirements of the unit.

Preparing an effective RPL application takes time. You will need to back up your claims of prior knowledge and experience with proof, such as job descriptions, references, work samples, or licenses, to meet the assessment requirements. In some cases, gathering all the necessary evidence can be challenging. Where gaps are identified, your existing evidence will still be recognised, and you may be required to complete **gap training** to address the specific areas not covered by your current experience.

If you are interested in applying for RPL, you may request an RPL Application Form from our team for your course of choice for more information. Please note:

- Students may receive general guidance for their RPL application before enrolment from a qualified assessor. However, the assessor will not formally review the RPL application until the student is an enrolled student.
- Blue Dog Training does not guarantee RPL outcomes. RPL outcomes are only awarded upon a full, comprehensive review of evidence by a qualified assessor.
- Due to the nature of some short courses/licencing requirements, RPL is not available for every course offered (e.g., White Card, CPR, First Aid).
- Some funded programs may impose restrictions on how many units can be awarded RPL.

Credit transfer (CT)

If you have completed prior study with Blue Dog Training or another Registered Training Organisation (RTO), you can apply for a credit transfer (CT). Blue Dog Training recognises genuine evidence of previously completed units of competency, meaning you won't have to complete the same training a second time. For clarity, CTs are given at the unit of competency level, not the qualification level.

Given the nature of CTs, we strongly recommend applying for CTs towards the commencement of your course enrolment to reduce the chance of unit duplication.

Blue Dog Training accepts the following sources of evidence:

- Authenticated VET Transcript issued by the Student Identifiers Registrar (otherwise known as a USI Transcript),
- Australian Qualifications Framework (AQF) issued documentation from an RTO, such as a statement of attainment or record of results. A record of results is usually tied with a qualification.

Blue Dog Training will conduct an external verification check of your documents before awarding CTs.

If you are interested in applying for CT, please send through your evidence documentation to your allocated trainer. Please note:

- CTs must be “like for like”, meaning it must be the same, or equivalent.
- CTs must comply with the course packaging requirements.
- Due to the nature of some short courses/licencing requirements, CT is not available for every course offered (e.g., White Card, CPR, First Aid).
- Blue Dog Training is not obligated to issue a qualification or statement of attainment that is achieved wholly through CT.
- Some funded programs may impose restrictions on how many units can receive a CT.

Competency-based assessment system

Training and assessment at Blue Dog Training follow a competency-based assessment model. This means students are assessed on their ability to demonstrate the required skills and knowledge to the standard set by each unit of competency.

Competency-based assessment is not graded. Instead, students must meet 100% of the performance criteria to demonstrate that they are competent in each task. As a result, there are two outcomes for each assessment activity:

- **Satisfactory (S):** You have successfully completed all assessment tasks to the required standard.
- **Not Yet Satisfactory (NYS):** One or more parts of the assessment do not yet meet the required standard. This is not a failure, it simply means you're not quite there yet.

Once you have achieved a Satisfactory outcome for all required assessment tasks in a unit, you will be deemed competent for that unit and no further evidence is required.

Competency-based assessment will be different from what you've experienced at school or university. While there are no grades or percentages, this does not mean the process is easier. In fact, the assessment benchmarks are typically aligned with real industry and workplace standards, so a high level of effort, accuracy, and consistency is still required to demonstrate competence.

Assessment feedback

Your trainer will provide clear and detailed feedback on any assessment items that require further evidence or improvement. You are only expected to address the specific items identified by your trainer.

If anything in your feedback is unclear, please don't hesitate to reach out to your trainer for clarification, they're here to help you succeed.

Assessment attempts

You are allowed up to three (3) submission attempts to successfully complete each assessment. If your third attempt is not successful, you may be required to re-enrol in the course.

To avoid this, make sure you:

- Carefully review and apply the feedback provided by your trainer,
- Take the time to study the course materials and reflect on your learning,
- Ask questions if you're unsure about how to improve your work.

Please note: Blue Dog Training does not formally review "draft" submissions of full assessment items. You are expected to prepare and submit your assessments independently, based on the guidance provided by your trainer and the learning materials.

Course progression

Refer to your Training Plan or speak to your trainer if you would like information on your course progression. If you are enrolled in a qualification, you may request a Record of Achievement, which is intended to act as an interim document demonstrating your achieved competencies without having full course completion.

Course withdrawal

If you voluntarily withdraw from your course, please contact us to let us know. There are no fees associated with withdrawals. We strongly encourage you to talk to your trainer before you voluntarily withdraw as they may be able to offer you guidance and support.

When a voluntary course withdrawal is processed, we may ask you to complete a survey. The survey feedback data will be used to inform our continuous improvement processes.

Failure to progress

Courses offered by Blue Dog Training have a set course duration, meaning that you are required to complete your entire course before your course end date. One of the biggest risk factors for failing to complete the course is lack of steady course progression. Some qualifications require significant time and effort, but students who chip away consistently are much more likely to succeed than those who leave everything to the last minute.

As a Blue Dog student, you're expected to:

- Stay engaged with your coursework,
- Submit assessments on time,
- Communicate regularly with your trainer or assessor.

Investing your time into your coursework is an investment in your future self.

If you're not meeting assessment due dates or not engaging with your course, your trainer may identify you as at risk of non-progression. In this case, they'll contact you to discuss your options. Options will depend on your course and any relevant government funding rules or deadlines.

If we don't hear from you at all, we may have to begin cancelling your enrolment. As a general rule, three (3) months of no contact or activity is considered grounds for course abandonment.

We're here to help, but we need you to keep us informed too!

