



Domestic Student Handbook

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Contents

Introduction.....	4
Welcome	4
Purpose of Handbook	4
Student induction and acknowledgement	4
Where to find student information	4
Changes to Handbook.....	4
Student enquiries	4
Out of Hours Emergency Contact	5
Common words and acronyms used	5
Your ABI	5
ABI Programs.....	5
Maximising Student Learning Outcomes	6
Provision Of Quality Training.....	6
Your Campus.....	6
Student Training Options	6
How you can use our Staff Structure.....	7
Student Protection	7
ABI Compliance and Student Service Standards	7
Student Protection Through Legislation	8
Provision Of Quality Training.....	8
Continuous Quality Improvement	9
Continuous Quality Improvement and Student Feedback	9
Student protection and WH&S.....	9
Student Protection through Complaints and Appeals	10
Student Protection through Cancellation and Refund	10
Compliance with Regulatory Requirements	11
Student Requirements.....	11
Supervised and Self Study	11
Required Participation in the USI Scheme	12
Maintaining current Student Contact Details	12
Maintaining Satisfactory Academic Progress	12
Transfer, Suspension, Cancellation and deferment of study.....	13
Maintaining Enrolment Terms and Conditions	14
Participating in Continuous Quality Improvement: Student Feedback	15
Student Support.....	15
Meeting Student Needs: Student Support	15
Educational Student Support.....	15
Non Educational Student Support	16
EXTERNAL STUDENT SUPPORT SERVICES	16
Critical Incident	17
Exiting ABI.....	18
Issuance of AQF Certification Documentation	18
Accurate and Available Student Records	18
Training and Assessment Systems	19
Recognition of Qualifications Recognition of Prior Learning and Credit Transfer.....	19
Accurate Student Records.....	19
Ethical Marketing and Advertising	20

Training and Assessment Standards 20
Transition to Training Packages..... 20
Privacy and the Release of Student Information..... 20

INTRODUCTION

Welcome

Austech Business Institute (ABI) is a Registered Training Organisation and issues nationally accredited qualifications in a range of courses in Business Administration and Management areas.

We strive to provide you with the highest standards in training and encourage you to use all the resources available to have a rewarding learning experience.

Our staff are fully qualified and have a wide range of experience in the industry to support you in your study.

Purpose of Handbook

The purpose of this Student Handbook is to provide you with information to assist you in resolving any questions that you may have during the course of your study with ABI. In addition, you will also find information on our courses, training options, campus and service standards.

Please refer to this handbook to support you in your study.

Student induction and acknowledgement

All registered students will be provided with an induction process on the first day of training by the Student Administration Officer or an ABI representative.

During this induction ABI policies and procedures will be discussed and ABI representative will answer any of your questions.

Where to find student information

Student information about ABI, courses and systems (policies and procedures, forms) can be accessed by either:

- contacting ABI Administration Office directly
- On our website www.ausbizi.nsw.edu.au
- This handbook
- Enrolment Form
- Letter of Offer and Acceptance, Written Student Agreement

Student Information regarding the Australian Vocational Education and Training Framework, rights and obligations of ABI towards you as a student and yourself as a student to ABI can be found in all of the information sources as listed above plus:

- www.asqa.gov.au

Changes to Handbook

The Student Handbook is reviewed at the end of each calendar year. However, if changes occur that impact you, ABI will inform you via a written notice. You will always find the latest version of the Student Handbook by contacting ABI Administration Office and visiting our website www.ausbizi.nsw.edu.au

Student enquiries

At any time during your course, should you have any questions about ABI, your studies, progress, special needs or changing circumstances, training programs, complaints or appeals or would like

more information on our policies and procedures, please contact our Administration Office staff who will be happy to assist you.

Alternatively, you can organise a meeting with ABI staff or access current ABI information on our website or lodge a request.

Out of Hours Emergency Contact

In the event that a student experiences an emergency eg accident, incident, critical incident that requires the student to contact ABI staff outside of working hours, students are required to use the following number 0430024329

Common words and acronyms used

ASQA: Australian Skills Quality Authority

CT: Credit Transfer

AQF: Australian Qualifications Framework

RPL: Recognised Prior Learning

RTO : Registered Training Organisation

VET: Vocational Education and Training

DIBP: Department of Immigration and Border Protection

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

YOUR ABI

ABI Programs

As a Registered Training Organisation ABI offers a range of accredited AQF industry and professional training specialist courses. ABI courses are suitable for those who either aspire to enter employment, or are currently working and wish to formalise or advance their qualifications to progress their careers or wish to further their education and move onto higher learning. The full ABI Course scope can be accessed at: www.training.gov.au

ABI delivers its programs via face-to-face classroom learning which is primarily aimed at the training of required knowledge.

