

# STUDENT HANDBOOK 2026



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# 1. WHO WE ARE & WHAT WE DO

At Built Form Design Academy (BFDA), we believe that education should be within reach of all.

Everyone is entitled to pursue a career that they are passionate about, and we provide a culture of learning that will develop throughout the students' lifetime.

At Built Form Design Academy we are passionate about building design and architecture, and we work hard to help students develop technical skills and gain the confidence to enter the workforce, or pursue career progression.

We are committed to training our students to take ownership and responsibility in achieving a future with a focus on sustainability.

We encourage students to develop networks within their community of peers as they study, to forge professional relationships within the industry, and to value and nurture these networks as they develop in their career.

Education – On demand and flexible – Accessible on the go or stay

## 1.1. Contact Us

### Built Form Design Academy

Email: [admin@bfdadeu.au](mailto:admin@bfdadeu.au)  
Phone: (02) 9589 2342  
Office Hours: 9.00 am – 5.00 pm AEST and AEDT  
Postal Address: PO Box 169, Jannali NSW 2226  
Street Address: Suite D3, Level 1, 674 Old Princes Highway, Sutherland, NSW 2232  
Website: [www.bfdadeu.au](http://www.bfdadeu.au)

## 1.2. Conditions of Enrolment

Students intending to enrol in a qualification offered by Built Form Design Academy are required to read, and agree to be abide by, the contents of this Student Handbook.

Please note that all costs referred to in this Handbook are quoted, and payable, in Australian dollars (AUD).

## 2. OUR QUALIFICATIONS

Built Form Design Academy offers the following nationally recognized qualifications:

- CPP40121 Certificate IV in Residential Drafting  
<https://training.gov.au/Training/Details/ CPP40121>
- CPP50921 Diploma of Building Design  
<https://training.gov.au/Training/Details/ CPP50921>
- CPP60421 Advanced Diploma of Building Design  
<https://training.gov.au/Training/Details/ CPP60421>



We also offer the Queensland Skill Set, a series of Units of Competency from the Diploma that addresses the technical requirements of the Building Design – Low Rise Licence, in Queensland.

These qualifications and skill sets provide fundamental design skills that offer the student many opportunities in their own right. Those wishing to further their studies can use these qualifications as a stepping-stone into architecture, construction management or town planning.

In addition to the above nationally recognised qualifications, we periodically also offer several short courses. These offerings are subject to change based on demand, and have included:

- Specification Writing
- Getting White Right
- Elements and Principles of Design

Please contact us directly regarding these short courses.

## 2.1. CPP40121 CERTIFICATE IV IN RESIDENTIAL DRAFTING

### Qualification Description

Have you always dreamed of working alongside an architect or building designer, and helping to craft beautiful buildings?

The Certificate IV in Residential Drafting could be just what you have been looking for.

As well as equipping you for a career as a drafter, the Certificate IV in Residential Drafting is your first step on the pathway to becoming a Building Designer!

The CPP40121 Certificate IV in Residential Drafting is a nationally accredited training qualification that teaches you the skills required to support an architect or building designer as a drafting technician.

The role of the drafter includes:

- using Building Information Modelling (BIM) software to produce drawings and documentation required by clients for the planning and building approval process,
- carrying out research, and applying information resulting from that research and consultants reports to specific projects,
- addressing compliance requirements of projects, and
- providing administrative support to the design team including data collection, storage, and file management

### Who Can I Work For?

- Building designers
- Local Councils (town planning)
- Architects
- Consulting Engineers
- Interior designers
- Landscape architects
- Developers
- Self-employed
- Builders

## Qualification Details

**Qualification:** CPP40121 Certificate IV in Residential Drafting

**Delivery:** Online (Distance)

**Maximum Qualification Duration:** 9 months full time / 1.5 years part time.

The qualification delivery is flexible within the limits of minimum progress requirements.

**Qualification Intake:** Continuous enrolment throughout the year.

**Study Load:** Over the duration of the qualification, it is expected that students will need to complete a minimum load of 630 hours.

Upon successful completion of 10 units of competency, the student will be issued CPP40121 Certificate IV in Residential Drafting.

Where a student withdraws prior to the completion of the certificate they will be issued a Statement of Attainment for all units successfully completed, subject to payment of fees due.

The required units of the qualification will be taught over six (6) courses as tabulated below.

Course	Course Name		Course Units
Course 1	Introduction to BIM	Part A	CPPBDN4102 Analyse Building Design Drawings
			CPPBDN4106 Investigate materials for construction of Class 1 and 10 buildings
	Part B	CPPBDN4110 Set up BIM capable software and files for building design drafting projects	
Course 2	Compliance Project A		CPPBDN4109 Research architectural styles and movements
			CPPBDN4104 Apply compliance requirements to Class 1 and 10 building design documentation
Course 3	Concepts Project A		CPPBDN5101 Produce digital 3-D models of building designs
			CPPBDN4103 Use CAD software to produce drawings for building design projects
Course 4	Documentation Project A		CPPBDN4105 Prepare drawings for planning and building approval for Class 1 and 10 buildings
			CPPBDN4101 Work effectively in a building design environment
Course 5	Documentation Project B		CPPBDN5101 Produce digital 3-D models of building designs
Course 6	Detailing		CPPBDN4105 Prepare drawings for planning and building approval for Class 1 and 10 buildings
			CPPBDN4107 Investigate construction methods for Class 1 and 10 buildings

## Entry requirements

There are no formal prerequisites or entry requirements for entry to CPP40121 Certificate IV in Residential Drafting training package.

