



**EDWARD BUSINESS COLLEGE**  
THE KINGDOM OF YOUR DREAMS  
NATIONAL PROVIDER #45818



# Student **HANDBOOK**

Version 2.0 - January 2026

**TRADE COURSES • SKILLS TRAINING • CAREER SUCCESS**

A guide to your rights, responsibilities, and learning journey at Edward  
Business College.

**RTO NO. 45818**

[www.edwardbusinesscollege.edu.au](http://www.edwardbusinesscollege.edu.au)

## Document Control

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This handbook is reviewed regularly to ensure compliance with the Standards for RTOs 2015.

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## About Edward Business College

### 1.1 Welcome To Edward Business College

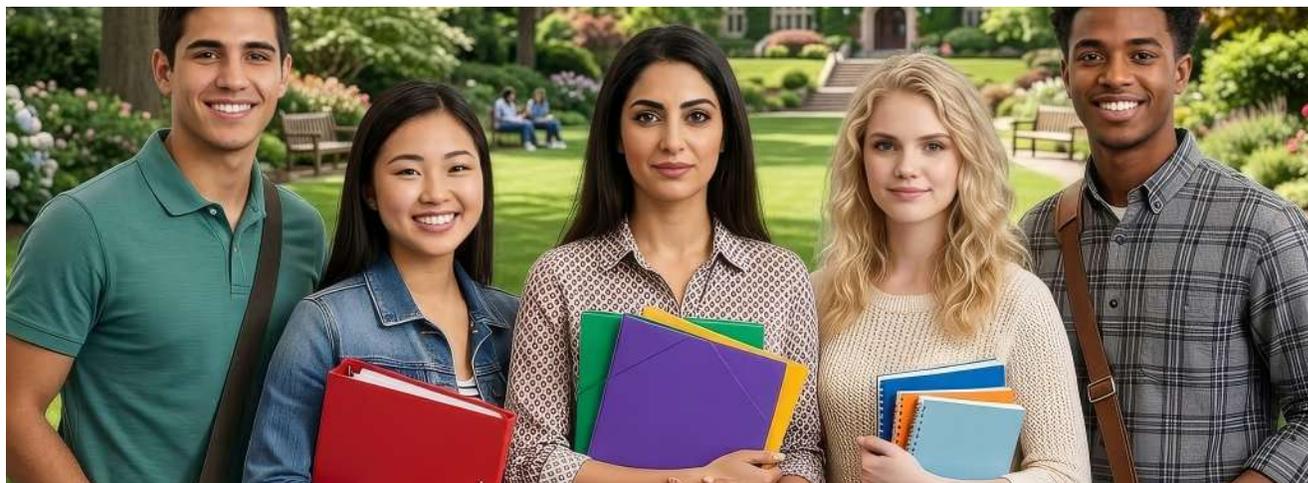
Welcome to **Edward Business College Pty Ltd (RTO 45818)** — we are delighted to have you join our learning community and take the next step in your educational and professional journey. At Edward Business College, we take pride in being more than just a training provider — we are a community dedicated to helping students succeed in an environment that values quality, integrity, and personal growth. Our college is built upon a strong commitment to delivering nationally recognised qualifications that combine practical skills with real-world application. Whether you are beginning your first qualification or enhancing your existing expertise, we are here to support you every step of the way.

We believe that learning should be engaging, relevant, and transformative. Our programs are developed in consultation with industry to ensure that what you learn today prepares you for tomorrow's opportunities. You will be guided by qualified trainers who bring both experience and passion to the classroom, offering you the support you need to reach your goals. This Student Handbook serves as your essential guide to studying with Edward Business College. Inside, you will find important information about your rights and responsibilities, our training and assessment processes, and the range of support services available to you. Please read it carefully and refer to it throughout your course to ensure you have the knowledge and confidence to navigate your studies successfully. At Edward Business College, we are committed to maintaining a safe, inclusive, and respectful learning environment where every student feels valued and empowered to achieve their best. We encourage you to participate actively, ask questions, seek help when needed, and make the most of the opportunities available to you.

We wish you every success in your learning journey and look forward to celebrating your growth and achievements as part of our vibrant community of students.

Warm regards,

**The Edward Business College Team**



## About Edward Business College

### 1.2 Our Obligations as Your RTO

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver.

