

Australian Business and Retail Academy



Queensland

Student Handbook

Table of Contents

Welcome to ABRA Queensland.....	3
Contacting Us.....	3
Code of Practice.....	4
Study with ABRA Queensland.....	5
Getting Started.....	6
On Commencement of Training.....	6
Course Information.....	6
Course Fees.....	7
Student Guarantee.....	7
Assessment.....	7
Work Experience.....	7
Recognition of Prior Learning (RPL) and credit transfer.....	8
Appeals.....	8
Course Extension Policy.....	9
Complaints Procedure.....	10
The Overseas Student Ombudsman.....	10
Student Counselling and Support.....	10
Austudy and Abstudy Information for Australian Students.....	11
Language, Literacy & Numeracy Support.....	11
Student Records.....	11
Disciplinary matters.....	12
Legal responsibilities.....	12
Occupational Health & Safety.....	12
Policy about Refunding Fees.....	13
Access and Equity Policy.....	14
Notes.....	15

Welcome to ABRA Queensland

Dear Student,

As Director of *ABRA Queensland*, I would like to take this opportunity to *welcome you* on behalf of our team of dedicated trainers.

Our personnel have appropriate qualifications and experience to deliver with care and understanding, quality training, and are able to facilitate the assessment relevant to the training programs offered. Your assessment will also meet the Assessment Principles of the Australian Quality Training Framework (including recognition for Prior Learning and Credit Transfer.)

Acting as a catalyst for change *ABRA Queensland* offers a range of programs for the individual, the community and the workplace, enhancing communication and productivity with a commitment to quality.

Courses are designed and developed with innovation and vision - providing access and equity throughout our training programs for the overall benefit of the community.

We have sound management practices to ensure effective client service. In particular we have service standards to ensure timely issue of results and qualifications. These will be appropriate to competence achieved and will be issued in accordance with national guidelines.

If you have any questions regarding our training organisation or your course, please contact your local support team member.

I wish you well in your endeavours.

Yours sincerely,

Irena Morgan

Irena Morgan
Director
MWTC Pty Ltd trading as ABRA Qld

Contacting Us

Head Office
Unit 4 Level 1 Paxbury House
91 Landsborough Ave
Scarborough
PO Box 71 Scarborough 4020

Telephone: (07) 3203 5364
Facsimile: (07) 3203 7174

Email: admin@abraql.com.au

Code of Practice

This Code of Practice has been developed to provide students with evidence that ABRA Queensland provides timely and appropriate information, advice and support services to assist all students in achieving their identified outcomes. ABRA Queensland is also committed to providing students to quality customer service and endeavours to meet all compliance requirements. This Code of Practice provides guidelines on all issues that may affect a student whilst studying with ABRA Queensland. This Code of Practice is implemented to ensure that students achieve their study outcomes in an equitable and enjoyable manner.

As a Registered Training Organisation, ABRA Queensland has agreed to operate within the Principles and Standards of the Australian Quality Training Framework (AQTF). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

ABRA Queensland has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into the future programs. Our student service policies include a fair and equitable refund policy, complaints and appeal policy, an access and equity policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined. ABRA Queensland has agreed to participate in external monitoring and audit processes required by the state training agency. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

ABRA Queensland has policies and management strategies which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees until used for training/assessment. We have a refund policy which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

Our vocational education and training products are marketed with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. ABRA Queensland will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn. ABRA Queensland also shall provide all relevant insurances for the student whilst they are attending work experience. Should you require more information about these insurances, please speak with your trainer.

Study with ABRA

At ABRA Queensland you can study in a group while gaining individual attention.