ABI assesses via a minimum of 2 assessments per unit of competency – Assessment 1: Applied Knowledge and Assessment 2: Applied Skills

All delivery and assessment material have been validated and contextualised to ensure that the information provided is current with respect to industry practice and requirements.

As the primary outcome of all training at ABI is work ready graduates – employability skills are embedded in all training material and assessment.

ABI can also customise training courses for your workplace upon application otherwise all courses follow the packaging requirements as stipulated by the relevant Training Package. These requirements can be found at www.training.gov.au.

You will find more details regarding our courses, including units of competency, on our website and in our promotional material.

Maximising Student Learning Outcomes

ABI maintains a learning environment that is based on the principles of Access & Equity, Anti discrimination/prejudice and non-harassment. ABI also designs programs using flexible delivery and assessment modes. In this way, no student is disadvantaged in their opportunity to maximise their learning outcomes.

To further maximise student learning outcomes, ABI believes in Academic Integrity that ensures that students do not undertake practices that will limit their learning, such as plagiarism, copying and handing in another students work.

Provision Of Quality Training

As a Registered Training Organisation, ABI is fully dedicated to ensuring that strategies are in place to provide quality training and assessment (products and services) across all of its operations.

Staff, facilities, equipment, training and assessment materials meet the quality assurance requirements of the Training Package, Australian Qualifications Framework, 2015 Standards for Registered Training Organisations, regulatory, licensing and industry requirements.

All student information about ABI quality training systems can be accessed by either the :

- ABI directly
or
- Through government websites (www.training.gov.au) and (www.ASQA.gov.au)

Your Campus

ABI delivers and assesses from a campus that has been designed to provide all of the facilities, equipment and resources required to undertake training programs. The entire campus should be viewed by learners as simulating a work place.

Student Training Options

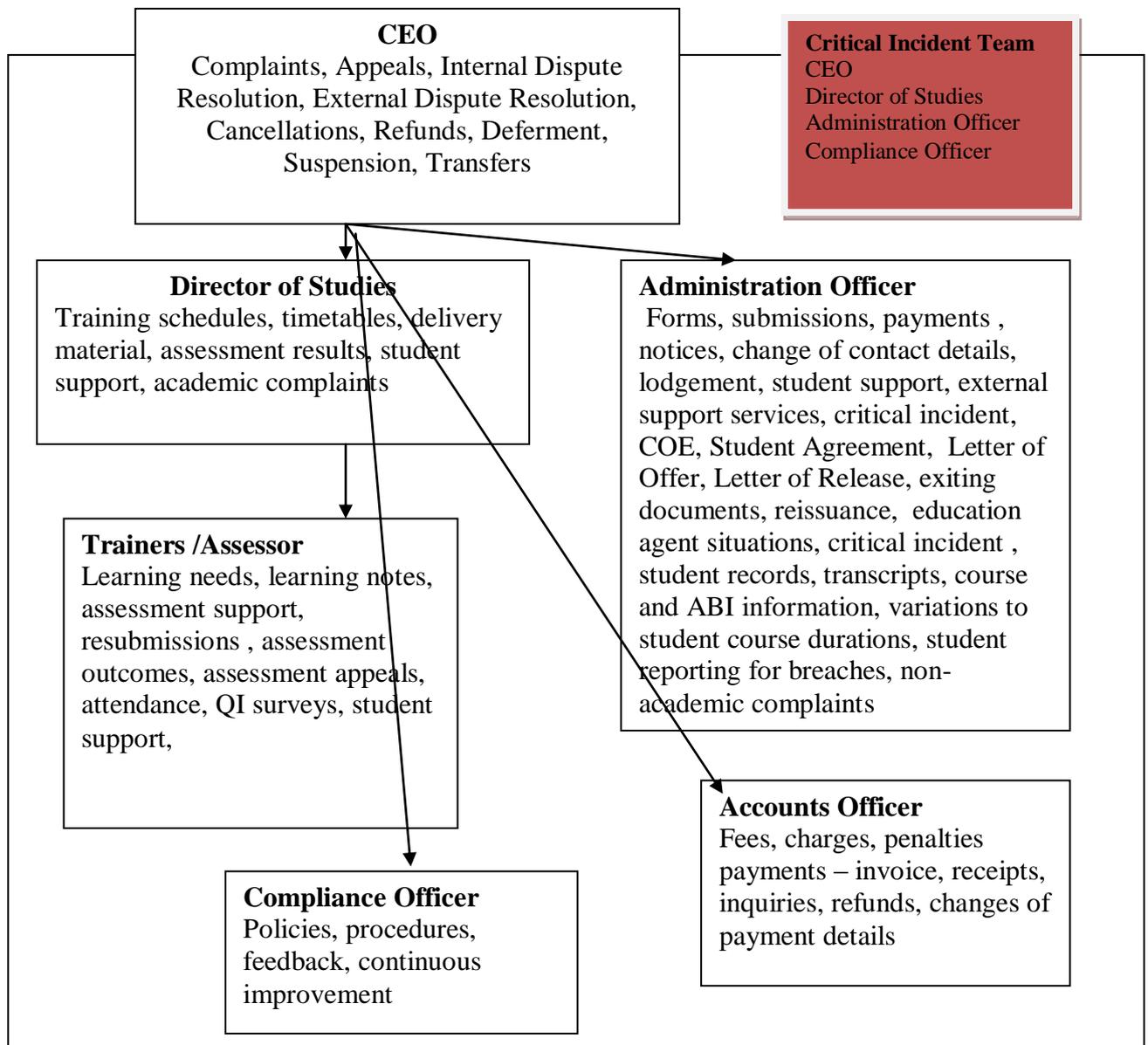
As an international student (on a student visa) you are required to attend face –to-face training on ABI premises. ABI offers flexible training options designed to meet these training needs including:

- Face-to-face classroom based courses
- Training schedule – in shifts
- Allocated classrooms
- Allocated trainers
- Allocated equipment and resources

ABI runs face-to-face classes offered as shifts. Our average class sizes varies from course to course. Work stations, business references, internet search facilities, communications, administration functions are available for each student to use during training. Our campus also has kitchen, toilet and emergency exit facilities and signage.

How you can use our Staff Structure

ABI has an organisational structure which is headed by the CEO. Each staff position has specific duties and responsibilities. Students should, wherever possible, discuss any issues with the staff member involved or direct the inquiry to the relevant head of department.



STUDENT PROTECTION

ABI Compliance and Student Service Standards

ABI, through the implementation and quality assurance of policies and procedures aims to provide quality assured training products and services to students at all times.

We are committed to developing, monitoring and reporting on our service standards in areas of importance to all ABI stakeholders (students, staff, management, and industry and government authorities).

The student service and compliance benchmarks and points for quality assurance of all ABI systems, products and services are contained in.

- The 2015 Standards for RTOs accessible from www.asqa.gov.au/standards

These standards also provide the benchmark for our service standards as the minimum level of performance you can expect when dealing with us.

Student Protection Through Legislation

For your protection as a student, ABI maintains governance arrangements across all of its operations, within its scope of operation. ABI's Chief Executive Officer ensures that ABI complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

There is a range of legislation and regulation that effects your participation in Vocational Education and Training as a student and as a consumer.

State & Commonwealth Legislation: (current as at 2015) includes:

- Work, Health and Safety Act
- Racial And Religious Tolerance Act
- Equal Opportunity Act
- Racial Discrimination Act (Commonwealth)
- Sex Discrimination Act (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act (Commonwealth)
- Disability Discrimination Act (Commonwealth)
- Age Discrimination Act (Commonwealth)
- Disability Standards for Education (Commonwealth)
- National Privacy Principles (Commonwealth)
- Privacy (Private Sector) Regulations (Commonwealth) NSW State Based Legislation
- Consumer Protection Legislation

As this legislation is continually being updated, students are required to access the most current versions. You may view and download these Acts at the [Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.

You may also access the current 2015 Standards that govern ABI at: www.asqa.gov.au

Provision Of Quality Training

As a Registered Training Organisation, ABI is fully dedicated to ensuring that strategies are in place to provide quality training and assessment (products and services) across all of its operations.

Staff, facilities, equipment, training and assessment materials meet the quality assurance requirements of the Training Package, Australian Qualifications Framework, 2015 Standards for Registered Training Organisations, regulatory, licensing and industry requirements.