We must comply at all times with the Standards for RTOs 2015, which form part of the VET Quality Framework. To ensure compliance, we have developed comprehensive internal policies, procedures, and systems that guide our operations. We also participate in audits conducted by ASQA upon request.

In addition, we must ensure that any third parties involved in your training and assessment comply with these requirements. This includes our training partners, marketing brokers, and sales representatives, where applicable.

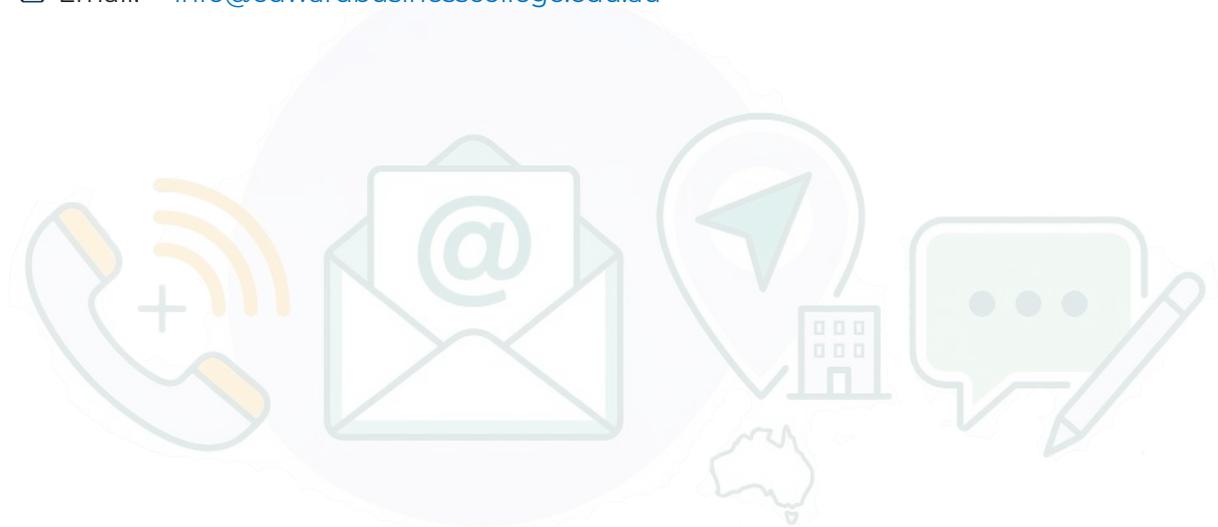
As the RTO, we are responsible for issuing your AQF certification documents in line with our issuance policy, as outlined in this Handbook.

If at any time you feel that we have not met our obligations as an RTO, you have the right to make a complaint by following our Complaints and Appeals Policy, which is outlined later in this Handbook.

### 1.3 Contact Information

**For any enquiries, feedback, or concerns about your training or assessment, please contact:**

- ☎ Phone: 1800 000 EBC (322)
- ✉ Email: [info@edwardbusinesscollege.edu.au](mailto:info@edwardbusinesscollege.edu.au)



## About Edward Business College

### 1.4 Courses Offered

Edward Business College offers the following qualifications:

- ⦿ AHC30921 Certificate III in Landscape Construction
- ⦿ AUR30620 Certificate III in Light Vehicle Mechanical Technology
- ⦿ AUR31120 Certificate III in Heavy Commercial Vehicle Mechanical Technology
- ⦿ BSB50420 Diploma of Leadership and Management
- ⦿ BSB60420 Advanced Diploma of Leadership and Management
- ⦿ CPC30620 Certificate III in Painting and Decorating
- ⦿ CPC32420 Certificate III in Plumbing
- ⦿ CPC40920 Certificate IV in Plumbing and Services
- ⦿ MEM30219 Certificate III in Engineering - Mechanical Trade
- ⦿ MEM31922 Certificate III in Engineering - Fabrication Trade
- ⦿ MEM31925 Certificate III in Engineering - Fabrication Trade

## Enrolment and Student Identification

### 2.1 Selection and Enrolment

Edward Business College accepts applications from students who meet the entry requirements specified in the course information.

Applications are processed on a first-come, first-served basis. If a course is full, applicants may be offered a place in the next available intake.

To apply for enrolment, students must complete the Enrolment Form or Application Form.