Course Outline

ABRA Queensland designs its own training programs and resources as well as delivering nationally developed Training Packages and courses. ABRA Queensland provides the following nationally accredited and endorsed courses and qualifications

Courses

BSB20107	Certificate II in Business
BSB40507	Certificate IV in Business Administration
BSB41007	Certificate IV in Human Resources
BSB50407	Diploma of Business Administration
SIR10107	Certificate I in Retail Services
SIR40207	Certificate IV in Retail Management
CHC30208	Certificate III in Aged Care
CHC30308	Certificate III in Home and Community Care
CHC30408	Certificate III in Disability
CHC30708	Certificate III in Children's Services
CHC30108	Certificate III in Community Services Work
CHC41808	Certificate IV in Youth Work
CHC40108	Certificate IV in Aged Care
CHC40308	Certificate IV in Disability
CHC42008	Certificate IV in Employment Services
CHC40208	Certificate IV in Home and Community Care
CHC50908	Diploma of Children's Services (Early childhood education and care)
CHC52208	Diploma of Community Services Coordination
PSP20104	Certificate II in Government
30883QLD	Course in Applied Core Skills

Getting Started

Students applying to enrol in any course must have the minimum entry requirements which are listed on each enrolment form. Complete application and forward to Head Office

- Step 1 Fill in Course Application
- Step 2 Post or email to Head Office
- Step 3 Head office will contact you to discuss your training program.

On Commencement of Training

On commencement of training, students will have communicated to them, by a variety of means, depending on the training context, any or all of the following information:

- A tour of the training facilities and amenities
- An introduction to the key people in the organisation
- An overview and their own copy of the student handbook
- Provision of learning materials and resources
- Issuance and explanation of assessment guides
- Coverage of workplace health and safety matters
- An opportunity to share any individual questions/concerns/issues/support needs

Course Information

All facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students. Course details vary from course to course, therefore are supplied independently of this handbook. Students will be supplied with the competencies/learning outcomes and assessment criteria for the course relevant to their inquiry based on the Student Brochure prior to registration.

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff with the minimum Certificate IV in Training and Assessment or equivalent, combined with the relevant industry skills, will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course.

After achieving their competencies students will be awarded with the relevant qualification within 21 days of course completion.

At ABRA Queensland training is either in a class room, via distance learning or a negotiated combination of the two.

Course Fees

ABRA Queensland maintains a list of the current course fees for all courses offered on our web site which can be accessed at the following web address:

http://www.abraqld.com.au/documents/ABRA_Course_Costs.pdf

Or alternatively, request it by email admin@abraqld.com.au

The outlined fees include all materials and administration charges and there are no additional charges for any course.

ABRA QLD offers instalment payment terms for all courses where the fee is more than \$1000. For any course where the full fee is more than \$1000, to secure your enrolment we require a \$1000 enrolment payment and the balance of the course fee is then able to be paid in three equal monthly instalment payments. The first instalment payment is due one month after you receive the confirmation of enrolment email/letter, the second instalment two months from confirmation of enrolment date and the third and final instalment is due three months after confirmation of enrolment date. Any student seeking any additional information regarding course fees please call ABRA QLD administration on (07) 3203 5364.

Student Guarantee

ABRA QLD guarantees that all students once enrolled will be serviced in a manner that provides every opportunity to successfully complete the course. Any student experiencing difficulties or serious issues during their course is asked to email the ABRA QLD Manager at: manager@abraqld.com.au.

If for any reason ABRA QLD are unable to complete the provision of training and/or assessment services to any student who has paid an enrolment fee, a full refund, or pro-rata refund based on services provided to date will be offered to the student.

Assessment

The experienced ABRA Queensland Training Team adopts a supportive, flexible and holistic approach in assessing competence against the units for each of the qualifications on our scope. All learners with ABRA Queensland are offered the opportunity for recognition of pre-existing skills, knowledge and experience (RPL) towards their qualification upon enrolment.

Our assessment strategies cover a range of methods that may include written questions and answers, reports, group activities, practical work, observation and discussion. Some courses require evidence of practical experience.

Any ABRA QLD student who is deemed 'not yet competent' upon completion of training will be provided with opportunities for re-assessment, which vary, dependent on course content and context to ensure fair, equitable and sufficient opportunity to attain competence for all students is provided. An appeals process is also in place for any ABRA QLD student who is not satisfied with judgements made by their Assessor and this appeals process is detailed in the ABRA QLD student handbook.

Work Experience

Many of the courses at ABRA Queensland have a component of compulsory work experience. Work experience is designed to assist the student to practice their skills in a real life environment. Further information in relation to work experience requirements will be discussed at the time of acceptance of enrolment.