All student information about ABI quality training systems can be accessed by either :

From ABI directly by contacting our Administration Office

Or

Through government websites (www.training.gov.au) and (www.ASQA.gov.au)

Continuous Quality Improvement

ABI has a clearly documented continuous improvement strategy that involves the collection and analysis of all stakeholder feedback, data collected through scheduled feedback as well as other informal mechanisms. This feedback is used as input into the continuous improvement of staff, facilities, equipment, training and assessment materials used.

As a component of the feedback strategy, ABI consults with industry both during course construction and implementation. Industry consultation ensures that training and assessment strategies result in graduating students that have acquired the employability skills and knowledge required for entry into or progress in their chosen field.

For further information about ABI Industry Network please enquire at Administration Office.

For further information about employability skills associated with the ABI Courses, please refer to www.training.gov.au

Continuous Quality Improvement and Student Feedback

As a further component of the feedback strategy ABI encourages and seeks feedback from students. This feedback may be provided as ad-hoc, unstructured feedback at any time through communication with any staff member or in writing by completing a Student Suggestion Form available at Administration Office.

Structured student feedback through the completion of student surveys is also requested at the end of a training program or when the student exits ABI.

As an RTO, ABI is obligated to distribute a Learner Questionnaire to all students upon exit and requests that the student takes the time to provide a much appreciated response.

ABI also distributes its own student survey at the end of training.

For further information about Student Feedback, survey forms and student suggestions, refer to Student Administration

This feedback is analysed and entered as Continuous improvement actions. All actions are communicated via 'Student Notices' which you will receive either as emails or direct mail.

Student protection and WH&S

ABI executes its duty of care to all stakeholders (including visitors, contractors, students and temporary staff) in the provision of a WH&S - safe working environment. This duty of care extends to the provision of WH&S feedback and warning mechanisms and periodic audits. You are required, as part of your Duty of Care, to practice safe conduct whilst on premises and when using equipment and to report any hazards, accidents or incidence when on ABI premises. For further information about WH&S requirements, refer to Administration Office.

Face to face students wishing to notify ABI of WH&S hazards or to report accidents or incidents on ABI premises can:

- Contact Administration Office / Reception Directly
- Report the accident or incident immediately to the first available ABI staff member
- Lodge a report at Reception
- Use the Accident/Incident Report form

Student Protection through Complaints and Appeals

ABI recognises that students are paying consumers of ABI products and services and hence must have their consumer rights protected at all times.

This includes complaints and appeals involving the:

- ABIs trainers, assessors and staff
- Any third party providing services on behalf of ABI
- Another learner or client of ABI

To protect students ABI implements a written, transparent and fair Complaints and Appeals Policy and Procedure that ensures students complaints and appeals are addressed effectively and efficiently.

At no time does the existence and implementation of this (or any) ABI policy remove the right of a student to seek independent legal advice.

A student needs to decide the appropriate action to take:

- Take no action-
 - informal complaint
 - Make comments or suggestions
- Make a formal written complaint
- Make an appeal
- Use the Internal Complaints and Appeals mechanism
- Use the External Complaints and Appeals mechanism
- Involve their own independent support or legal representation at any time

Student Protection through Cancellation and Refund

Refunds to domestic Australian students are not available after commencement of their courses. ABI provides a Cancellation and Refund policy and procedure which acts as a refund guideline for all potential and currently enrolled students. All requests for refunds must be made *in writing* to Administration Office and must be accompanied by relevant supporting documentation. Each refund application will be considered on a case basis and ABI will respond to all applications in writing within a prescribed time frame.

Information regarding the ABI Cancellation and Refund policy and procedure can be found on our enrolment form, Letter of Offer, ABI website or by contacting Administration Office.

COMPLIANCE WITH REGULATORY REQUIREMENTS

ABI ensures that in all operations it complies with relevant Commonwealth, NSW State legislations and regulatory requirements and that all staff and students will be made aware of the legislative and regulatory requirements that affect their duties or participation in vocational education and training.

ABI is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our student and to the industry that we are conducting training for.

There is also legislation that particularly effects your participation in Vocational Education and Training as a student and as a consumer and frameworks your obligation to ABI.