However, both the qualification and the workplace require students to have the ability to master tasks of a technical nature, and to read and interpret planning documents.

Built Form Design Academy recommends that students have language, literacy and numeracy skills equivalent to Year 10 English and Mathematics.

Should you require assistance improving your language, literacy and numeracy skills to this level, we can assist you with identifying a learning institution with the appropriate courses.

As the qualification is fully online students should also be confident in the use of computers, word processing software, and internet browsers.

## 2.2. CPP50921 DIPLOMA OF BUILDING DESIGN

### Qualification Description

Have you always dreamed of becoming a building designer and applying your creativity to the built environment?

The Diploma of Building Design qualification could be just what you have been looking for.

Built Form Design Academy's Diploma qualification is a nationally accredited training qualification that teaches you the skills required to design small buildings.

The role of the building designer includes:

- Identifying project parameters, developing the client brief and concepts for sustainable building designs, documentation processes and liaison with project stakeholders.
- Building design graduates will be expected to understand how to utilise building information modelling software (BIM or 3D CAD), to produce drawings and documentation required by clients for the planning and building approval process.
- You will be required to carry out research and apply relevant information to drawings and reports from other professionals, including compliance requirements relevant to the specific projects.
- You will also be required to provide administrative support for design projects, including data collection and storage, and file management.

### Who Can I Work For?

- Building designers
- Architects
- Interior designers
- Developers
- Builders
- Self-employed

## Qualification Details

**Qualification:** CPP50921 Diploma of Building Design

**Delivery:** Online (Distance)

**Maximum Qualification Duration:** 13.5 months full time / 27 months part time.

The qualification delivery is flexible within the overall time frame specified.

**Qualification Intake:** Continuous enrolment throughout the year.

**Study Load:** Over the duration of the qualification, it is expected that students will need to complete a minimum load of 1200 hours.

Upon successful completion of 12 units of competency, students will be issued the CPP50921 Diploma of Building Design.

Where a student withdraws prior to the completion of the certificate they will be issued a Statement of Attainment for all units successfully completed, subject to payment of fees due.

The required units of the qualification will be taught over nine (9) courses as follows:

Course	Course Name	Course Units
Course 1	Introduction to Sustainability	CPPBDN5109 Recommend sustainability solutions for small-scale building design projects
Course 2	Residential Design Concepts Class 1 and 10 Buildings	CPPBDN5101 Produce digital 3D models of building designs
		CPPBDN5102 Produce compliant designs for Class 1 and 10 buildings
Course 3	Compliance for Class 2-9 Buildings	CPPBDN5106 Determine compliance requirements for Class 2-9 buildings up to two storeys
		CPPBDN5110 Inspect and assess sites to inform the design process

Course	Course Name	Course Units
Course 4	Concepts for Class 2-9 Buildings 1	CPPBDN5101 Produce digital 3D models of building designs
		CPPBDN5102 Produce compliant designs for Class 1 and 10 buildings
		CPPBDN5103 Produce compliant designs for Class 2-9 buildings up to two storeys
		CPPACC5011 Prepare concept designs for accessible building work (Advanced Diploma)
Course 5	Documentation for Class 2-9 Buildings	CPPBDN5104 Prepare drawings for planning and building approval for Class 2-9 buildings up to two storeys
Course 6	Concepts for Class 2-9 Buildings 2	CPPBDN5103 Produce compliant designs for Class 2-9 buildings up to two storeys
		CPPACC5011 Prepare concept designs for accessible building work (Advanced Diploma)
Course 7	Documentation for Class 2-9 Buildings	CPPBDN5104 Produce drawings for planning and building approval for Class 2-9 buildings up to two storeys
Course 8	Detailing for Class 2-9 Buildings	CPPBDN5105 Evaluate construction materials and methods for Class 2-9 buildings up to two storeys
		CPCBC4015 Prepare specifications for all construction works
Course 9	Business development	CPPBDN5107 Manage contracts for small-scale building design projects
		BSBESB402 Establish legal and risk management requirements of new business ventures

## Entry requirements

Both the qualification and the workplace require students to have the ability to master tasks of a technical nature, and to read and interpret planning documents. Built Form Design Academy recommends that students have language, literacy and numeracy skills equivalent to Year 12 English and Mathematics.

Should you require assistance improving your language, literacy and numeracy skills to this level, we can assist you with identifying a learning institution with the appropriate courses.

In addition to the above, candidates will be required to show evidence of having achieved the following entry requirements for direct entry to CPP50921, Diploma of Building Design training package:

- Formal qualifications in drafting, e.g., CPP40115 Certificate IV in Building Design Drafting, CPP40121 Certificate IV in Residential Drafting, or 52757WA Certificate IV in Residential Building Drafting, or
- Building design drafting industry experience demonstrating proficiency in utilising BIM capable software, i.e., ArchiCAD, Revit, or similar programs. Candidates relying on industry experience should have a minimum of 5 years of current drafting or building design experience, demonstrated by their resume and employment history.

Candidates with industry experience not meeting the above criteria may apply for RPL against the requirements of the Certificate IV in Residential Drafting, CPP40121, prior to enrolment in the Diploma.