Recognition of prior learning (RPL) and credit transfer

If a student believes that they can demonstrate and have the knowledge or have documentary evidence of prior learning of the competencies of the course in which they are enrolled, they may make application for Recognition of Prior Learning for the qualifications or statement of attainment.

A student may also receive credit towards a qualification or statement of attainment in which they are enrolled, by producing documentary evidence of having completed the competency with another Registered Training Organisation or within another nationally recognised course or qualification. An enrolment form will be provided on request.

Process

If you wish to apply for recognition of prior learning for any of the units that you are enrolled in you should;

1. Ask a staff member for an RPL enrolment form. Complete and return the form.
2. Upon receiving the form, a trainer will provide you with a RPL guide to complete and discuss the requirements of evidence with you.
3. Identify your current experience, qualifications, skills and knowledge against the requirements of the chosen course of study and document in the RPL guide you have received
4. Send your completed RPL guide together with your portfolio of evidence to your trainer for assessing.
5. Assessment of your evidence will take place by the trainer and you will receive written notification of the outcome. If found 'not yet competent' you may be asked to provide additional documentation to support your application and again you will be notified of the result.
6. Records of your participation and outcome will be recorded on your file by the trainer.

Appeals - (Academic Decision)

A participant enrolled in a course who is seeking to appeal against an academic decision or other procedural matter should undertake the following steps:

- In the first instance an informal approach is to be made to the course facilitator with any new evidence or clarification of existing evidence
- Assessment will be reviewed having due regard to submissions made by the participant. Where the participant is still dissatisfied with the decision a request is to be made to ABRA in writing, for an independent facilitator who has not been involved in the original decision, to review the decision. Students can utilise another person to write or speak for them in the appeal process and all decisions will be provided in writing to the student.

Academic appeals will be accepted from the date an assessment result was received. An appeal, if not resolved, must be lodged in writing no later than (14) days from the date of issuance. All complaints must be lodged in writing and addressed to:

The Manager,
ABRA Queensland, P.O. Box 71
Scarborough, Qld 4020

Results of the appeal will be provided in writing to the appellant.

Course Extension Policy

All Australian Business and Retail Academy courses allow for a completion period of 12 months from the date of enrolment. ABRA Qld recognises that the management of deadlines is an important aspect of learning and teaching and that sometimes students will need more time to complete the qualification.

Students undertaking Australian Business and Retail Academy Qld courses, who require an extension, must submit a request in writing to the Business Manager no later than four weeks prior to the course end date. Students must have successfully completed 50 percent of the course work prior to requesting an extension.

In general, extensions are only granted in exceptional circumstances. Work commitments and/or heavy study workloads are not considered a valid reason to request an extension. The reasons given by a student for an extension must be in accordance with the following guidelines and in all circumstances must be supported by relevant documentation. Guidelines with respect to the kinds of circumstances that may lead to an approval of an extension application include the following:

- A student is unwell or injured.
- The death or diagnosis of a serious illness of a close family member or friend.
- Illness of a child or parent /guardian for which the student is the primary care giver.
- An unforeseen event that substantially impacts on the preparation of an assignment.

If there are extenuating circumstances, management may grant a student's request for an extension. Each situation will be assessed on its merit.

When an extension is granted, the student will be required to complete the course within a mutually agreed upon time frame.

Complaints Procedure - (Other)

Any student who is dissatisfied or has a complaint, on any training related matter involving ABRA Queensland is asked to follow the outlined process:

1. Communicate the concern/issue/complaint to your trainer, either verbally or in writing and the ABRA Queensland trainer will work to resolve the matter.
2. If the matter is not satisfactorily resolved for all parties in Step 1, the student is asked to send a written letter or email to the manager of ABRA Queensland at:

Email: manager@abraql.com.au or P.O. Box 71 Scarborough Qld 4020

The manager will review the complaint and make contact with the student either by telephone, email or in written form within 14 days of receiving the complaint.

3. If the student is still dissatisfied, a written response can be sent to ABRA Queensland requesting an independent review by an external mediation consultant and this will be arranged.