State & Commonwealth Legislation: (current as at 2015) includes:

- Work, Health and Safety Act
- Racial And Religious Tolerance Act
- Equal Opportunity Act
- Racial Discrimination Act (Commonwealth)
- Sex Discrimination Act (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act (Commonwealth)
- Disability Discrimination Act (Commonwealth)
- Age Discrimination Act (Commonwealth)
- Disability Standards for Education (Commonwealth)
- National Privacy Principles (Commonwealth)
- Privacy (Private Sector) Regulations (Commonwealth)NSW State Based Legislation
- Consumer Protection Legislation

As this legislation is continually being updated, students are required to access student notices

You may view and download these Acts at the [Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.

You may also access the current 2015 Standards that govern RTOs at: www.asqa.gov.au

STUDENT REQUIREMENTS

Supervised and Self Study

It is a requirement of Enrolment and of your student visa that you maintain your studies at all times with the goal of obtaining your training outcome as identified on your Confirmation of Enrolment document (COE). This includes supporting your supervised training eg classroom based learning with self study – which will be supported by ABI. It is the combination of required classroom training plus supported self study plus any work based training and work placement that makes up the total volume of training time required for a student to successfully complete the course.

Required Participation in the USI Scheme

All students, including international students, studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow you online access to your training records and results (transcript) through your online USI account.

- A USI is required for new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive your statement of attainment or qualification.
- The USI will be available online and at no cost to you.
- This USI will stay with you for life and be recorded with any nationally recognised VET course that is undertaken from the 1 January 2015.
- You can access your USI accounts online from computers, tablets or your smart phones anytime.

As a student of ABI you are required to participate in the Unique Student Identifier (USI) Scheme as enabled by the Student identifiers Act 2014. By obtaining your USI will allow you to access to a single online record of your VET achievements, which also allows reliable conformation of these achievements by employers and other RTOs.

To participate in the USI scheme you are required to provide your verified USI to ABI at the time of your enrolment with ABI. Our staff are not allowed to create USI for students. If you need assistance in creation of your USI, please contact Administration Office who can guide you to get USI for yourself.

Maintaining current Student Contact Details

It is very important that ABI as your training provider has your correct contact details and you are encouraged to update these whenever they change, however these must be updated at least every six months.

The details required are a current:

- residential/ mailing address
- mobile phone number
- email address (if you have one)

Having current contact details will ensure you can be reached in an emergency or if you need to be contacted by any government department.

NOTE: It is your responsibility to keep your contact details up to date with ABI.

Maintaining Satisfactory Academic Progress

Students are required to maintain satisfactory academic course progress at all times. Where **satisfactory academic course progress** is defined as:

a student, who at their current rate of academic progress, will be able to achieve their academic goal within their course duration– as stipulated in their Letter of Offer and Acceptance.

The yearly delivery schedule is divided into 2 x 6 month semesters – each semester consisting of 2 terms of 3 months in duration with course study breaks. Study breaks can differ from course to course. The terms are mandatory study periods during which ABI schedules training.

To maintain satisfactory academic course progress requires students to maintain a rate of progress where the student has received a competent result for 50% or more of the term requirements. For example

Term	No of UOCs in the term i.e. term study requirements	How many UOCs must a student get 'Competent' (C) to maintain satisfactory progress
1	4	2
2	5	2
3	6	3
4	8	4

UOC: Unit of Competency

Within each term ABI schedules the training of units of competency each with assessment due dates. Students are required to submit completed assessments by the required date (or make an appeal to the trainer/assessor for a submission extension).

The following students will receive Not Yet Competent (NYC) result:

- Students not submitting assessments
- Students submitting assessments outside of the required time
- Students submitting sub-standard assessments
- Students caught cheating / plagiarising

This might be able to be reversed if the student successfully appeals for a resubmission.

NYC results are not satisfactory academic results and will contribute to the student not achieving satisfactory academic progress.

ABI will implement an early intervention process to warn and counsel students who are *at risk* of not achieving satisfactory academic progress before a point of Unsatisfactory Academic Progress is reached.

This will result in the following being issued by Administration Office:

Academic Progress Warning Letter 1: At the point when a student is deemed not yet competent in 50% of the requirements in any mandatory study period, the Student Administration Officer will issue a First Academic Warning Letter – alerting the students to the 'at risk of unsatisfactory course progress' threat and inviting the student to attend a meeting with DOS.

Academic Progress Warning Letter 2 : When the Administration Officer has assessed the student as not achieving satisfactory course progress after issuance of Warning Letter 1, the Administration Officer will issue a Second and Final Warning Letter. This notifies the student in writing of ABIs for not achieving satisfactory course progress, and the only option left to the student which is to access ABIs Complaints and Appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days.

