



Student Handbook

About this handbook...

In this handbook, people choosing to train with Australian College of Applied Business (ACAB) will be referred to the student.

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

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or ACAB policy may impact on the currency of information included.

ACAB reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by downloading the current version of this handbook at www.acab.edu.au

If you have any questions about the content in this handbook, please call us on 0422 568 755 and one of our ACAB staff members will be able to help.

All students need to read, understand, be familiar with, and follow the policies and procedures outline in this Student Handbook.

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Office Contact Details

New South Wales (Head Office)

Address: Level 1, 239 Church Street, Parramatta NSW 2150

Phone: 02 8677 7407 / 0422 568 755

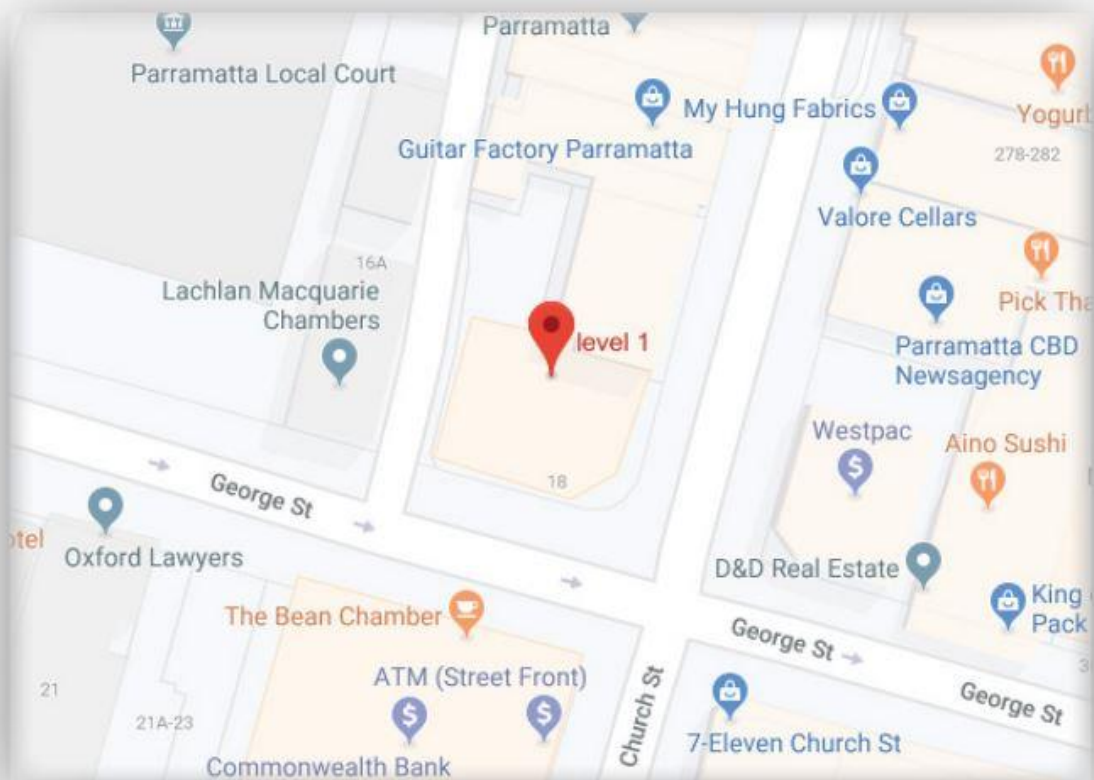
Email: info@acab.edu.au

Hours of Operation : 09:00AM to 17:00PM, Monday to Friday (Australian Eastern Standard Time)

Website : www.acab.edu.au

Facebook : <https://www.facebook.com/acabeducation>

STUDY LOCATION



PARRAMATTA CAMPUS

Our Address: Level 1, 239 Church Street, Parramatta, NSW 2150

2. Welcome to Australian College of Applied Business

Welcome to the Australian College of Applied Business (ACAB). We are excited that you have decided to study with us and that we can support you with your learning journey, no matter where your career path leads to.

ACAB is a Registered Training Organisation (RTO) RTO ID 3910. We operate in the State of New South Wales.

We are registered with the Australian Skills Quality Authority (ASQA) to provide the nationally accredited qualifications as listed on our RTO Scope of Registration on the TGA website:

<https://training.gov.au/Organisation/Details/3910>

As an RTO we comply with the legislative and other requirements of the VET Quality Framework including:

- Standards for Registered Training Organisations 2015 (SNR 2015)
- The Australian Qualifications Framework (AQF)
- Other conditions of registration such as Data Provision Requirements, Fit and Proper Person Requirements and Financial Viability Risk Assessment Requirements.

We are committed to ensuring social responsibility as part of our RTO operations.

ACAB aims to deliver high quality, innovative and engaging training that is relevant to learner, employers and industry.

ACAB establishes and develops industry credibility through effective collaboration and consultation with relevant industry stakeholders and ensure that continuous improvement activities underpin ACAB operations and are effectively documented.

We are committed to safeguarding children and vulnerable adults in our community.

ACAB is committed to assisting students to achieve their best educational outcome which in turn will affect the industry and safeguard children and vulnerable adults in our community.

ACAB believes in honesty and having the best interests of our students at the forefront of our organisation.

ACAB believes in quality training, delivery, resources and assessment. It is vital to our organisation and our ongoing success as an organisation to ensure that our students are achieving the best possible outcomes through ensuring continuous improvement of all facets of our organisation.

ACAB is also committed to assisting the industry to set benchmarks for a skilled, knowledgeable and exciting workforce, through regular industry consultation and feedback.

We wish you all the best with your studies and if you need anything, please don't hesitate to get in touch.

Regards,

Ben Wong

CEO of Australian College of Applied Business

Access And Equity

ACAB is committed to integrating access and equity principles and processes which relate to admissions, delivery methods, assessment and support arrangements for students with literacy and numeracy needs. All staff treat all students fairly, equally and without discrimination.