All complaints if not lodged informally, must be lodged within 21 days from the date of the incident considered to have caused the complaint. Complaints lodged in writing may be sent to either:

Email: manager@abraql.com.au or P.O. Box 71 Scarborough Qld 4020

The Overseas Students Ombudsman

The Overseas Students Ombudsman is an external and appeals mechanism available to private registered education providers and current or intending overseas students under Standard 8 of the National Code 2007.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Student Counselling and Support

Students requiring counselling or support should discuss the matter with their trainer and/or contact officer. The trainer and/or contact officer will assist where possible, and in the event that further action is required, refer the student to the appropriate personnel or alternatively the student may wish to contact the relevant organisation themselves.

This information will be provided to you during the orientation period and continually throughout the study program, including any support network that the student may wish to access such as cultural needs, religious belief, etc.

Austudy and Abstudy Information for Australian Students

Austudy or Abstudy is available for eligible students who are studying on a full time basis. For information regarding Austudy/Abstudy or your eligibility, contact the Austudy division of Centrelink on 132 490 or Abstudy on 132 317.

Language, Literacy & Numeracy Support

Additional support is also provided during the courses for language, literacy and numeracy acquisition in relation to the specific vocational area. These can be in forms of learner guides or teacher 1:1. ABRA Queensland is a specialised LLN support centre and a high level of LLN support can be received from here if required.

Additional Contact Numbers for Support

- Department of Education and Training (07) 3237 0111
- Productivity Places Program www.productivityplaces.deewr.gov.au
- Centrelink on 132 490
- Abstudy on 132 317
- Disability and Community Care Services QLD 1800 177 120
- Office of Fair Trading 13 74 68
- Training Queensland Contact Centre 1300 369 935

Student Records

The ABRA Queensland Quality Assurance system includes an electronic database, individual student files in both hard copy and electronic format and version controlled documents for use of trainers and students to support quality delivery, assessment and administration.

For all classroom programs student attendance sheets are required to be completed daily, with all absences being recorded. Trainers maintain records of individual student progress and provide reports to management on progress of all students assigned to them.

Each student has a Master file which contains all information pertinent to the student enrolment, course progress, work experience and any file notes on behaviour, attendance, counselling sessions, other communication and record or outcomes(s).

Certification and Replacement Certificates

Upon completion of your full course, your official results will be posted to the postal address indicated on your enrolment form together with the qualification or (in the case of partial completion of a qualification) the Statement of Attainment gained.

Should you lose the evidence of your training outcome (either Certificate or Statement of Attainment) you will be required to supply ABRA Queensland with a Statutory Declaration setting out the circumstances and a formal request for a replacement.

A \$50 re-issue fee will be charged for issuance of any replacement qualification.

Disciplinary matters

ABRA Queensland retains the right to refuse enrolment as permitted by law and to remove from a course any participants who disrupt the training experience of other participants, who behave in an unacceptable or inappropriate manner towards staff or other participants or who fail to respect the property of ABRA Queensland, the staff or other participants, or the premises in which the training is being conducted.

There are a number of basic rules to be observed whilst training with ABRA

- All students will comply with all reasonable requests and requirements made by staff of ABRA Queensland
- No student will attend any class whilst under the influence of alcohol or any drugs
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any excessive obscene, offensive or insulting language or behaviour, will not be tolerated.
- Students will be courteous to co-students, staff and the public at all times.
- Disruptive behaviour will not be tolerated.
- The breaking of any state or federal law will be reported to the relevant authority (e.g. stealing, damaging property, assault etc.)
- At all times while at the workplace you must continue to abide by all rules set in that workplace.

Legal responsibilities

In the case of events involving theft, assault and other acts, which are against the law, these will be immediately referred to the Police. All students are required to abide by Legislation that impact on their behaviour and the actions of others towards them. These will be clarified in the induction session

ABRA Queensland recognises and abides by all relevant legislation, including;

Federal Legislation www.scaleplus.law.gov.au, governing issues such as privacy, discrimination, workplace relations etc.

QLD State Legislation www.legislationqld.gov.au governing issues such as Workplace Health & Safety, Vocational Education Training and Employment, Youth Participation in Education & Training etc.

Occupational Health & Safety

Each student has a responsibility to know the exits from the building in which s/he is training and will be directed to the correct signage regarding safe exits at commencement of the course. Each student is expected to abide by the 'Zero Tolerance' policy to drugs and alcohol as well as the restrictions on smoking within the organisation's training areas.