Transfer, Suspension, Cancellation and deferment of study

Type of Change Student Initiated	Information on what to do
Course Transfer	<p>Students on a student visa are not permitted to transfer within the first 6 months of their primary course of study. If however exceptional or compassionate circumstances arise and make a transfer necessary students are required to complete a Transfer Request Form and submit with verified supporting evidence. If ABI accepts the evidence and grants the transfer ABI will issue the student with a Letter of Release, all exiting documents and report the cessation of Enrolment to DIBP.</p> <p>Similarly students holding a student visa who wish to transfer into ABI within the first 6 months of their primary course will need to provide a Letter of Release.</p>
Course Deferral and Suspension	<p>ABI will only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.</p> <p>Students are required to complete an ABI Application for Variation of Student Enrolment form and submit with verified supporting evidence</p>
Course Withdrawal	<p>If you wish to withdraw from your course, you must submit a Withdrawal Form to Administration Office stating your reasons for wishing to withdraw. Withdrawal requests will be considered on a case by case basis. Once your request for withdrawal has been approved, you may no longer attend any part of your course.</p>
Type of Change ABI Initiated	<p>ABI may for various reasons cancel a student Enrolment or be unable to continue training services. In the case of an ABI cancellation ABI will refund all student fees paid and assist the student to find appropriate Enrolment in another Registered Training Organisation.</p>

For further information about course changes, refer to Administration Office.

NOTE: In the case of rejection of application, the student has the right to access ABIs Internal Dispute Resolution and Appeals system or External Dispute Resolution & Appeal process.

Maintaining Enrolment Terms and Conditions

As identified and explained in your Enrolment Form and Letter of Offer/Student Agreement you are obligated to also comply with all ABI terms and conditions of Enrolment.

This includes:

1. Maintaining currency of all fee and charges payments as per your payment schedule
2. Maintaining all personal behaviour so to promote a safe and secure learning environment for all students

3. Maintaining your academic integrity and not copying, cheating or plagiarising your work
4. Not engaging in any illegal activities whilst on or off ABI facilities.

Participating in Continuous Quality Improvement: Student Feedback

As a component of ABI Quality Assurance strategies ABI encourages and seeks feedback from students. This feedback may be:

1. unstructured/unscheduled or ad-hoc, feedback provided at any time through communication with any staff member or in writing by completing a Student Suggestion Form available at Student Administration.
2. Structured/scheduled student feedback through the completion of an ABI student feedback form requested at the end of training program or/and when the student exits ABI.

As an ABI compliance requirement, ABI is obligated to **also** distribute a Learner Questionnaire to all students upon exit and requests that the student takes the time to provide a much appreciated response.

For further information about Student Feedback, survey forms and student suggestions, refer to Student Administration

This feedback is analysed and entered as Continuous improvement actions. Students will receive information/notices as update from time to time regarding all matters

STUDENT SUPPORT

Meeting Student Needs: Student Support

ABI has developed and implemented written policies and procedures to ensure that you receive training, assessment and support services that meet your individual needs.

You are asked at the time of completing your enrolment form to identify any special learning needs you may have (if applicable) and to notify Administration Office if these needs change.

As far as possible and within ABI capacity, ABI will provide the support you need to successfully complete your training.

During your course, ABI will ensure that your needs are met by actioning any feedback through structured surveys and/or students suggestions or comments.

Educational Student Support

ABI management acknowledges that to maximise the chance of learners successfully completing their training ABI needs to:

- identify the educational support learners need
- provide access to that support throughout their training

this includes the facilities, equipment and resources required to operate as an ABI and deliver quality driven training that meets the requirements of the course as stipulated by the training package.

Academic support includes:

- Detailed and referenced courseware
- Availability of trainers/assessors to assist with learning issues
- Reasonable Adjustments in delivery and assessment to meet individual student learning needs
- Student at Risk - early intervention management
- Language, Literacy and Numeracy

Non Educational Student Support

As a student you might require many educational and perhaps non educational services to support you to achieve competency.