Our Code of Conduct guides all staff activities and practice. Student selection is non-discriminatory and equity principles are applied through the fair allocation of resources and the opportunity for all students to participate in VET training without discrimination.

All training staff are qualified to assist students with special needs and all trainers are required to adhere to all policies or processes in relation to Access and Equity.

ACAB welcomes students from all backgrounds, regardless of race, impairment or any other factor.

Discrimination against any group or individual by any individual include staff and students or any other person is prohibited in any form.

Regardless of cultural background, gender, sexuality, disability or age all students have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. ACAB has developed quality support services that enhance student's chances to achieve positive outcomes.

If at any time, you feel that any teacher/trainer or staff member is not abiding by our Code of Practice we advise you to report your complaint or grievance to your teacher/trainer.

If you feel more comfortable, you can contact ACAB directly and we will assist you through our complaints and appeals (if applicable) procedure.

Students' right to access Australian Consumer Protection law and other legal remedies is not affected by the ACAB terms and conditions of enrolment.

Legislative Requirements

Below is a list of legislation that impacts on ACAB, it includes but is not limited to:

- Standards for Registered Training Organisations 2015
- National Vocational Education and Training Regulator Act (2011)
- Humans Rights and Equal Opportunity Commission Act (1986)
- Disability Standards for Education (2005)
- Disability Discrimination Act (1992)
- Racial Hatred Act (2006)
- Racial Discrimination Act (1975)
- Sex Discrimination Act (1984)
- Privacy Act (1988) and National Privacy Principles (2001)
- Vocational Education and Training (Commonwealth Powers) Act (2010)
- Workplace Injury Management and Workers Compensation Regulation (2002)
- Student Identifiers Act (2014)

Privacy

ACAB will treat all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent, except where required to provide details under its commitment to provide details to the regulatory body or by Law.

In all other cases the ACAB will seek the written permission of the student for such disclosure.

We will also only collect such personal and/or sensitive information that is necessary to the involvement of the student in their training. This will include information that ACAB is required to collect and retain as evidence of the individual's eligibility to participate in State and Federal Government funded programs (e.g. Smart and Skilled Program in NSW).

ACAB may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies including but not limited to:
 - NCVER <https://www.ncver.edu.au/>
 - Australian Skills Quality Authority <https://www.asqa.gov.au/>
 - Australian Apprenticeships <https://www.australianapprenticeships.gov.au/>
 - Department of Education, Skills and Employment <https://www.dese.gov.au/>
 - Disability Employment Services <https://www.employment.gov.au/disability-employment-services>
 - Job active <https://employment.gov.au/jobactive>
 - The Department of Human Services <https://www.humanservices.gov.au/>
 - Working With Children Check NSW or Blue Card Services NSW
- Any applicable parent(s) or legal guardian, to assist us to provide our services to you or on your behalf, including to inform of progress or to discuss any concerns;

Under the Data Provision Requirements 2012, ACAB is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be disclosed by ACAB for statistical, regulatory and research purposes.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website).

3. PRE-ENROLMENT

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Clients should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week or the duration of time you have to complete a course e.g. 1 year.
- Preferred learning styles. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how ACAB and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages (which accompany this document) provide details on e.g. course aims, course durations and course demands per week, types of learning and assessment methodologies, and further study and employment opportunities on successful course completion. Clients should think about whether the course and support mechanisms address their learning needs.

Clients should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Clients should consider whether the support mechanisms outline in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide ACAB full details that will enable us to identify whether we can appropriately address your individual needs and if so how this can be achieved.

ACAB encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

Course Information

The qualifications that we deliver include:

Code	Title
BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
BSB50420	Diploma of Leadership and Management
BSB60420	Advanced Diploma of Leadership and Management
BSB80120	Graduate Diploma of Management (Learning)

Course information can be found at www.acab.edu.au or by speaking directly with ACAB. This includes information on content, duration, mode of study, entry requirements and pathway information.

Course Delivery

ACAB ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by ACAB meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the Learner. A number of delivery methods will be used throughout the training to help the student achieve the necessary skills.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- case studies

4. HOW TO ENROL

Enrolment is initiated by direct contacting ACAB. You can book an appointment to enrol in person, or via the phone, email info@acab.edu.au or via our Facebook Page <https://www.facebook.com/acabeducation>. We will despatch to you by suitable means an enrolment form and literature on the course(s) being considered and any other relevant documentation.

Enrolment Process

The enrolment procedure commences when a student contacts ACAB expressing interest in a training program(s). Students will be required to review the course details and Student Handbook located on the website, prior to finalising their enrolment.

Step 1 Choose your course

- Once you have made the decision to apply for a qualification you will need to complete an enrolment form and a Literacy, Language and Numeracy (LLN) assessment through LLN Robot. Check you meet the Minimum Age Requirement, English Language & Academic Requirements and Appropriate Visa Requirements

Step 2 Prepare your application

- Complete the Enrolment Form, LLN Robot Assessment and prepare details of:
 - The course you wish to enrol in
 - Colour copy of Certificates and Statement Results for any previously attained or partially completed qualifications
 - Colour copy of Passport or Driver's Licence (proof of ID+ residency) If no passport provided please provide a copy of a bank statement or utility bill issued within the last 6 months showing your current residential address
 - Colour copy of either: current green Medicare card; Birth Certificate; current Australian passport; current New Zealand passport; or Australian citizenship certificate (proof of citizenship)

Step 3 Submit your application

- Submit your Enrolment Form and Supporting Documents to info@acab.edu.au

Step 4 Submit your application

- Your enrolment will be assessed on the information you have provided.
- Upon receiving all paperwork and supporting evidence a formal assessment of your eligibility for suitability for the qualification is conducted.
- You will be notified by an ACAB Staff on the status of this application once your eligibility has been assessed.
- *Please note that we are unable to finalise your enrolment until all required information and supporting evidence has been provided.