As the qualification is fully online students should also be confident in the use of computers, word processing software, and internet browsers.

## 2.3. Licensing and legislation

Various licensing, legislative, regulatory or certification requirements apply to the practice of building design across the states and territories of Australia.

The following information is provided as a guide only, and is subject to change without notice. The student must carry out research to confirm the requirements in their State or Territory.

Refer to the links below to confirm requirements for each jurisdiction.

- QLD: Queensland Building and Construction Commission (QBCC)  
<https://www.qbcc.qld.gov.au/licences/apply-licence/available-licences/design>
- NSW: New South Wales Fair Trading  
<https://www.fairtrading.nsw.gov.au/trades-and-businesses/licensing-and-qualifications/design-practitioner-registration>
- VIC: Building and Plumbing Commission  
<https://www.vba.vic.gov.au/registration-and-licensing/building-practitioner-registration/buildingdesigner>
- TAS: Tasmanian Government: Consumer, Building and Occupational Services  
<https://cbos.tas.gov.au/topics/licensing-and-registration/licensed-occupations/building-provider-licences/building-designer>
- SA: South Australian Government: Business and Trade  
<https://www.sa.gov.au/topics/business-and-trade/licensing>
- WA: Government of Western Australia: Department of Mines, Industry Regulation and Safety  
<https://www.commerce.wa.gov.au/building-and-energy/trades-licensing-and-registration-requirements>
- NT: Building Practitioners Board  
<https://bpb.nt.gov.au/practitioners>
- ACT: ACT Government  
<https://www.planning.act.gov.au/community/build-or-renovate/before-you-start/find-a-professional>

## 2.4. Alternative Pathways to Qualification

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Employment
- Previous formal learning
- Life experiences / Recreational or personal interests.

RPL allows you to be assessed for competency against Units of Competency in your qualification. Any units for which you are deemed competent by the RPL process may be awarded without the need for you to carry out coursework and assessments.

You may be eligible for RPL for part or all your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

### Application for RPL

Where an applicant is confident that they can demonstrate full competency in all the units of the qualification, they may apply for Full RPL.

BFDA offers Full RPL for the following:

- CPP40121 Certificate IV in Residential Drafting,
- CPP40121 Certificate IV in Residential Drafting (Core Units), and
- CPP50921 Diploma in Building Design
- CPP60421 Advanced Diploma in Building Design

Please note that the Core Unit RPL option for the Certificate IV is only appropriate for candidates wishing to enrol in the Diploma of Building Design. Successful RPL candidates in the Certificate IV in Residential Drafting (Core Units) course will be granted recognition of individual units passed, but will not be granted the Certificate IV qualification.

A student can apply for RPL for a single Unit of Competency, an entire qualification, or anything in between. If you do not think you have the required skills and experience to apply for full RPL, you can apply for Partial RPL.

An application for RPL may be made when submitting the enrolment form, or once the student is already studying the qualification.

An application for full RPL is typically made at the time of enrolment. To consider yourself eligible for Full RPL, you should have:

- Completed the same, equivalent, or higher relevant qualification, or
- Professional work experience related to the contents of your qualification.

Please note that if you are not granted full RPL, you will be required to complete some coursework to achieve competencies across all the qualification. Your instructor will discuss this with you prior to you applying for Full RPL.

Partial RPL is typically applied for once a student is studying and has a greater understanding of their skills, and the requirements of the relevant qualification.

Please note that if you have applied for RPL for a Unit of Competency, you cannot progress to any coursework that relies on the Unit of Competency currently being assessed for RPL until that assessment is complete. This means that a late application for RPL may hinder your progress through the course material.

Students undertaking their studies by coursework who are granted RPL against individual units will be excused assessment tasks for those units for which they have been granted RPL.

## 2.5. Course Fees

### Course Fees

A full description of your course fees will require an assessment of your eligibility for various levels of government funding, and/or scholarships available.

For full fee-paying students the costs are as follows:

- CPP40121 Certificate IV in Residential Drafting - \$9,250
- CPP50921 Diploma in Building Design - \$13,900
- CPP60421 Advanced Diploma in Building Design - \$TBC

Your fees and invoicing schedule will depend on your specific funding status (if any) and will be confirmed to you in a Fee Schedule prior to the completion of your enrolment.

The total cost of the qualification includes an administration fee of \$400, which is included in the invoice for Course 1.

Fees are inclusive of training and assessment materials and are GST free.

Course fees fall due prior to the commencement of each course. Course fees must be paid in full prior to enrolment in each course.

### Indexation of Qualification Fees

BFDA indexes qualification fees by an Annual Fee Review, on or before 1<sup>st</sup> March each year.

Your fees remain fixed, as per your Fee Schedule or Enrolment Agreement, for the Maximum Qualification Duration from your date of commencement, as previously defined in Section 2.

Any fees outstanding after this date are subject to indexation.

### Miscellaneous fees

Miscellaneous fees may accrue to your enrolment, as detailed below.

#### **Extensions, deferrals and re-enrolments (Refer to Section 4.12)**

Course extension fee:	\$500
Administration fee for deferral processing:	\$ nil
Re-enrolment fee in a Course:	Refer Section 4.14

#### **Re-issue and special issue of documentation**

Statement of Attainment:	\$85
Academic Transcript:	\$85
Certificates:	\$85

## 3. BEFORE YOU STUDY

### 3.1. Our commitments to you

#### Training and resources

To ensure that we provide training and assessment services that meet the needs of candidates and industry, we employ sufficient suitably qualified and experienced Trainers and ensure sufficient opportunities for learning in appropriate contexts, with suitable resources and assessments that are fair and flexible.