Where **Non educational support services** may include, but are not limited to:

- a) language, literacy and numeracy (LLN) programs or referrals to these programs;
- b) mediation services or referrals to these services;
- c) counselling services or referrals to these services;
 - housing, crisis, personal, medical, legal, financial
 - religious/spiritual, lifestyle, family, rape, abuse
- d) information and communications technology (ICT) support

As a Registered Training Organisation, ABI appreciates the requirement to assist students to access non-educational student support services when it is needed. In such an event, whilst Administration Office will assist students to access support services, it is recommended that the student may also access the following community support service providers:

EXTERNAL STUDENT SUPPORT SERVICES

NOTE:

- Changes in services may have occurred since the date of handbook publication
- Some support services may charge for their use. Please ask the service for any cost.

LANGUAGE, LITERACY AND NUMERACY

Reading and Writing Hotline - Phone (free call): 1300 655 506

CENTRELINK

<http://www.humanservices.gov.au/customer/contact-us/> : 132 468

These supports include:

- Fares Assistance, Language, Literacy and Numeracy programs
- Emergency Financial Assistance and Referral; employment

COUNSELLING

Crisis Care 24 hours a day, seven days a week: 13 11 14

Telephone Crisis Care when:

- you need someone to help sort out a serious problem

- you are concerned about the wellbeing of a child; escaping domestic violence and need help; arguments are causing unhappiness and problems in your family; alone or afraid and urgently need to talk to someone
- you are homeless; you need counselling, information or other support

Family & Community Services: NSW Government - support and counselling
02 93776000

Mental Health Line: NSW Government – 1800011511

LEGAL AID

Legal Aid NSW: www.legalaid.nsw.gov.au

LawAccess NSW is a free government telephone service that provides ... 1300 888 529

- help people to resolve their legal problems as soon as possible
- make it easier for people to get legal help especially if they belong to a disadvantaged group
- help people find alternatives to going to court
- Give a high quality legal service.

HOMELESS ADVISORY SERVICE

Telephone Homeless Support Services

NEW SOUTH WALES

Link2Home homelessness service

Phone: 1800 152 152 (free call)

9am – 10pm 24 hours a day 7 days a week

DOMESTIC VIOLENCE LINE

Phone: 1800 656 463 (free call)

TTY: 1800 671 442

24 hours 7 days a week

NSW SEXUAL ASSAULT

Victims Access Line - 1800 633 063

FOOD / MATERIAL ASSISTANCE AGENCIES

AGENCY	PHONE	HOURS
ANGLICARE	02-9895-8000	9am to 5pm Mon – Fri
SALVATION ARMY	13 72 58	9am to 5pm Mon – Fri
WESLEY CREDIT & DEBT HOTLINE	1800 007 007	9.30am to 4.30pm Mon - Fri
ST VINCENT DE PAUL	02- 9568-0262	9am to 5pm Mon- Fri

Critical Incident

ABI has a Critical Incident Policy and Procedure which includes a Critical Incident Committee to manage situations that are critical in nature to individual students and/or the student body and include:

- Death
- Assault
- Rape

- Natural or man-made disaster
- Terrorist attack

In the event of a critical incident the Critical Incident Committee (CEO, Training Officer, Administration Officer, and Compliance Officer) will implement a policy and procedure designed to minimise impact and protect and counsel students

EXITING ABI

Issuance of AQF Certification Documentation

ABI issues to students who have been assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET Statement of Attainment (as appropriate) that meets the Australian Qualifications Framework requirements; identifies ABI by its national provider number from the National Register; includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

All student information about ABI Qualifications and resulting awards is available at Administration Office.

ABI will issue:

Exiting Documentation: when your Enrolment with ABI is finished, ABI will issue exiting documentation including Testamur (Qualifications and Statement Of Attainment), Final Transcripts and any other licensing or exiting documents which the student needs for employment, license applications or other purposes.

Interim Documentation: during your training ABI will issue, upon application by the student, interim documentation including Intermediate Transcript, Statement of Attendance or any other documents which the student needs for work, license applications or other purposes.

ABI charges a fee for the issuance of interim documentation or the replacement of exiting documents. All Non-Tuition Fees are displayed at the Reception and can be accessed by contacting Administration Office. All ABI documents are issued with unique codes and watermarks (as security measures to avoid fraud) and recorded, copied and registered at ABI for reference and future use.

All certification will be issued within 30 days of the final assessment or the date of course exit provided that all fees have been paid. All student academic documentation will be maintained in both manual and electronic format and kept on premises whilst the student is training and then for a maximum period of 6 months after the student exits ABI for ease of referral. After that all academic records will be maintained for a maximum of 30 years in archived offsite secure storage.