Where courses have entry requirements, applicants must provide supporting documentation such as:

- ✓ Verified copies of qualifications
- ✓ Curriculum Vitae (CV)
- ✓ Other relevant evidence

Students applying for Credit Transfer must indicate this on their enrolment application and provide certified copies of academic transcripts. After completing the enrolment documentation and gathering the required evidence, applicants must submit the documents via email to:

[info@edwardbusinesscollege.edu.au](mailto:info@edwardbusinesscollege.edu.au)

A **non-refundable application fee of \$200** must also be submitted. Applicants will be notified of the outcome of their application within seven (7) days. Some courses may require applicants to attend an interview as part of the entry process. Once enrolment is approved, students will receive further information regarding:

- ✓ Payment arrangements
- ✓ Course commencement details
- ✓ Orientation and induction information

### 2.2 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a unique reference number consisting of numbers and letters that creates a lifelong record of all nationally recognised training completed by an individual. Under the Student Identifiers Act 2014, all students undertaking nationally recognised training must have a valid USI.

Students must either:

- ✓ Provide their USI to Edward Business College, or
- ✓ Give permission for the college to create or retrieve a USI on their behalf.

To create your own USI, visit: <http://www.usi.gov.au>

Edward Business College cannot issue a **qualification or Statement of Attainment** unless a valid USI is provided or an exemption has been granted.

## Enrolment and Student Identification

### 2.3 Credit Transfer

Credit Transfer is formal recognition of units of competency or modules that a student has successfully completed with another Registered Training Organisation (RTO) or authorised issuing organisation.

Edward Business College may grant credit towards your course for units of competency or modules that you have previously completed, provided that equivalence can be demonstrated.

There is no charge to apply for Credit Transfer.

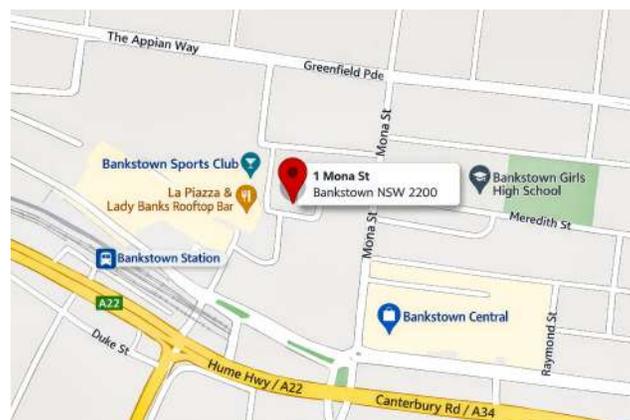
Students wishing to apply for Credit Transfer must complete the Credit Application Form and submit it with certified copies of their academic transcripts.

Students will be notified in writing of the outcome of their Credit Transfer application.

### 2.4 Course Location

Edward Business College currently delivers training at the following location:

 **1 Mona Street**  
**Bankstown NSW 2200**  
**Australia**



## Training and Assessment

### 3.1 Assessment Methods and Processes

Edward Business College delivers training and assessment using a competency-based training system.

Students are assessed on their ability to demonstrate the skills, knowledge, and performance required in the workplace.

Assessment is conducted by qualified trainers and assessors.

#### Assessment Methods

Assessment methods may include:

##### 01. Written Knowledge Assessments

Students may be required to complete written or online theory assessments to demonstrate understanding of the knowledge required for the unit.

- ✓ Short answer questions
- ✓ Multiple choice questions
- ✓ Case studies
- ✓ Scenario-based questions
- ✓ Online quizzes

These assessments evaluate students' understanding of theoretical knowledge related to their trade qualification.

##### 02. Practical Skills Assessments

Trade courses require students to demonstrate practical skills in a workshop or simulated workplace environment.

Students may be assessed on their ability to:

- ✓ Using tools and equipment safely
- ✓ Performing trade-related tasks
- ✓ Following workplace procedures
- ✓ Apply technical knowledge in real situations

Assessors may observe students performing tasks to confirm competence.

##### 03. Practical Observation

Assessors may directly observe students performing tasks during practical training sessions.

During observations, assessors will evaluate:

- ✓ Safety procedures
- ✓ Correct use of equipment
- ✓ Work quality

## Training and Assessment

- ✓ Compliance with industry standards

Observation checklists are used to ensure consistent and fair assessment.

### 04. Projects and Assignments

Some units may require students to complete projects or assignments that demonstrate their understanding of industry practices.