Step 5 Letter of Confirmation of Enrolment

- Students will receive a welcome email with a Letter of Confirmation and an Tax Invoice attached, confirming acceptance into the qualification.

Step 6 Pay the Fee

- Student fees are finalised – payment established.

* A student's enrolment into a course program is accepted and confirmed once:

- All enrolment information has been provided and discussed
- Identity has been confirmed
- An individual needs assessment has been completed
- All required enrolment information has been collected and confirmed
- Course entry requirements and admission requirements have been reviewed and confirmed
- Any government subsidy or support eligibility process has been undertaken and concluded
- Any final Pre Training Review processes have been conducted
- Applicable enrolment and course fees have been paid

Students' Language, Literacy and Numeracy ability is also assessed in conjunction with their knowledge, skills, experience and qualifications. A Language Literacy and Numeracy Test must be completed by the student prior to finalising the enrolment.

Enrolment applications will then be assessed to ensure that the student meets all entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction.

Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact ACAB to discuss their training needs and alternative opportunities.

Client Selection

Enrolment and admission into some ACAB training programs is subject to meeting certain entry requirements. Specific details of the entry requirements are contained in individual course documentation and are made available prior to enrolment or any time through the ACAB website.

In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, ACAB staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or ACAB management.

Identification Requirements

The enrolment process requires the applicant's identity to be confirmed and verified identification evidence to be retained on file for admission to any nationally recognised course program. This may include:

- Evidence of student identity (for example, photo identification);
- Evidence of student eligibility to participate (for example, citizenship); and
- Evidence of pre-requisites being met (for example, previous qualifications/study).

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application.

What is a Unique Student Identifier (USI) and why do I need one?

A USI is an acronym for Unique Student Identifier.

After January 1st, 2015, enabled by the Student Identifiers Act 2014, it became a requirement for anyone studying <https://www.usi.gov.au/about/nationally-recognised-training> to have a USI. This keeps all of the nationally recognised training you've completed in one place and you have access to your transcript via their website.

It is free and easy for you to create your own USI online. While you may create your own USI, ACAB is also able to create a USI for you. ACAB can do this as part of the enrolment process.

ACAB will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or ACAB applies for a USI on behalf of the student.

To avoid any delays in issuing certification documentation ACAB will ensure that student's USIs are applied for or verified USI at the time of enrolment.

For a video that gives you more information you can visit www.usi.gov.au/video/training-organisation-video-unique-student-identifier-usi.

If you do not have a USI visit www.usi.gov.au/students/create-usi and you will be able to create one.

If you are having any trouble with this, you can chat with our Admin Coordinator on 0422 568 755 or we can help you out with this on the first day of your training.

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must exactly match with those on the identification used for enrolment.

Credit Transfer (CT)

ACAB recognises qualifications and statements of attainment issued by other Registered Training Organisations, or by ACAB for other qualifications that you may have previously completed.

Students who have successfully completed whole units of competency with another RTO can apply for credit transfer. If any ambiguity is detected when validating a student's certification, ACAB will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Students can apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Administration staff. The CT application form is available in the Enrolment Pack or on request from the Administration Staff.

Where a student provides suitable evidence they have successfully completed a unit or module at any RTO, ACAB provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

ACAB may issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Credit Transfer will only be offered to students for units of competency obtained at the same AQF level as the course being applied for unless they demonstrate appropriate levels of skill and knowledge at the required AQF level.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. The granting of RPL status will allow for progression to other areas of learning more quickly thus shortening the duration of a course of study.

An RPL application process assesses skills and knowledge acquired through:

- informal means (i.e. learning through experience of work-related, social, family, hobby or leisure activities) or general life experience.
- any combination of formal or informal training and education, work experience

In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

ACAB appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

If you feel that you could apply for recognition of prior learning toward your training course, then please discuss it with your trainer who will assist you to complete an application form.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant students.

The student will be charged \$200 per unit. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

Language Literacy and Numeracy

LLN is an abbreviation for Language Literacy and Numeracy. It is a prerequisite for our courses that all students have at least basic English language literacy and numeracy skills.

This process is completed as part of the Enrolment Process. The LLN assessment is included in the Enrolment Pack/Process. The LLN Assessment is completed through LLN Robot.

On the Pre-Enrolment Review, all students are assessed to ensure the LLN skills required for the course are met. If you aren't quite at the level you need to be at do not despair.

Our delivery and assessment methods can be adjusted to accommodate students with LLN needs where feasible.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

We welcome students with LLN needs and encourage potential or current students to contact the Administration staff for further information. ACAB will support you as much as we can, and where extra assistance is required beyond the support that ACAB can give you, we will refer you to an LLN program.

You can also find some more information at:

www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment in relation to LLN help.

We understand that sometimes people struggle with reading, writing and math and we will endeavour to help you as much as possible. If you are concerned as to whether or not you will meet the requirements, please call our team at ACAB on 0422 568 755 and we can determine whether you may need a little improvement.

There are many things that you can do to improve on your LLN skills; there are apps on your phone and there are websites such as Reading Writing Hotline www.readingwritinghotline.edu.au that can help.

Please note that any additional LLN training completed outside of ACAB will be at your own cost.

Pre-Training Review

A pre-course evaluation of each student is conducted to ensure students are placed in a course with an appropriate delivery and assessment strategy. We review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying.

Clients are asked to complete this Pre-training review during the application process by providing details of their existing knowledge, skills and experience relevant to the course. Questions are designed to identify the student's needs, so ACAB staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome.

The results of the Pre-training review are used to determine if the student possesses the required LLN skills and knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

Students are encouraged to contact ACAB if they require clarification of any terminology or information in this document or to discuss their learning needs.

The designated ACAB staff member will receive and assess each student's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, ACAB staff and management may offer additional support and prepare a Training Support Plan.