The learning resources and content of our qualifications and delivery methods are subject to review in our continuous improvement program. This ensures that our training and assessment strategies are responsive to both your needs, and the needs of industry.

#### Student Support

Built Form Design Academy provides a high standard of service to Students. You can contact Built Form Design Academy by email, post or by phone during office hours.

We are committed to providing feedback on Assessments within five working days, and to all queries, telephone calls and emails within two working days.

Statements of Attainment/Qualifications are issued within thirty calendar days of your completion.

Should you require further support, Built Form Design Academy can assist in identifying the appropriate support service as well as organising access to those services.

Services referred to may include, but are not limited to, language, literacy and numeracy, counselling, etc. It should be noted that such services will attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Student.

Each course within your qualification will provide a list of due dates for the assessment tasks in that course. This information is available on the landing page for that course. It is your responsibility to monitor your progress against those due dates, and ask for assistance or feedback on your progress if behind program. Should you feel that you require assistance, please contact your trainer, or the school, for assistance.

We can work with you on structuring your study plan, creating a productive study environment, and reducing a project into achievable tasks. This information will be summarised in an Individual Support Plan for you to refer to in need, and for us to refer to when providing support.

## 3.2. What we require from you

### Unique Student Identifier

Built Form Design Academy is unable to issue certification for an accredited qualification or Unit of Competency to students residing in Australia without the inclusion of the student's Unique Student Identifier (USI). The USI is required at the time of enrolment. We will not accept enrolments without this number, or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in education and training on a central database.

For more information about the USI and instructions on how to apply, please use the following link to the Australian Government USI website.

<https://www.usi.gov.au/students/get-a-usi>

If you are unable to apply for a USI please refer to information in the previously mentioned website.

### Required Equipment and Software

All our qualifications are delivered online, and students are required to have access to a computer with high-speed internet connection.

Assessments are to be prepared using a combination of BIM CAD (Building Information Modelling Computer Aided Drafting) programs and office productivity suites, including word processing programs, such as Microsoft 365.

All assessments will be completed and submitted via upload on Built Form Design Academy's online campus, Canvas.

You will need access to hardware and software as set out below. Please note that hardware and software are rapidly evolving technologies, and available specifications and requirements are liable to change at short notice. The information below is provided to assist you in your decisions regarding technology purchases.

### Your software and application choices

Your main software/app choice is your choice of Building Information Modelling (BIM) system.

Our qualifications have been designed with specific reference to ArchiCAD and Revit. These programs are the most popular choices for BIM in Australia, and we recommend you use one of these programs.

Certificate IV students will be required to choose either ArchiCAD or Revit, unless there are extenuating circumstances. Permission to use a BIM CAD system other than the two listed is at the discretion of our Head of School, and relies on external support structures being in place.

We are unable to provide support to other BIM programs.

If operating a Mac, the student should choose ArchiCAD. In our experience, Revit does not perform adequately on the Apple platform. There are several work arounds available as a solution to this, but they are of limited effectiveness.

If you are using a PC, you can choose either ArchiCAD or Revit.

Aside from these considerations, you should do some research by calling the building designers and architects in your area and ask them which program they use. You should consider selecting the program most common in your area.

You are required to have access to:

- Microsoft 365 (formerly Office365, Microsoft Office, etc), or similar, to allow you to prepare documents,
- A PDF reader,
- An Email account, and
- Zoom

We recommend students have a personal Facebook account in order to fully participate in student support activities and online communities.

## Your computer

Please refer to the links below for minimum computer specifications for each BIM package. Please ensure that your computer meets this specification, or that you are planning to upgrade to meet this specification.

Please check the links below for the latest version of the ArchiCAD and Revit BIM products.

- Graphisoft: System Requirements <https://graphisoft.com/resources-and-support/system-requirements>
- Autodesk: System Requirements <https://www.autodesk.com/support/technical/article/caas/sfdcarticles/sfdcarticles/System-requirements-for-Autodesk-Revit-products.html>

In addition to the above, you will require:

- A 3-button mouse (also known as a 2 button plus scroll wheel mouse),
- Headphones with microphone,
- A webcam, and

- A high speed internet connection.

If you are intending to use a notebook or laptop as your computer, you will also require a desktop monitor and full-sized keyboard.

## 4. Our Policies

### 4.1. International Students

Built Form Design Academy is not a CRICOS accredited institution.

International students are required to pay the same fees as domestic students. All fees are quoted, and payable, in Australian Dollars (AUD).

International onshore students are required to obtain a USI.

BFDA is unable to issue a qualification to onshore students who do not have a USI.

### 4.2. Termination of training

Should Built Form Design Academy be required, for any reason, to cancel your training before it commences, you will be offered alternate training dates if the training is being rescheduled.

If the training is not rescheduled or the dates offered do not suit you, any fees paid in advance and held by Built Form Design Academy, and not attributed to training already commenced or completed, will be refunded and a statement of attainment issued for any units successfully completed.

Any refund due will be refunded in full within 10 working days of the training being cancelled.