Projects may involve:

- ✓ Planning tasks
- ✓ Problem-solving activities
- ✓ Technical reports
- ✓ Workplace documentation

Observation checklists are used to ensure consistent and fair assessment.

### 05. Simulation Activities

Where real workplace assessment is not possible, simulated workplace environments may be used.

Simulation activities are designed to replicate real industry situations and allow students to demonstrate competency in a controlled environment.

## 3.2 Assessment Outcomes

Assessment results are recorded as:

- Competent (C) – the student has successfully demonstrated the required skills and knowledge
- Not Yet Competent (NYC) – the student has not yet met the required standard

Students must achieve Competent in all assessment tasks to successfully complete a unit.



## Assessment Administration

### 4.1 Attendance and Homework Requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

### 4.2 Assessment Arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

### 4.3 Assessment Submission Requirements

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

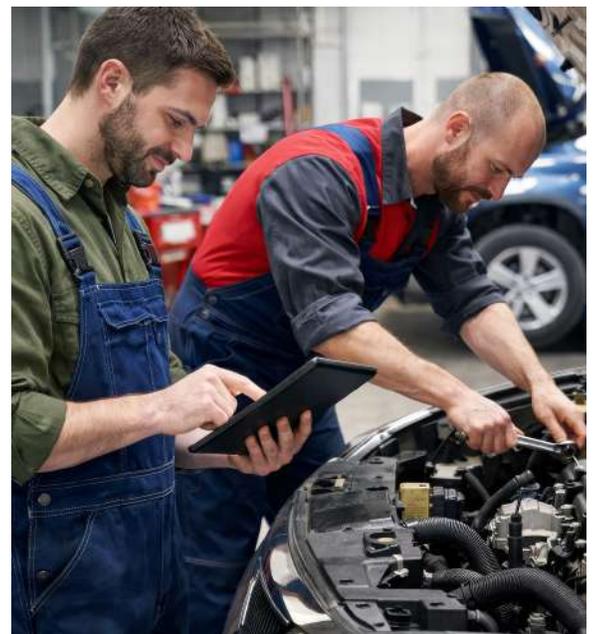
Assessments can be submitted directly to the trainer/assessor via email .

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing, if this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

### 4.4 Assessment Outcomes and Resubmission

Each assessment task will be given an outcome of either Competent (C) or Not Yet Competent (NYC). You must complete all tasks for a unit satisfactorily



## Assessment Administration

to achieve an overall outcome of Competent (C) for that unit. If one or more of your tasks are assessed as Not Satisfactory, you will receive an overall outcome of Not Yet Competent (NYC) for the unit.

You will have two further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised on what must be included in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will be required to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students, as outlined in the fees and charges information.

### 4.5 Reasonable Adjustment

Some students may need modifications to assessments due to disability, illness, or special considerations. This is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible, e.g., providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, the environment, and/or equipment, e.g., setting up hearing loops.
- Making changes to the assessment arrangements, e.g., allowing more time for assessments.
- Making changes to the way evidence for assessment is gathered, e.g., asking written questions orally.



Please speak to your assessor if you believe you may need an adjustment. Note that these adjustments are made at the discretion of your assessor, based on your identified needs.

### 4.6 Appeals Against Assessment Decisions

If you do not agree with any assessment decision, you may lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information on how to lodge an appeal.

### 4.7 Academic Integrity

Edward Business College has a zero-tolerance policy for plagiarism, cheating, and collusion.

## Assessment Administration

Students are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

When you submit your assessments, you will be required to sign a declaration stating that the work provided is your own and that you have not cheated, plagiarised the work, or colluded with any other student(s).

If you are found to have plagiarised, cheated, or colluded, you will be given an opportunity to respond to the allegations. If the allegations are confirmed, we will be required to take disciplinary action, which is likely to require you to complete the assessment again.



## Student Support and Records

### 5.1 Student Support Services

We are committed to ensuring that you receive all the support you need to be successful in your studies. You may not have studied for a while, or you might need help with study skills. You may also require assistance with skills such as reading, writing, and maths.

The enrolment form you complete will help us identify any support you may need. Depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy, and numeracy skills. Based on the information you provide in your enrolment form and/or the results of your language, literacy, and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer include:

- One-to-one support from our trainers/assessors, including providing you with their phone and email contact details.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Personal counselling.