Examples of the support services may include:

- Study support and study skills programs
- Flexible scheduling and delivery of training and assessment
- Referrals to appropriate LLN programs
- Equipment, resources and / or programs to increase access for students with disabilities (within the capacity of ACAB)
- Mediation, Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

5. Fees and Charges

Our Admin Staff and Training Partners are on hand to provide assistance in this area. Unless stipulated, all course fees are inclusive of:

- Administration charges
- Training delivery and assessment
- Learner course material – online materials and some printed for classroom based training

Fees will vary for each course and can be found on our website <http://www.acab.edu.au/our-courses/>

ACAB will provide the following fee information, to each student:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The fees and charges for any additional services

Unless otherwise advised fees:

- do not include the cost of individual text books (if applicable), stationery, training consumables, tools, photocopying or scanning:
 - Students may source these items themselves or through ACAB
 - Training Consumables may be an additional cost up to \$200 – depending on the course
- reflect the content of the course and the award, not the duration; therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.
- may be reduced or refunds maybe granted only if a student is granted sufficient RPL or Credit Transfers such that the course is completed in a shorter than normal time.

ACAB will not collect more than \$1500 in advance. Where less than \$1,500 is collected prior to the commencement of training or where the total course fee is less than \$1,500, a fee protection process is not required.

Current fee information is available via the ACAB website and by direct email from ACAB.

Fee Structure

Each qualification offered by ACAB has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Text and training workbooks

Students must purchase the required textbooks either from ACAB (if applicable) or elsewhere.

Alternatively, ACAB can supply textbooks through our lending library; limited copies exist so advise ACAB Admin Staff if you want to reserve a book.

When and How do I pay student fees?

PAYMENT TERMS - FUNDED TRAINING

All student fees are due on or before training commencement

Non-Concession students must pay the entire co-contribution fee by the induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).

Concession students must pay 50% of total fee by induction date or the first day of course commencement (whichever comes first) or make arrangements for a direct debit payment plan to be finalised prior to induction date or first day of course commencement (whichever comes first).

PAYMENT TERMS - FEE FOR SERVICE

- Fees are payable when the student has received notification of enrolment.
- Fees must be paid in full within 7 days of receiving an invoice from ACAB
- ACAB may discontinue training if fees are not paid as required.

PAYMENT TERMS - CORPORATE CLIENTS

Corporate clients, following a successful credit reference check, will be invoiced and will pay the fees as agreed in the training contract. If the training delivery and formal assessment is completed and there are still aspects of evidence required to be gathered at the completion of the agreed training time frame then by negotiation a fee may be charged for this process which may if necessary include travel, accommodation and assessment facilitation. This may be the case for fee for service based courses.

Note: We do not offer a cooling off period. Please ensure that you choose your course wisely.

Payment Plans

ACAB does offer payment plans to students where course fees are in excess of \$1500. Where such agreements are formed these shall be documented to ensure that all fees and associated payment schedules are fair and transparent to all parties.

Credit transfers from previous studies

Where a student is given an exemption from studying any units of competency in their chosen course due to proven successful completion of relevant past studies, that component of the student contribution fees will not be charged and will therefore be deducted from their total enrolment fee.

Concessional discounts

We are committed to making a difference in our community and work diligently towards breaking the unemployment cycle. As such we offer substantially discounted rates for those who hold official documentation confirming entitlement to a pensioner or a health care card concession.

Standard Associated Fees - plus GST where applicable

OTHER CHARGES	Price	Comments
Photocopying Fee	10 cents/page	Black and White
Photocopying Fee	20 cents/page	Colour
Certificate Reprint	\$50	Re-issuing a certificate after it has been initially issued to a student Replacement of Statement of Attainment or Qualification
SOA Request prior to completion	\$50	Issuing of Statement of Attainment prior to completion (cancellation excluded)
Replacement of lost workbook	\$150	Replacing issued learning materials which the student has lost or damaged
Reassessment Fee	\$50	Re-assessment services fee per Unit of Competency
Re-sit Fee	\$ 25.00 / unit	Resit of assessment after third submission
RPL FEE	\$200	RPL services fee per Unit of Competency
Additional personal tutorial assistance	\$ 45.00 / hour	Provided to a student above and beyond (in excess of 1 hour of personal tutoring out-of-class per unit of competency/subject). This is a discretionary fee that may be charged after advising the student of that their funded study assistance has reached the 1 hour threshold.
Administration Fee (for courses paid in instalments)	\$ 30 per instalment / payment	NON-REFUNDABLE for courses paid in instalments Accessing your records
Cancellation Fee with notice	\$50	For Fee for Service Students Withdrawing from the course with advanced written notice of 14 days.
Cancellation Fee without notice	\$150	For Students Withdrawing from the course after commencement with valid reasons and approved by ACAB.
Police Check	Pay Direct to Australian Federal Police	At Student's own cost and student must apply direct to https://afpnationalpolicechecks.converga.com.au/
Text books if required	Cost establish prior to course	Cost establish prior to course

Prices are updated as at 01 July 2021

Specific Support

Centrelink may be able to assist you in payment for your training. Payments are in many instances in accordance with asset tests and may also be determined based on the number of hours undertaken. These may include:

- Youth allowance
- Austudy payment
- Newstart allowance
- ABSTUDY
- CentrePay

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

Refund Policy

- Once training has commenced, no refund is available to students who leave before finalising the course unless a student can provide a medical certificate to show extreme personal hardship.
- Should students wish to finalise incomplete competencies in a future course, the original payment can be used as credit towards that course within six months of initial payment.
- A student must complete a Student Refund Request Form.
- Applications for payments plans are approved by the ACAB CEO and applications are not guaranteed.
- A student must complete a Student Payment Plan Request Form or provide written notice of cancellation from a course to ACAB.
- Students may be eligible for a proportional refund if they withdraw after commencing the course but have not commenced a unit of competency if they are experiencing extreme personal hardship. Students must complete Student Refund Request Form and submit to ACAB

NOTE: Students are advised that if Student Fees and Co-Contribution Fees are not paid by the due date, you may be refused entry to future classes until the outstanding fees are paid in full.