In the unlikely event that Built Form Design Academy is unable to complete the delivery of training that has already commenced, you will be offered the option to enrol with another RTO. Built Form Design Academy will provide assistance in finding a suitable RTO, and in the transition to the new RTO.

Any fees paid in advance and held by Built Form Design Academy, and not attributed to training already completed, will be refunded and a statement of attainment issued for any units successfully completed.

## 4.3. Student Progression

Each Qualification is made up of several Units of Competency, which are arranged into Courses.

Each Course must be successfully completed in sequential order. Subsequent courses cannot be attempted before completion of the preceding Course.

### CPP40121 Certificate IV in Residential Drafting

The Certificate IV in Residential Drafting, CPP40121 qualification is delivered over a total of six courses.

All enrolled students are automatically allocated three months to complete each course in the qualification. Course 1 is further separated into Course 1A and Course 1B. Course 1A has a time allocation of 1 month, and Course 1B has a time allocation of 2 months.

As the learning pathway is delivered on-demand, students may complete the courses in less time.

Students should complete their qualification within a maximum of one and a half years from their initial commencement date.

Should a student exceed this enrolment period and wish to remain enrolled, their remaining fees are subject to indexation as defined in Section 2.5.

### CPP50921 Diploma of Building Design

The CPP50921 Diploma of Building Design qualification will be studied over a total of nine courses.

All enrolled students are automatically allocated three months to complete each course in the qualification.

As the learning pathway is delivered on-demand, students may complete the courses in less time.

Students should complete their qualification within a maximum of 2 years and 3 months from their initial commencement date.

Should a student exceed this enrolment period and wish to remain enrolled, their remaining fees are subject to indexation as defined in Section 2.5.

If you wish to further accelerate your learning, BFDA will facilitate your progress to allow this. Please discuss with your educators.

Built Form Design Academy does not have calendar-based terms or semesters, your progress is measured against the date you first received access to course materials.

Should you be unable to complete the material contained in a course within the prescribed time noted above, you may apply for an extension by completing an Application for Special Consideration (Refer to Section 4.13 for requirements).

## 4.4. Invoicing

Invoices will be issued prior to enrolment into each course within a qualification, unless other arrangements have been agreed with Built Form Design Academy.

Access to a Course will not be granted prior to receipt of fees for that Course.

Should your fees be paid by a third party, written notice of the addressee for invoices must be provided to Built Form Design Academy.

## 4.5. General Refund Policy

Payment for your qualification is based on progress through the courses that comprise the qualification.

Each qualification includes a “no penalty” withdrawal period, as defined below. Withdrawals that occur prior to the end of the “no penalty” withdrawal period may be eligible for a partial refund.

The “no penalty” withdrawal period is defined as concluding at the earlier of:

- 20% of the nominal enrolment period for Course 1, or your first Course of study, or
- on the date on which you submit the first assessable assignment for that course.

For Certificate IV and Diploma courses of three months duration, the no penalty time-based period applies to Course 1, and is defined as 21 days, subject to the condition above.

Consider, for example, a student enrolled in Course 1 of CPP40121, Certificate IV in Residential Drafting, who wishes to withdraw from the course.

If the student withdraws from Course 1 within 21 days of enrolment and prior to submission of an assessable assignment, they will be eligible for a refund of the Course 1 fee, less the Administration Fee.

If the student withdraws from Course 1 within 21 days of enrolment and subsequent to submission of an assessable assignment, they will be eligible for a refund of the Course 1 fee, less the Administration Fee.

Any refund due will be refunded within 20 working days of the later of:

- the notification of withdrawal, and

- provision of bank account details for the refund.

Should a qualification become superseded, students will automatically be transitioned into the new qualification.

## 4.6. Refund Policy - Medical or Financial Hardship

Built Form Design Academy can, at its discretion, consider applications for refund of fees outside of the “no penalty” period noted above for reasons of medical or financial hardship. Please note that proof consisting of documented evidence of such hardship will be required.

Except for the relaxation of the “no penalty” period, the conditions of the General Refund Policy apply.

## 4.7. Results and Completions

Our benchmark for marking is to release assessment feedback and results within five working days of submission.

On completion of, or withdrawal from, a Qualification, Built Form Design Academy will issue Statements of Attainment, and/or Certificates, within thirty calendar days of completion of the requirements for those documents.

The completion of course requirements includes the payment of all outstanding fees incurred by the student. The qualification testamur and record of results will not be issued prior to payment of all fees due and payable.

Statements of Attainment can be issued as required on application to Built Form Design Academy.

Please refer to Section 2.5 Course Fees for the issue of Statements of Attainment.

Payment must be received prior to issue of Statements of Attainment.

## 4.8. Access and Equity

Built Form Design Academy upholds the principle that all applicants seeking to enrol shall be treated fairly and equitably. All reasonable efforts will be made throughout the process of selection, admission and training delivery, in pursuit of this.

Built Form Design Academy reserves the right to suspend from their training courses students who are:

- unable to actively participate in the course activities because of injury,
- disruptive, or
- affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the Student to discuss future training options for the individual(s) concerned.

## 4.9. Expectations of Students

Built Form Design Academy strives to provide an equitable and inclusive learning environment and workplace. The following expectations of behaviour are provided to clarify the minimum acceptable behaviour of students in our learning environment.

Our learning environment includes:

- Our online campus, Canvas,
- Interactions with our Trainers and staff,
- Any social media platforms administered by, or identifiable as, a Built Form Design Academy vehicle.

Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.

Students must:

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is always of a level acceptable to the workplace.
- Complete training and assessment activities within agreed time frames.
- Communicate any difficulties with completion of activities or assessment with your Trainer. This communication must be made in a timely manner, as soon as the student becomes aware of the issue.
- Inform your Trainer immediately should you be unable to progress in your studies due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

## 4.10. Competency Based Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment, Certificate IV, or Diploma are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students have demonstrated the required skills, and gained the requisite knowledge.

Assessments undertaken may include:

- Written, oral, and/or video submission Assessments,
- Submission of Project documentation,
- Practical demonstrations,
- Completion of case studies and similar activities,
- Development of a portfolio,
- Work samples, or
- Third party reports.

You will be given feedback on all Assessment Activities.

Competency based assessment does not use a marking scale, your demonstrated skills and knowledge are assessed as being either “competent” or “not yet competent” for that task and/or unit.

Please note that by submitting your Assessment tasks on the Built Form Design Academy online campus, Canvas, you are agreeing that the work submitted is your own original work, appropriately referenced and that the work is not plagiarised.

## 4.11. Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation or other accredited institution.

Credit Transfer may be granted for one or more units.

For the approval of credit transfer, three major factors will be considered:

- Was the training undertaken with a Registered Training Organisation or other accredited institution?
- Is the Qualification/Statement of Attainment of sufficient currency?
- Does the Qualification/Statement of Attainment map sufficiently well to the current training?

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- An original Statement of Attainment or Qualification, and
- An original Academic Transcript,
- Access to your USI account.

If you do not wish to provide original copies of the above, a certified copy signed by a Justice of the Peace (JP) attesting to the fact that the certified copy is a true copy of the original, will be deemed sufficient. Hard copies are required to be sent to Built Form Design Academy.

There is no charge for Credit Transfer.

## 4.12. Part Time and Full Time Study, Minimum progress, student leave, and withdrawals

Your course materials and assessment tasks are delivered to you on demand. This means that you can accelerate your progress to the extent of your capabilities and the practical limits imposed by marking of assessment tasks.

All students are enrolled in the part time program. This means that you will be enrolled in one course of your qualification at a time, commencing with Course 1. Each course has a standard period of enrolment of three months.

A student in the part time program may accelerate beyond the full time rate of progress if they wish.

You may wish to be enrolled in a full time program, either by choice, or as a requirement of any government subsidies or support you may receive. If you are required to provide confirmation of full-time study from your learning institution, you must be formally enrolled in our full time program. The full time program requires a student to be enrolled in two courses concurrently. Both courses retain their time limit of three months enrolment.

A student may be deemed by BFDA to be in a full time enrolment pattern if their progress matches that expected of a full time student.

Minimum progress requires that a student completes each course within the qualification within the three month enrolment period for that course. On completion of a course, the student will be invoiced for the next course, subject to the requirements of government funding that may be available to that student. The student is required to be ready to commence the next course no later than four weeks after the completion of the previous course.

Should a student wish to take leave, a deferment application must be made, and approved, prior to the student taking that leave. Deferments may not be approved after the fact. Built Form Design Academy reserves the right to apply leniency at our discretion in circumstances requiring compassion.

We encourage students to plan their leave to occur between courses, in order to maximise the efficiency of their learning.

A student who takes leave without first applying for a deferment will be treated as remaining enrolled in their current course, and any enrolment period that elapses within that course will be lost to the student.

Absences between courses that are not supported by a deferment may have an adverse effect on any government funding the student may receive.

A student identified by BFDA as not maintaining the minimum progress requirements noted above will be contacted with notification of Intent to Withdraw. This notification allows the student seven days from issue of correspondence to show cause to reverse this intent.

If a response is not received within seven days withdrawal will proceed.

If the response is deemed to be unsatisfactory, the student will be notified of that decision and withdrawal will proceed. The student may refer to Section 4.15 Complaints and Appeals.

Re-enrolment is available to students who have been withdrawn by this administrative process.

## 4.13. Applications for Special Consideration: Extensions and Deferment of Study

Special consideration is available to students who have suffered misadventure during their studies. Misadventure may include:

- Illness (physical / mental)
- Bereavement
- Financial hardship
- Work related issues which may have a detrimental effect on your studies
- Legal issues which may have a detrimental effect on your studies

To apply for an extension to your enrolment in a course you will need to provide evidence supporting the grounds for your application. Examples of acceptable supporting evidence include:

- A medical certificate or letter from your practitioner
- Certificate of death
- Letter from your accountant

- Letter from your employer
- An affidavit

The maximum extension period that will be granted by Built Form Design Academy for any individual instance is one month. No more than one extension may be granted for any individual course within a qualification. No more than three extensions may be granted within the course of study of any individual qualification.

Should a student not complete a course within the standard enrolment period, the following process applies.