Please contact us to discuss your support needs.

### 5.2 Student Feedback

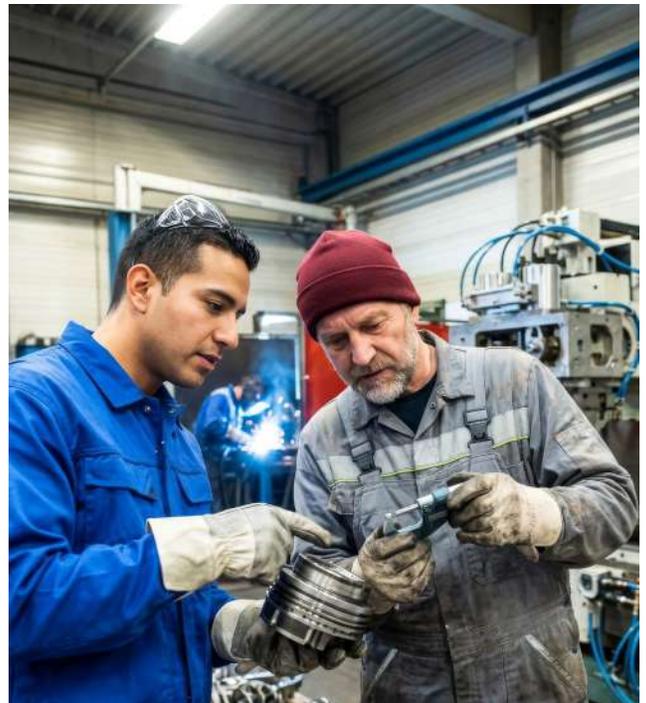
Your feedback is important to us and helps ensure that our services meet your needs. We use feedback from students and employers as part of our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a **Quality Indicator Survey** issued by the National Centre for Vocational Education and Research (NCVER), which they are required to complete. Please assist us by completing the surveys provided to you by your trainer/assessor. Some surveys may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time via email or phone.

### 5.3 Access to Student Records

You may access or obtain a copy of the records that Edward Business College holds about you



## Student Support and Records

at any time. This includes personal information and records of participation and progress.

If you wish to access or obtain a copy of your records, you must make a request in writing to the Training Manager using the Access to Records Request Form, outlining which records you would like to access. There is no charge to access your records; however, there is a cost of 50c per page for photocopying.

Access to records may be provided by:

- ✓ Making copies of the records held in a file.
- ✓ Providing a time for you to review your file.
- ✓ Providing access to the online portal where some records relating to the course can be viewed.

### 5.4 Amendment of Records

If a student considers the information that Edward Business College holds about them to be incorrect, incomplete, out of date, or misleading, they may request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is considered inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

### 5.5 Notification of Changes

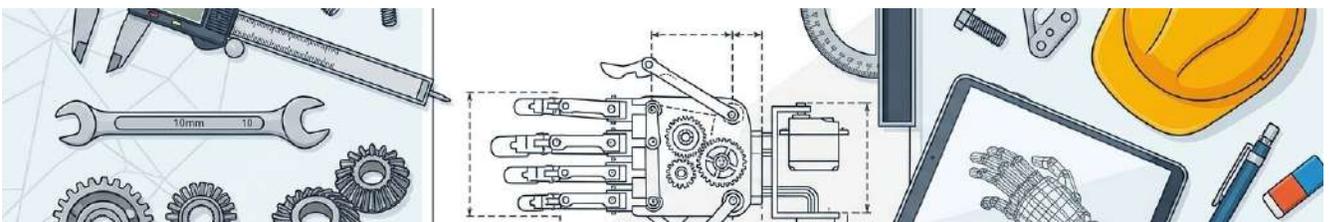
As an RTO under the **VET Quality Framework**, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This includes any changes in ownership, any new third-party arrangements, or changes to existing third-party arrangements that relate to your enrolment. It also includes situations where we are unable to provide the services outlined in your Student Agreement, for example if we are no longer able to deliver the course you have enrolled in or are no longer operating as an RTO.

If this occurs, Edward Business College will develop a strategy to minimise the impact on you and will notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address, an email, or an SMS message. Please ensure we always have your most current home address, email address, and mobile number on file so we can notify you of any relevant changes.

You can inform us of any changes to your details by completing the Change of Details Form.