Refund Policy for Fees Paid in Advance

If course fees have been paid in advance, refunds will be processed in the following way:

Prior to commencement of any course activities ACAB refund from when notice is given in writing is:

- 100% 14 or more days from date of commencement;
- 50% 7-13 days from the date of commencement;
- 25 % 1 – 6 days from the date of commencement;
- No refund if on or after the date of commencement;
- ☐ No refund if Cancellation due to student misbehaviour in accordance with the College's Discipline Policy

Once received calculations will be completed and the student informed of available refund within five (5) working days. If students disagree with the calculated amount they must inform ACAB within two (2) days of the refund notice. ACAB will then pay the refund into the learner's bank account within ten (10) working days.

Provider Default

Students have the right to obtain a refund for services not provided by the ACAB in the event that the:

- **ACAB fails to provide the agreed services.** If for any reason ACAB is unable to fulfil its service agreement with a student, ACAB must refund the student all fees paid for services not delivered.
- **ACAB Course Default:** In the event where a course is cancelled by ACAB, enrolments may be transferred to another course provided cancellations are received no less than two working days before the course commencement. If the student cannot be transferred to an alternative course, a full refund will be provided. Enrolment will only occur after payment is received, and an acknowledgement will be forwarded to you by email/mail to confirm your enrolment.

Our Guarantee

ACAB is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced. We therefore guarantee that all enrolled and commenced learners, with fees paid up-to-date, will be given every opportunity to complete their training and assessment within the agreed traineeship or training timeframe and subsequently receive the associated certification, and all actions required to facilitate this will be undertaken in a timely and professional manner. This includes any incomplete training provided by an ACAB Approved Training Partner. If for any reason ACAB is unable to provide the training that has been indicated ACAB will assist you in finding a suitable alternative organisation to complete your training.

Student complaints about fees or refunds

Students who are unhappy with ACAB arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with ACAB complaints policy and procedure.

ACAB's refund policy and the availability of the Complaints and Appeals process, does not remove the students' right to take action under the Australian's consumer protection laws.

6. FIRST DAY OF TRAINING AND TRAINING PARTICIPATION

You are required to be at the location of your course 15 minutes prior to your classes scheduled start time.

If you are stuck in heavier than usual traffic, it is important to call us and let us know that you will be running a little late on 0422 568 755.

You will undergo an induction process with an ACAB Staff member and/or Trainer and Assessor including:

- Introduction to ACAB, its facilities and resources
- Introduction to ACAB training staff
- Issuance of Student Identification Card
- Discussion of your rights and responsibilities
- Confirmation of the course being delivered, class times, qualifications to be issued
- Discussion about the expectations of the ACAB such as attendance, course progress and the importance of maintaining current personal information on file like your home address
- Discussion about the training and assessment procedures including method, format and purpose of assessment
- Emergency evacuation procedures, personal security and work health and safety
- Student Handbook which includes Student Support Services, Complaints and appeals processes
- AVETMISS/USI/CT/RPL finalised
- Applying for Working with Children Check
- Communication processes, phone, email and Facebook Groups

You will be required to work as a team so it is important that you are aware that certain types of behaviour will not be tolerated. You are not to discriminate against any person because of their race, gender, sexual preference, background or religion.

Mobile phones should be turned off. You will have regular breaks where you will be able to check them. If you need to have your phone on please advise your trainer and keep it on your desk, turn to silent, preferably with vibrate turned off.

What do you need to bring to each course?

We need you to bring the following items for all of our courses:

- Photo ID (this can be a valid licence or passport);
- Eligibility documents (Medicare, Concession Card, VEVO Check, your visa, and evidence of residence)
- Your Unique Student Identifier (USI) (If you are unsure about what a USI is please visit www.usi.gov.au for more information);
- Any prerequisites as required by your course.

Attendance Policy and Procedure

You are expected to be punctual and observe the hours of the training program as indicated on your training plan or as may otherwise be agreed by you and your trainer.

All face to face and online training students are required to attend all classes (in place or online e.g. Zoom meeting) and must sign in and out on the daily Student Attendance Register (for online class, the trainer will be responsible to sign in and out). If a student is absent they must inform ACAB of the reason for this absence, which must be recorded in accordance with ACAB's policy and procedures.

If you are a student receiving one-on-one training in the workplace, your participation will be recorded on a contact sheet which will include details of the date, location, unit/s delivered, and a brief session plan for your trainer's visit and signatures of you, your trainer and your employer / supervisor.

Your trainer will record your attendance for all training including but not limited to workshop attendance, workplace training time, assessment meetings and activities.

ACAB recognises that sometimes students may be unable to attend due to unforeseen circumstances. If a student is aware that they are going to be absent prior to the day (ie: interschool sports days, medical appointment etc) they are required to inform their trainer who may give them work or study to complete at home.

Absences on days of assessment tasks being due will require a medical certificate, which must be provided within two days of the student returning to class.

ACAB will monitor student attendance and provide appropriate support to facilitate successful completion within the scheduled period.

ACAB also uses the daily Student Attendance Register to do a roll call, as part of our Emergency Evacuation Procedures. All students must sign in and out on the daily Student Attendance Register every time they attend class.

Dress Standard

All Students on work placement are required to wear appropriate uniform (Shirt with ACAB Logo) & PPE gear that is required with the Qualification you are currently training in. Confirm with your trainer at your induction to ensure that you are dressed accordingly to WH&S Standards.

If not stipulated ACAB encourages smart, casual and comfortable attire as long as you are not wearing clothing that has logos or motifs that could be found offensive.. As training rooms are air-conditioned you may like to bring a jacket or long-sleeved top to account for personal preference in room temperature.

Parking

Most of our hired venues offer free onsite or street parking. Parking is at your own risk. Keep your car locked at all times and make sure you keep all of your valuables secure.