1. The student realises they will not complete their current course within the standard enrolment period, and
2. Application for Special Consideration is made by the student prior to the end of the enrolment period.
3. On approval, the student will be invoiced for the course extension.
4. The student commences their extension and:
  - 4.1. completes the requirements of the course within the extension period, or
  - 4.2. has submitted all assessment tasks, but has not yet been assessed as satisfactory at the end of the extension period, or
  - 4.3. has not submitted all assessment tasks at the end of the extension period.
5. Student progression at the end of the extension period will be as follows:
  - 5.1. If 4.1 applies, progression to the next course, as per standard procedure, or
  - 5.2. If 4.2 applies, the student will be allowed access to Additional Submissions for a period of up to one month to allow the completion of any previously submitted assessment task not yet deemed satisfactory.
  - 5.3. If 4.3 applies, the student is deemed to have not completed the course and been assessed as Competency Not Achieved. The extension process has been exhausted re-enrolment will be required.
6. A student who has satisfied criteria 5.2 and is provided access to Additional Submissions and:
  - 6.1. Has successfully completed all assessment tasks will progress to the next course, as per standard procedure, or
  - 6.2. Has not successfully completed all assessment tasks within the one month allocation of time is deemed to have not completed the course and been assessed as Competency Not Achieved.

7. A student who has exhausted the extension and additional submission process noted above and not satisfactorily completed the course will be required to re-enrol in that course if they wish to progress. Refer to Section 4.14 for information regarding Re-enrolment.

Granting of extensions is at the discretion of Built Form Design Academy. Students should not rely on the granting of an extension in order to complete a course. Extensions will not be considered if submitted after the final submission date for an assessment task in that course.

The granting of special consideration is at the discretion of Built Form Design Academy.

Any further extensions to study are at the discretion of Built Form Design Academy.

Students may also apply for a deferment of their study. A deferment of study excludes the student from participation in the course, and from submission of assessments. A deferment should be applied for if the student is unable to carry out any work towards their qualification for a period of time.

Should a student defer while enrolled in a course within a qualification, the remaining time allocation, at the time the application for deferment is made, will be available to the student to complete that course at the expiration of the deferment period.

The student must notify BFDA no later than one week before the expiry of the deferment that they wish to recommence their enrolment in the deferred course or qualification. Should no notification be made, BFDA will accept the lack of correspondence as notification of withdrawal from the course, effective on expiry of the deferment.

Should the student wish to re-commence study, they may be re-enrolled under a new agreement at current fees.

A deferment may be granted for a minimum of one month or a maximum of six months in any one application. Students may reapply for a further deferment of one to six months if the reasons for application continue to be an issue. Any further deferment of study is at the discretion of Built Form Design Academy.

To apply for Special Consideration, the student will need to complete an Application for Special Consideration form.

Granting of an extension does not extend the Maximum Qualification Duration.

Granting of a deferment extends the Maximum Qualification Duration by the length of the deferment, but does not extend the indexation date of course fees.

Supporting documentation will need to accompany the completed, signed, and dated application form.

## 4.14. Re-enrolment

Students returning to, and re-enrolling in, a qualification after previously withdrawing, or having been withdrawn, will be enrolled under a new enrolment agreement and fee schedule. Any academic results previously attained may be transferred to their new enrolment, subject to currency of learning considerations. Any remaining courses in the qualification will be subject to the fees as notified in the Annual Fee Review.

Students who have exhausted the extension process and who wish to continue their studies will be required to re-enrol in the incomplete course. The re-enrolment fee will be the current fee for that course payable by a Fee for Service, or Full Fee paying, student.

## 4.15. Complaints and Appeals

Built Form Design Academy strives to provides a high standard of service.

Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes.

In normal circumstances, your complaint or appeal will be resolved within 60 calendar days. Should we believe that we are unable to resolve your issue within that time, we will provide you written notification of that fact, and periodic updates during the resolution process.

### Complaints

Complaints are an expression of dissatisfaction with the any aspect of the training provision or business operations and service, including quality of training and/or resources, nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may choose to lodge a complaint:

- Unfair treatment or consideration in enrolment
- Perceived deficiencies in training delivery

**First instance:** You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer, you are encouraged to contact the Training Manager.

**Second instance:** If the issue is not resolved you are encouraged to speak to, or contact in writing, the Head of School.

If a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the Head of School immediately, even if the situation has been resolved to the satisfaction of all parties.

**Third instance:** If the matter is still unresolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g., Anti-discrimination board or other relevant personnel as agreed by both parties.

Outcomes of complaints will be provided to you in writing within fifteen working days of the decision.

**Fourth instance:** If you are not satisfied with the outcome of this procedure have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>.

## Appeals

Appeals are the expression of the dissatisfaction of an assessment result.

An appeal may be lodged when a Student has been deemed not yet competent, and the student does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to, the following:

- The student was not fully informed of the assessment process
- The student's needs were not taken into consideration
- The assessment process is different to that outlined by the Trainer/Assessor
- The Assessment process was not based on the Training Package/Unit of Competence requirements
- An inappropriate method used to assess the Training Package/Unit of Competence
- Alleged bias of the Trainer/Assessor
- Alleged incompetence of the Trainer/Assessor
- Faulty or inappropriate equipment or facilities

**Step 1:** You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor.

(This step must commence within ten working days of the assessment outcome being advised).

**Step 2:** If still not satisfied, you must complete the Assessment Appeals Form - Part A, and forward to the Head of School.

(This must occur within five working days of notification of the result of Step 1)

**Step 3:** The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals outcome within ten working days of receipt of the Assessment Appeals Form.

**Step 4:** If still not satisfied with the outcome of the appeal, your appeal will be reviewed by the Head of School. The Head of School will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, and then review the appeal. The Head of School, if necessary, will convene a review panel to thoroughly examine the appeal. The result of the final review will be communicated to you within ten (10) working days of receipt by the Head of School.