## Legislation and Student Rights

### 6.1 Legislation and You

As a student, you have both rights and responsibilities under applicable legislation that governs the vocational education and training (VET) sector in Australia.

Edward Business College operates in accordance with Australian legislation to ensure that students receive quality education and training services in a safe, fair, and supportive learning environment.

The following sections outline key legislative obligations that apply to students studying with Edward Business College.

### 6.2 Workplace Health and Safety

Under the **Workplace Health and Safety Act 2011**, Edward Business College is responsible for providing a safe environment for both staff and students. This includes ensuring that appropriate information, training, and guidance relating to health, safety, and welfare are provided.

Edward Business College has policies and procedures in place to ensure the safety and wellbeing of all students and staff. At the commencement of your course, you will be provided with information regarding health and safety requirements and procedures.

As a student, you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others.

Students must ensure that they:

- ✓ Immediately report hazards to their trainer or assessor.
- ✓ Seek assistance from a staff member if they become ill or injured while on campus.
- ✓ Only assist another person who is ill or injured if it is safe to do so. If unsure, request assistance from a staff member.
- ✓ Complete an incident report where required.
- ✓ Familiarise themselves with Edward Business College emergency evacuation procedures and follow instructions in the event of an emergency.
- ✓ Do not leave bags or personal belongings in areas where they may create a hazard for others.
- ✓ Do not smoke or consume alcohol on the premises.
- ✓ Observe basic hygiene practices such as washing hands before handling food and maintaining cleanliness in shared facilities such as toilets and wash basins.

### 6.3 Harassment, Victimisation and Bullying

Edward Business College is committed to providing all students and staff with a learning environment that is free from harassment, victimisation, and bullying.

Edward Business College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Under anti-discrimination legislation, harassment is defined as any behaviour that is unwelcome and that offends, humiliates, or intimidates a person, creating a hostile environment.

## Legislation and Student Rights

Examples of harassment may include:

- Making fun of someone
- Spreading rumours
- Making offensive jokes
- Ignoring or excluding someone

Any other behaviour that creates discomfort or humiliation

Victimisation occurs when a person is treated unfairly because they have made, or intend to make, a complaint about discrimination or harassment.

Bullying refers to verbal, physical, social, or psychological abuse by a staff member or student. Bullying behaviour is also covered under workplace health and safety legislation.

If you believe that you are experiencing harassment, victimisation, or bullying, you should take appropriate action.

Where appropriate, you may inform the person involved that the behaviour is unacceptable and ask them to stop.

If you do not feel comfortable doing this, or if the behaviour continues, you should lodge a formal complaint in accordance with the **Edward Business College Complaints and Appeals Procedure**, which is outlined later in this handbook.

Edward Business College will treat all complaints seriously and ensure that they are addressed fairly and confidentially.

### 6.4 Equal Opportunity

Edward Business College is committed to the principles of equal opportunity and fair treatment for all students, staff, clients, and stakeholders.

The policies and practices adopted by Edward Business College aim to ensure that all individuals are treated fairly and equitably in their dealings with the college.

All people will be treated courteously and efficiently throughout the processes of enquiry, selection, enrolment, and participation in training programs.

Edward Business College is committed to providing equitable access to training and support services required by each student.

Students are supported in a manner that enables them to achieve their full potential and succeed in their training outcomes.



## Legislation and Student Rights

All students are provided with opportunities to develop and successfully gain skills, knowledge, and experience through education and training.

### 6.5 National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your chosen area of study.

This training should lead to a nationally recognised qualification that improves your employment prospects or provides a pathway to further education and training.

Edward Business College is a Registered Training Organisation registered with the Australian Skills Quality Authority (ASQA) and is required to comply with the National VET Regulator Act 2011.

This Act requires registered training organisations to meet a series of nationally mandated standards that ensure:

- Quality training and assessment
- Appropriate student support services
- Compliance with the Standards for RTOs 2015

These standards ensure that students receive training and assessment services that meet national regulatory requirements.

### 6.6 Student Identifiers Act 2014

Under the **Student Identifiers Act 2014**, all students undertaking nationally recognised training must have a **Unique Student Identifier (USI)**.

Edward Business College is required to ensure that all students have a valid USI before a qualification or Statement of Attainment can be issued.

A USI is a unique reference number that links to an online account containing a record of all nationally recognised training completed by a student in Australia.