ACCURATE AND AVAILABLE STUDENT RECORDS

ABIs record management system ensures you have timely access to current and accurate records of your participation in our courses. ABI also ensures the retention and retrieval of your records of attainment of units of competency and qualifications for a period of 30 years.

For further information about Student Records, refer to Administration Office.

All requests for records e.g. interim and final transcripts, Certificates and Statements of Attainment, attendance records, changes to student contact details, are to be made by submitting written request to Administration Office.

TRAINING AND ASSESSMENT SYSTEMS

Where ABI has entered into a collaboration or partnership with another organisation for the delivery and/or assessment of courses, ABI will implement a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework and issue a notice to all students detailing the division of responsibilities between organisations and how the student can access the support they need.

Information on ABI Training and Assessment standards and strategies can be found by asking Administration Office.

RECOGNITION OF QUALIFICATIONS RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

ABI recognises the AQF and VET qualifications and Statements of Attainment issued by any other RTOs. This service is provided to students through the Recognition of Prior Learning (RPL) and Credit Transfer (CT) process.

ABI recognises that students will have acquired vocational skills from a variety of different sources including formal training, work experience, life experience, other training etc. and that these skills are valid, irrespective of how they were acquired.

Hence ABI provides all registering students the opportunity to have their prior learning recognised through a formal RPL and CT process at the time enrolment with ABI. All students must apply for RPL and CT at Enrolment and as a result RPL candidates will have an ABI RPL Candidate Kit sent to them and an ABI Assessor will contact them to discuss the RPL process and guide them through it.

CT Candidates are required to complete the CT Application at the time of their enrolment and submit the Application with all required verified copies of supporting evidence.

ABI will issue a written RPL and CT outcome letter to all applicants.

Note that ABI does not charge for CT but there is a charge for RPL.

Any UOC for which the student obtains CT or RPL will not need to be assessed again. The total course duration and course fees will be reduced accordingly.

Accurate Student Records

ABI's record management system ensures you have timely access to current and accurate records of your participation in our courses. ABI ensures the retention and retrieval of your records of attainment of units of competency and qualifications for a period of 30 years.

For further information about Student Records, refer to Administration Office.

All requests for records e.g. interim and final transcripts, Certificates and Statements of Attainment, attendance records, changes to student contact details, are to be made using the Information Request Form and submitted to Administration Office.

Ethical Marketing and Advertising

ABI ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation.

ABI and course brochures, profiles and schedules can be found on ABI's website

Note that if ABI does train in non-accredited courses these will be promoted in a separate section of the website and will be identifiable as non-accredited by the lack of accredited course codes, titles, units of competency and any reference to accredited training, no NRT or AQF logo and no issuance of AQF Certification.

Training and Assessment Standards

ABI ensures that all strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course; will be conducted in accordance with the principles of assessment and the rules of evidence; will meet workplace and, where relevant, regulatory requirements; are systematically validated and have been developed through effective consultation with industry.

Further that a defined strategy is continuously implemented to ensure that training and assessment services are conducted by trainers and assessors who have the necessary:

- training and assessment competencies
- relevant vocational competencies at least to the level being delivered or assessed
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken
- and continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

TRANSITION TO TRAINING PACKAGES

To ensure that you are only training in current courses, ABI manages the transition from superseded training packages within 12 months of their publication on the National Register. ABI will issue written notifications to you detailing the training package changes, impacts on you and the options that are available to you.

Information regarding transition to training packages is provided by ABI can be found on ABI website or at www.training.gov.au

PRIVACY AND THE RELEASE OF STUDENT INFORMATION

ABI maintains your personal and academic information for the purposes of Enrolment, to monitor academic progress and as evidence to support the issuance of qualifications. ABI maintains these records for the legislated period to enable retrieval of records as required. Unless previous written

consent is provided by the client, ABI will not release your information to a third party other than a designated authority.

It's important you keep all your details up-to-date. To make any changes to your details, please do this directly at Administration Office. Any changes to your name or personal and contact must be done by completing the Student Change of Details Form.

For further information regarding ABI policy and procedure regarding privacy and the release of student information please refer to Administration Office.

Legislation covering 'Privacy and the Release of Student Information' can be accessed through:

[Australasian Legal Information Institute](http://www.austlii.edu.au) (www.austlii.edu.au) which provides free online access to Commonwealth, State and Territory case law and legislation.

www.asqa.gov.au/.../standards-for-registered-training-organisations

The End