**Step 5:** If you are not satisfied with the outcome of this procedure have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <https://www.asqa.gov.au/about-us/how-asqa-uses-feedback/complaints-about-training-providers>

## 4.16. Access to Student Records

You may wish to access your records to check on work completed, progress made or for other unspecified reasons. Please contact your Trainer to organise a suitable time to view your training records.

Excepting audit authorities such as ASQA, no other parties will be permitted to access your files without written consent from you.

## 4.17. Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

Built Form Design Academy is required, upon request, to supply the following information to ASQA:

- Contact details, including address

- Telephone number(s)
- Email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

## 4.18. Privacy Policy

Built Form Design Academy will collect student information and manage, use and disclose that information in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000).

Built Form Design Academy will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

## 4.19. Change of Personal Details

Should the student change any of their personal details they must immediately contact Built Form Design Academy staff immediately. Such details include, address, surname, contact telephone number etc.

## 4.20. Evaluation

Student feedback is particularly important to our commitment to ongoing improvement.

Throughout the training, students will be asked to provide their thoughts and comments on the training received.

Built Form Design Academy encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

## 4.21. Assessment

Assessments have been designed to progressively build on knowledge and skills and emulate tasks you would be asked to perform in the workplace.

Students are required to complete all assessments in a Learning Module in consecutive order. Students will not be able to progress to later Learning Modules without successfully completing all assessments for their current module.

### Competency Based Assessment

Competency based assessment is the type of assessing that allows us to determine a student's competency in a particular task, based on their ability to apply the knowledge they have learnt, and the skills required to complete work activities, to the standard that is expected in the workplace.

Students complete a unit of competency when the tasks can be performed to a competent level.

Competency is an ongoing process of continually adding to your knowledge for a particular task or skill. For this reason, your ability to perform a task will increase as you work through to the more complex projects. It is for this reason that you are required to complete all of Project A units prior to moving through to Project B and then C (if there are three major projects).

If the student is unable to demonstrate their ability in any of the assessments, they may be reassessed. Re-assessment may involve re-doing the whole, or part, of the assessment which focuses on a particular skill which requires more work.

Students can submit up to a total of three attempts of an assessment, without further payment being required. If a student is unable to demonstrate competency after the three submissions, they should speak with their trainer to determine how to move forward with that unit.

### Notes Regarding Assessments

- Students must keep a copy of all work submitted
- All assessments are to be submitted online by uploading/ submitting on the online campus, Canvas. No submissions will be accepted should submission be made via email or mail.

### Feedback

Students will receive feedback on assessment activities within five (5) working days (one week) of uploading the assessment.

## 4.22. Plagiarism

Although we encourage students to discuss assessments with other students, the submitted assignments must be your own work.

Plagiarism is where you present another person's work as if it were your own. Plagiarism is considered cheating and is a serious offence.

**If you are found to have submitted plagiarised work, you could be excluded from that course, or from the qualification.**

If you have any doubts about including information that may be considered plagiarised it is always best to discuss this with your trainer prior to submitting the work.

Some of the activities that can be considered plagiarism include:

- Presenting another student's work as your own
- Handing in work that is similar to or copied from another student
- Submitting results from an AI source, such as ChatGPT.

## 4.23. Copyright / Intellectual Property

Built Form Design Academy requires students to acknowledge all sources of information utilised in assessments

These acknowledgements should be in the form of 'in text references' and 'reference lists' utilising The Harvard system of referencing. There are numerous guides to Harvard Referencing online.

Breach of copyright and intellectual property occurs when you use the work of others and do not make attribution of their work. In effect you are passing off someone else's work as your own.

Websites, blogs, textbooks, newspapers, magazines, drawings, photographs, etc. are all subject to copyright and intellectual property and a failure to attribute these sources of information to their original authors is regarded as plagiarism.

Built Form Design Academy maintains copyright and intellectual property rights to works developed by the student which are based on materials supplied by BFDA. For individual works created by the student, the student assigns a licence to BFDA to use that work in promotional material related to BFDA.

## 5. Relevant Legislation

The operations of Built Form Design Academy are subject to the following legislation and regulations.

### **Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<https://www.legislation.gov.au/Series/C2011A00137>

### **Occupational Health and Safety Act 2004 (Vic)**

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

[http://www.austlii.edu.au/au/legis/vic/consol\\_act/ohasa2004273/](http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/)

### **Work Health and Safety Act 2020 (WA)**

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

[https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a147282.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147282.html)

### **Fair Work (Registered Organisations) Act 2009**

The principal objective of the Fair Work Act 2009 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<https://www.legislation.gov.au/C2004A03679/latest/versions>

### **Privacy Act 1988**

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit:

<https://www.legislation.gov.au/C2004A03712/latest/text>

### **Copyright Act 1968**

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to:

<https://www.legislation.gov.au/C1968A00063/latest/text> **National Vocational Education and Training Regulator Act 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<https://www.legislation.gov.au/C2011A00012/latest/text>

### **Equal Employment Opportunity**

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<https://www.legislation.gov.au/Series/C2004A03429>

### **Australian Consumer Law (ACL) 2011**

Australian Consumer Law (ACL) 2011 is contained within the Competition and Consumer Act 2010, and aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices and aims at

### **Competition and Consumer Act (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<https://www.legislation.gov.au/C2004A00109/latest/text>