If you are studying nationally recognised training in Australia, you are required to have a USI.

Your USI provides access to an online record of your training achievements from **1 January 2015 onwards**.

The main benefits of the USI system include:

- Students can access a complete record of their VET achievements from a single, secure online source.
- Students have immediate access to their training records and results.
- Students can easily provide their training records to employers or other training organisations as evidence of their qualifications.
- Training organisations can more easily assess student eligibility for prerequisites, credit transfers, and Recognition of Prior Learning (RPL).

For more information about the USI, please visit: <http://www.usi.gov.au>

## Privacy, Fees and Student Complaints

### 7.1 Privacy Policy

In collecting and managing personal information, Edward Business College complies with the requirements of the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and relevant state privacy legislation.

Edward Business College is committed to protecting the privacy and confidentiality of student information.

This means that Edward Business College will:

- Inform students of the purpose for which personal information is collected.
- Only use personal information provided by students for purposes related to their study and training.
- Ensure that personal information is securely stored and handled.
- Inform students of any organisations to which personal information may be disclosed, such as the Australian Government or the National Centre for Vocational Education Research (NCVER), and the purpose of that disclosure.

Edward Business College will not disclose personal information to another person or organisation unless:

- Students have been informed that this type of information may be shared with that organisation.
- The student has provided written consent.
- Disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or another person.
- Disclosure is required or authorised by law.
- Disclosure is reasonably necessary for law enforcement or for protecting public revenue.

### 7.2 Fees, Charges and Refunds

Edward Business College may apply additional fees and charges where required. Full details of applicable fees are outlined in the written agreement provided to students at the commencement of their course.

#### Additional Fees and Charges

| Item                                           | Fee    |
|------------------------------------------------|--------|
| Reassessment per unit                          | \$ 100 |
| Re-issuing of testamur or statement of results | \$ 60  |

## Privacy, Fees and Student Complaints

### Reassessment

All course fees include up to three (3) assessment attempts per task.

If a student is unable to demonstrate competency after the third attempt, additional training and reassessment may be required.

This will incur a reassessment fee of \$100 per unit.

### Re-Issuing Certification Documents

Course fees include the cost of issuing one copy of the AQF qualification certificate (testamur) and Record of Results or Statement of Attainment.

A fee of \$60 will apply for each additional copy requested.

## 7.3 Complaints and Appeals

Edward Business College takes all complaints and feedback seriously.

Students are encouraged to provide feedback or lodge a complaint if they are dissatisfied with any aspect of the training, assessment, or services provided by Edward Business College.

Complaints or feedback can be submitted via email:

[info@edwardbusinesscollege.edu.au](mailto:info@edwardbusinesscollege.edu.au)

All complaints will be handled in accordance with the Edward Business College Complaints and Appeals Procedure.

Edward Business College is committed to ensuring that complaints are addressed fairly, promptly, and confidentially.

## 7.4 Issuing of Certification Documents

Upon successful completion of a course and payment of all required fees, Edward Business College will issue certification documents within **thirty (30) days**.

Certification documents may include:

- ✓ AQF Qualification Certificate (Testamur)
- ✓ Record of Results

The Record of Results will list all units of competency completed as part of the qualification.

Where a student withdraws from a course or partially completes a qualification, a **Statement of Attainment** will be issued for units that have been successfully completed.

A Record of Results will be issued with the Statement of Attainment where requested.

## Privacy, Fees and Student Complaints

Edward Business College reserves the right to withhold the issuance of qualifications or Statements of Attainment until all outstanding fees related to the course have been paid, except where this is not permitted by law.

Edward Business College must also have a valid USI on file before any qualification or Statement of Attainment can be issued.



# Building Skills with Integrity and Confidence

Empowering learners to  
develop practical skills, achieve  
their goals, and succeed in their  
future careers.

© Edward Business College Pty Ltd

ABN 86 643 641 990 | ACN 643 641 990 | RTO # 45818

1 MONA STREET, BANKSTOWN NSW 2200

P 1800 000 EBC (322)

E [info@edwardbusinesscollege.edu.au](mailto:info@edwardbusinesscollege.edu.au)

Every smile reflects a journey of learning, growth and opportunity.



**EDWARD BUSINESS COLLEGE**  
THE KINGDOM OF YOUR DREAMS  
NATIONAL PROVIDER #45818