Work Health and Safety

We are committed to providing a safe, secure and supportive environment for our students. Under the Work, Health and Safety Act 2011, ACAB has a duty of care to provide a safe and healthy work environment for all its staff, students and clients.

ACAB conducts regular Health & Safety reviews covering all ACAB operations to ensure our equipment, materials and practices comply with all WHS legislation. Our staff and trainer and assessors will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must act in a manner that safeguards their own health and safety and that of their fellow classmates. When ACAB staff and teacher/trainers are providing WHS information it is important that this is understood and instructions followed.

ACAB students must:

- Accept their responsibility to comply with all work health and safety procedures
- Take reasonable care of themselves and others on the premises
- Not interfere with or misuse items or facilities provided in the interest of health and safety
- Report any incidents, actual or potential hazards and "near misses" to a member of the ACAB Staff
- Adhere to safe work practices, instructions and rules
- Encourage fellow students to create and maintain a safe and healthy work environment
- Co-operate with staff and other students to ensure the health and safety responsibilities are upheld

If you spot a potential hazard please report this to our trainer/assessor or a member of ACAB staff and they will take the appropriate action.

Further information on WHS can be found at the following websites:

<https://www.australia.gov.au/information-and-services/health/workplace-health-and-safety>

<https://www.safeworkaustralia.gov.au/>

<https://www.worksafe.qld.gov.au/>

Incidents and Injuries

All incidents and injuries (regardless of how minor) need to be reported as soon as the incident occurs to your trainer or another ACAB team member. If you have caused any damage or noted a fault, please report this to your trainer as soon as possible.

If the incident is severe and warrants a level of support/assistance from external resources the responsible staff member will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

Emergency Evacuations

Each student will receive emergency evacuation instructions upon arrival at a ACAB. The trainer and assessor will advise students what to do in the unlikely event of an emergency. Qualified first aid officers are located at all of ACAB's premises.

It is mandatory for all students to participate in and follow any instructions given by a member of staff during an evacuation. This is regardless of whether the evacuation is conducted as part of an emergency response or for training.

Theft

As the premises of ACAB are open to the public, students are advised not to leave their valuables unsupervised. ACAB cannot be held responsible for anything which may be stolen from its premises.

Smoking

ACAB premises (including classrooms, toilets, and general office areas) are a smoke free learning environment, as such you are not allowed to smoke inside the building. There is a designated smoking area that you can use outside in your allotted breaks.

Alcohol and Substance Abuse

You must be free at all times of illicit drugs and/or alcohol while attending training at ACAB. Consumption of alcohol or unlawful/illicit drugs at ACAB including adjoining car parks and roadways is strictly forbidden and you will be asked to leave the course as a result.

Employers will also be notified where relevant, and information will be passed onto the appropriate law enforcement. If our trainers or any other staff members have reason to believe you are under the influence of illicit drugs or alcohol, for the safety of yourself and others you may be asked to leave the training session. This may result in extra fees should you choose to continue to study at another date.

Mobile Phones and other Electrical Equipment

Students will be asked to switch off all electronic devices or set them to silent mode. Frequent breaks are provided and messages or emails can be checked during these times.

Computer Usage

You may bring your own computer in class to do research for your course:

- You must be alert to potential threats to computer integrity and security (e.g. computer viruses, unauthorised access)
- You must not use the ACAB WIFI network to operate any personal technology equipment
- Computer software that is subject to copyright (all software that is not labelled as “public domain”) may only be used in accordance with the specified licensing conditions
- The copying of or use of software without permission of the owner is illegal. ACAB will not provide legal protections to any person who breaches copyright.
- Access permissions will be withdrawn for anyone who breaches software copyright or any other computer related laws (e.g. unlawfully uses or copies software; accesses restricted information)

7. STUDENTS CODE OF CONDUCT

All students have the right to :

- be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin and respected by fellow students and staff;
 - learn in a supportive environment free from intimidation and interference from others
 - access all services and facilities as identified in pre-enrolment information
 - suitably qualified and experienced trainers and assessors
 - seek academic advice and support from ACAB trainers and assessors
 - learn in a safe and clean environment that facilitates achievement
 - personal records are kept private and secure and only made available to authorised users;
 - access the Complaints and Appeals policy to resolve disputes/ complaints
 - be provided with information about the assessment requirements of the course at the start of the course;
 - be provided with regular feedback on your progress
 - receive compliant, quality training and assessment;
 - receive AQF Certification (this applies to accredited courses only) if you are deemed competent and all other obligations such as payment have been met.
1. be informed ACAB closes or stops delivering an he internal Complaints and Appeals Register.

Internal Review:

If you still feel that the complaint or feedback decision is unfair, you have a right to ask for an internal review of the decision. Your request for an internal review must be on the basis of the way in which the complaint/feedback decision was reached by ACAB.

If you are asking for an internal review, it must be made in writing to management@acab.edu.au

Complaints Key Contacts

If the student is still not satisfied with the resolution of the complaint, they are directed to seek further assistance from the following additional parties:

External Appeals:

All students also have the right to raise a complaint directly with the New South Wales Ombudsman
<https://www.ombo.nsw.gov.au/complaints/making-a-complaint> Phone: 1800 451 524

ASQA

Complaints can also be made direct to Australia Skills Quality Authority (ASQA) by contacting: Email: enquiries@asqa.gov.au

Phone: 1300 701 801

We want to know what we are doing right and what we can do to improve our students' journey.

If there is something that didn't quite meet your expectations, please email Ben Wong, our CEO ceo@acab.edu.au or call on 0422 568 755 so that we can try to resolve the issue.

If you loved the course and would like to leave feedback for our trainer and/or staff you can do so by leaving us a Facebook Review at <https://www.facebook.com/acabeducation>

We really appreciate the time you take to let us know how you found the course and how your overall experience was.