Course cancellation

Your enrolment may be cancelled in the following circumstances:

- **Course abandonment:** If there is no contact or activity for three (3) months, you will be considered to have abandoned your course. This applies to all students unless an extension or special arrangement has been approved.
- **Lack of course progress:** If you're enrolled in a government-funded course (such as an apprenticeship), you must show genuine and ongoing engagement with your training. If you fail to meet these expectations and do not respond to contact attempts, your course may be cancelled to meet government funding and reporting requirements.
- **Course end date:** Your enrolment period ends on your official course end date. Once this date passes, your access to course materials and assessment tools will be removed. If you haven't completed the course by this date and wish to continue, you will be required to re-enrol into the course.

Transition of training products

From time to time, nationally endorsed training product, such as qualifications or units of competency, are updated. Blue Dog Training is permitted to accept new enrolment applications in the superseded training product for up to 1 year from the date the replacement training product was published. Approved new enrolment applicants will be required to transition to the updated version when the new product is ready to be offered.

In very rare circumstances where a training product is expired, deleted, or removed from the National Register, Blue Dog Training will be unable to accept new enrolment applications.

If you are currently enrolled in a course that has been superseded or replaced, one of two outcomes will apply:

- You will complete your course under the existing training product, or
- You will be required to transition to the updated version.

In either case, there will be progress milestones that must be met to ensure a smooth and timely transition. If these arrangements affect you, Blue Dog Training will notify you as soon as reasonably possible and provide clear information about what the transition involves, including any changes to your training or assessment.

When a transition is occurring, we understand that you may be curious about what is happening. Blue Dog Training asks for your patience during this time – we'll send you information once we have a transition plan in place.

Completion

Upon successful completion of a nationally recognised qualification, Blue Dog Training will issue you with a certificate and record of results.

Upon successful completion of a nationally recognised course that is not a qualification (such as an individual unit or skill set), Blue Dog Training will issue you with a statement of attainment.

Students who voluntarily withdraw or are cancelled from their course are entitled to a statement of attainment that will list all units of competency successfully completed in the course.

Completion documents will be issued to the student within 30 calendar days from the date the final unit is awarded an outcome. Completion documents are issued in accordance with the [Australian Qualifications Framework \(AQF\)](#).

Note that Blue Dog Training is not obligated to issue completion documentation if there are still outstanding fees (except for apprenticeships).

Blue Dog Training holds on to records of your AQF issued documents for 30 years. Let us know if you need a copy of your certificate and record of results, or statement of attainment. There are no fees associated with issuance, or reissuance of completion documents.

Policies

Child and cultural safety and wellbeing

Blue Dog Training has a dedicated [Child Safety and Wellbeing Policy](#) located in the footer of the Blue Dog Training website. This policy also covers cultural safety requirements, including for First Nations People.

We have zero tolerance of child abuse, harm, and racism, and all allegations and safety concerns will be treated seriously as per the Child Safety and Wellbeing Policy.

Complaints

If a student is not satisfied with Blue Dog Training, an assessment decision, a relevant third party, or an employee/contractor of Blue Dog Training, we strongly encourage them to speak with the trainer, or request to speak with the relevant department manager first to resolve the concern.

If the student is not satisfied with the outcome, the student can lodge a formal complaint as per Blue Dog Training's dedicated [Complaints and Appeals Policy](#) located in the footer of the Blue Dog Training website.

Appeals

If a student is not satisfied with the outcome of a formal complaint, they are entitled to appeal the decision as per Blue Dog Training's dedicated [Complaints and Appeals Policy](#) located in the footer of the Blue Dog Training website.

Feedback

Please submit any feedback to feedback@bluedogtraining.com.au. All feedback is reviewed and used by Blue Dog Training to inform continuous improvement practices.

Privacy

Blue Dog Training has a dedicated [Privacy Policy](#) located in the footer of the Blue Dog Training website. Blue Dog Training respects the privacy of students and is committed to protecting personal information.

Blue Dog Training provides all students with a privacy notice at the point of their enrolment application. We collect your personal information so we can process and manage your enrolment in a vocational education and training course with us. If you do not provide adequate information as requested, we may not be able to process your application.

For more information about how your personal information is collected, handled, and disclosed to government agencies, refer to the full privacy notice in the [Privacy Policy](#).

Website terms of use

Blue Dog Training has a dedicated [Website Terms of Use Policy](#) located in the footer of the Blue Dog Training website. This policy is to be read and agreed to by all users of our website (<https://bluedogtraining.com.au/>).

Legislative Compliance

Blue Dog Training is required to comply with relevant legislation, standards and guidelines, intended to uphold the integrity of nationally recognised training. Compliance within the VET framework and additional legislative requirements is demonstrated through our internal policies.

Blue Dog Training complies with the following requirements. Below is not an exhaustive list.

Vocational Education and Training (VET) sector requirements

- [National Vocational Education and Training Regulator Act 2011](#)
- [Outcome Standards for NVR Registered Training Organisations 2025](#)
- [Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements](#)
- [Credential Policy](#)
- [National VET Data Policy 2020](#)
- [Further Education and Training Act 2014](#)
- [Australian Qualifications Framework \(AQF\) Policies](#)
- [Student Identifiers Act 2014](#)
- [Disability Standards for Education 2005](#)

Other Legislation

- [Anti-Discrimination Act 1991](#)
- [Working with Children \(Risk Management and Screening\) Act 2000](#)
- [Child Safe Organisations Act 2024](#)
- [Privacy Act 1988](#)
- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2011](#)
- [Disability Discrimination Act 1992](#)