8. TRAINING & ASSESSMENT

Training Guarantee

ACAB will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of ACAB being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. ACAB takes a collaborative approach with students and provides support to facilitate the successful completion of their course within agreed timeframes.

Transition Arrangements

ACAB implements an effective policy and procedure to ensure that it only delivers current AQF training packages and accredited courses. At ACAB we acknowledge our obligation to remain informed about changes to training packages and to establish transition arrangements for existing students and those students who may be enrolled during a transition period.

This ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements. Transition arrangements will also take into account state / territory education department requirements for courses.

If for any reason ACAB has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

ACAB is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students. When delivering Australian Qualification Framework courses to students, ACAB will implement decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

Training

Training is based on competency based training and assessment that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally recognised courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outline in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop student's knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at an agreed location through consultation between schools and ACAB. Delivery will involve a mixture of classroom and simulated work based environments to develop competency.

Assessment

Students' performance is assessed in accordance with the guidelines outline in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – satisfactory or NS – non-satisfactory.

Students are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This will incur a fee. This may be negotiated between schools and ACAB.

You have the right to appeal an assessment decision if you believe it is incorrect or there are extenuating circumstances which have impacted on your ability to successfully complete the assessment.

The training you will be undertaking will be competency based. The competencies required and the assessments that you will need to complete for your course, will be clearly set out for you at the beginning of the course.

All ACAB trainers and assessors are bound by regulation to ensure that all assessments are valid, reliable, flexible and fair.

The trainer and assessor will seek evidence to confirm achievement of the competencies required for the course and more than one assessment may be assessed at any given time. The trainer and assessor and you must be present for all planned assessment tasks. These will be carried out during the scheduled days of training.

After the completion of your course, if you have been deemed competent, you will receive a certificate or Statement of Attainment for all units that you have completed successfully.

It is the trainer and assessor's responsibility to ensure that you receive the information to acquire the knowledge and skills required to complete your course successfully.

The following types of assessment methods may be used by ACAB during the course (please note that this is not an exhaustive list):

- Practical demonstrations;
- Role play;
- Group projects;
- Assignments;
- Questioning, both written and verbal.

ACAB treats plagiarism as cheating. Cheating and plagiarism is a serious offence, and will be treated seriously. The college imposes severe penalties on students who cheat and plagiarise.

To avoid plagiarizing, it is very important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, web site etc) and page number of the source. The author's

complete details should also be included in the reference list at the end of the assignment. Please refer to specific links and resources provided in the classrooms for information about citing sources. You may also request your trainer or assessor for more information.

While student are permitted to access their issued learning materials, they must not plagiarise the answer: the answer must be written in their own words to reflect the required understanding. Where information has been sourced and referenced in a student assessment, students must reference the source in their assessment using one of the commonly accepted referencing styles, such as:

- a) APA.
- b) MLA.
- c) Oxford.
- d) Harvard.
- e) Chicago.

All student assessments are put through Turnitin, a plagiarism detection software which is integrated with Moodle. Where plagiarism is detected by the software, it will result in the student's assessment submission being invalidated and deemed Not Satisfactory.

It is also a serious act to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. ACAB treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students to cheat and plagiarise.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarizing will receive 0% (Not Satisfactory), pending resubmission of that assessment. They will have to resubmit that assessment, and the Academic Manager may alter the assessment to protect its integrity (for example, they may make it an exam). Resubmission is only possible where the reassessment will be completed before the relevant unit ends. You may appeal if you feel you've been accused incorrectly.

Work Placement

There is no requirement of work placement in ACAB 's current courses . However ACAB suggests participants to undertake work experience with relevant employers. This is an excellent way to showcase your talents and put into practice what you have learnt during your course.

ACAB is able to help participants to search and contact provide potential employers for undertaking a work experience opportunity.

Trainer and Assessor Requirements

ACAB complies with all of the requirements of the Australian Quality Framework (AQF) and all other relevant legislation and regulations.

We ensure that you will be trained and assessed by a Trainer and Assessor who meets the following standards:

- A Certificate IV in Training and Assessment (TAE40116, or demonstrated equivalent and all other upgrades as necessary); and
- A vocational qualification(s) to at least the same level being trained and/or assessed; and
- Currency via industry experience in the appropriate vocational area of study.
- ACAB is committed to keeping our trainers up-to-date with industry and training requirements through on-going Professional Development. This is to ensure that our trainers deliver best practice training to better your learning experience.

Our trainers are passionate about delivering our courses to the highest standard, about the welfare of our students and complying with all relevant legislation, regulations and standards.

Course progress

ACAB monitors student course progress and may provide assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate supports services is provided to assist students to successfully complete their course within the scheduled duration. ACAB may refer students to external sources or tutoring if they are unable to sufficiently get support for the students' learning needs. ACAB may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

ACAB takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule.

Access and Equity on Assessment

All reasonable steps will be taken to ensure that you will be given an equal opportunity to undertake your assessment. You will be treated equitably regardless of your race, sex, marital status, age or sexual preference. If there are any aspects of the assessment that are unclear, or that you aren't certain about, please speak to your trainer and assessor so that they can provide you with the guidance you need. If you require any reasonable adjustment of the assessment due to a physical or other impairment, please discuss this with your trainer and assessor. Reasonable adjustments may include extension of timelines for assessments or specialized equipment where available.

'Reasonable adjustment', as defined through the Disability Discrimination Act 1992, relates to a measure or action taken by an education provider to assist a learner with a disability (Disability Standards for Education, 2005).

Assessment Completion Time Frames

ACAB understands the time constraints that participants are under to complete assessment and work as well as live their daily lives. It is strongly recommended that you complete assessments when the information is still fresh and current in your mind.

For each unit of study there is a six-week time limit from the day the course is delivered to when your final assessment must be submitted. If you can't submit your assessments on or before the due date, you need to apply for an extension (in writing) from your trainer and receive written confirmation that the extension has been granted.

Notifying you if things change

ACAB will notify you promptly if there are any changes to ACAB, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, ACAB will advise the learner as soon as practicable, including changes to any new third-party arrangements, a change in ACAB ownership or changes to existing third party arrangements.

Withdrawing from a Course

If you are considering withdrawing from your course you should let your trainer know. Your trainer will discuss options with you including potentially changing to a different course, different delivery location or to extend the time available for you to complete your course. If after discussing options with your trainer you decide to withdraw, you will need to provide your trainer with written notice. Your trainer will then submit your notice to the ACAB Administration team to action.

If you have successfully completed any units of competency you will be issued with a Statement of Attainment for those units.

9. COMPLETION AND CERTIFICATE ISSUANCE

Issuing Certificates/ Statements of Attainment

All AQF certification documentation issued by the College will comply with AQF requirements and Standards for Registered Training Organisations (RTOs) 2015 – Schedule 5.

ACAB will also comply with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

ACAB will issue students a Certificate and Record of Results or a Statement of Attainment in accordance with its scope of registration **within 30 days of receiving results from the trainer and assessor**. All Certificates, Record of results and Statements of Attainment will meet the requirements of the AQF. Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to ACAB have been fully paid by the student, and a valid Unique Student Identifier (USI) has been provided and verified.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of Attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with ACAB may be able to access job opportunities. However, students should note that successfully completing a course at ACAB **does not guarantee** that they will gain employment in a job role/ industry.

Certificates are made available electronically via email.

Record of Results

You will receive your Statement of Attainment and/or Certificate of Completion via email generally within two weeks after training. Providing all of the conditions have been met, any cards or licenses will be given to you on the day you finish your course.

If you require a replacement Statement of Attainment or any cards, please see further information in this handbook.

Lost Statement of Attainment (SoA) or Student ID Card

If you have lost your Statement of Attainment (SoA) and you want it emailed to you, we will be able to email you a copy provided that you can prove your identity.

Proving your identity is important because we handle your personal information as carefully as we can and we want to ensure that we are sending your SoA to you.

You can also authorise us to send this to a third party.

If you would like to have your SoA reprinted, there will be an associated fee of \$50.00 (plus postage if you need this posted out).

If you need to have your SoA reissued then you can email sst@acab.edu.au and one of our team members will get back to you.

10. ACAB CODE OF CONDUCT

ACAB client services are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

We are committed to ensuring that the training and assessment environment and our workplace is free from discrimination and harassment.

Our objectives are:

- To eliminate discrimination on the grounds of sex, marital status, pregnancy, family responsibility or family status, race, religious or political conviction, impairment, age or gender, history in the areas of work, accommodation, education, the provision of goods, facilities and services, access to places and vehicles, land and the membership of clubs;
- To eliminate sexual and racial harassment in the workplace, educational institutions and accommodation;
- To promote community recognition and acceptance of the equality of men and women, and the equality of people of all races, regardless of their religious or political convictions, their impairments or their age.

All employees and contractors of ACAB, clients and learners are made aware that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against staff, contractors, clients or learners who breach this policy.

Access & Equity

ACAB ensures that:

- all students, teacher/trainers and ACAB staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling students
- all ACAB staff and teacher/trainers will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff and teacher/trainers employ language that facilitates learning and achievement and does not exclude students
- all ACAB staff and teacher/trainers are aware of their responsibilities with respect to equity and access
- ACAB staff and teacher/trainers' activities are evaluated for continuous improvement purposes
- ACAB staff and teacher/trainers are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback
- ACAB staff, teacher/trainers and students are required to comply with access and equity requirements at all times.

Management

ACAB ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of our strategic and business plans
- suitably qualified staff and teacher/trainers contribute to informed decision-making in management, academic and support services
- all staff and teacher/trainers are aware of their responsibilities to students of ACAB
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff and teacher/trainers
- a safe learning environment is provided to facilitate student learning
- it maintains appropriate insurance
- it will inform the regulator of any significant changes to the control, senior management and scope of ACAB
- it provides the regulator with the required data in soft and hard copy when requested (free of charge).
- it will fully cooperate with all regulators during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it communicates all appropriate information relating to academic and support services to students in a timely manner

Administration management

ACAB ensures that:

- AVETMISS and academic records are stored for a period of 30 years
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store student details relating to attainment, attendance, AVETMISS details, and related correspondence
- it adopts an AVETMISS-compliant Student Management System
- ACAB staff, teacher/trainers and students are to be able to access their own records at no cost
- statements of attainment and certificates are awarded to students who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it uses Unique Student Identifiers where required

Training and assessment

ACAB ensures that:

- all learning and assessment materials are their own or permission has been obtained from publishers for use where ACAB does not own the copyright of the materials
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses
- training and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff, teacher/trainers and students
- the opportunity for recognition of prior learning and credit transfer are provided to students where appropriate
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and ACAB information is provided to students' pre-enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation
- agreements and Training Plans are negotiated and implemented for all VET in School students
- all training delivery is conducted within the partnering school's timetable

Staff

ACAB ensures that training and assessment staff and teacher/trainers:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a Certificate IV in Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow ACAB policies and procedures when training and assessing
- treat all students in a fair and equitable manner
- treat students in a non-discriminatory manner
- are fully informed of their roles and responsibilities

Marketing & enrolment

ACAB ensures that it:

- provides appropriate pre-enrolment information to students to enable them to make an informed choice of course
- does not provide false or misleading information about ACAB or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies ACAB name and number on all its materials
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling students

Student Support Services

ACAB ensures that all students will be supplied information pre-enrolment on the following:

- course information
- enrolment process/ requirements
- assessment arrangements
- recognition of prior learning/ credit transfer (where appropriate)
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- complaints and appeals policy and procedure

In addition, students will be provided access to appropriate academic and personal support services during their course.

All students will be continually updated via email and text messages throughout their course on their progress in units of competency.

All enquiries should be directed to Administration staff on 0422 568 755.