Refund Policy

ABRA Queensland will provide refunds in accordance with the organisation's refund policy.

1. There is a non-refundable administration/deposit fee of \$250.00 which applies to all courses which is payable upon lodgement of your enrolment fee. This does not apply to fees and charges paid by apprentices or trainees training under a user choice or strategic purchasing program contract.
2. Refund requests must be made in writing using a **Refund Request Form**. This is available at our website www.abraqld.com.au or by emailing admin@abraqld.com.au.
3. Refunds will not be given for any of the following reasons:
 - Failure to attend a scheduled training session (face to face or blended training delivery), or choosing not to engage in ongoing training (distance) after contact from your trainer/assessor,
 - Non completion of assessment activities,
 - Change of mind about a course, or,
 - Other circumstances beyond our control.
4. For all distance learning courses if a refund request is received in writing within 30 days of the receipt of your enrolment application, and provided the course materials the student has been issued with have not been commenced, damaged or marked in any way, the student will be entitled to a full refund, less the administration fee, provided all course materials received are returned to us within 7 days. If the student has commenced the course and engaged with their trainer then they will not be entitled to any refund. Refund requests after 30 days will not be granted unless extreme hardship or a debilitating medical condition can be proven.
5. When applying for a refund citing extreme hardship and/or a debilitating medical condition you must provide supporting documentation. Such documents can include medical certificates, letter from medical specialists, legal documents all of which should be original copies or copies of the originals certified by a Justice of the Peace. These documents together with your completed **Refund Request Form** should be posted to PO Box 71 Scarborough Qld 4020 or can be emailed to admin@abraqld.com.au.
6. Should ABRA Queensland cancel a course, participants will be entitled to a full refund (or pro rata adjusted refund if a Statement of Attainment can be issued), or to transfer funds to another/future course. In this event, students will be given their preferred option.
7. Students enrolled in an apprenticeship or traineeship will receive a full refund for tuition, student support services and fees charged for training delivery that has not commenced at the time of the cancellation. Where an apprentice or trainee withdraws from a unit of competency/module, a proportionate refund will be provided.
8. For all courses with a classroom component (blended delivery or full face to face courses), once training has commenced, no refund is available to participants unless the student can meet the conditions set out in paragraph 5 and demonstrate extreme personal hardship or a debilitating medical condition.
9. Should a student, due to unforeseen circumstances wish to defer studies, ABRA Queensland will allow a period of up to three months from the original enrolment date for this to occur. Such requests should be made in writing to the Manager of ABRA Queensland and the application should clearly indicate a date upon which the student intends to recommence study. Only one such extension will be granted during the stated completion times for each course.

Access and Equity Policy

ABRA Queensland will endeavour to meet the needs of individual students through the integration of access and equity guidelines. We will endeavour to ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. ABRA Queensland will endeavour to increase opportunities for people to participate in their training programs delivered within the vocational education and training system. We will endeavour to provide training programs that consider the needs of all people within the community.

Staff Responsibilities for Access and Equity

Put simply, access and equity in training is about making sure that no person or group is disadvantaged in accessing training because of things like their age, race, religion, sex, marital status etc. Staff of ABRA Queensland has developed all policies and procedures keeping in mind the principles of access and equity. These include enrolment and recruiting / selection standards.

All members of staff receive an induction into the organisation and are made fully aware of the organisation's access and equity policy and ensure that it is inclusively followed in everyday duties within the RTO.

Equally important is the view that no student training at ABRA Queensland will act in any discriminatory manner towards any other student or staff member. ABRA Queensland has developed a list of legislative (legal) requirements which outline that discrimination of any kind, harassment, workplace bullying and victimisation, are against the law. If detected at ABRA Queensland, the appropriate authorities will be contacted.

Procedures:

1. ABRA Queensland will endeavour to ensure access and equity issues are considered during curriculum and resource development, including development advisers from under-represented groups, or representatives of these groups. Encourage fair access for members of under-represented groups. The only criteria for student selection are those stated under 'Entry Requirements' in the syllabus document or specified under the relevant training package.
2. ABRA Queensland will ensure that all students have access to education facilities in the region in which they are enrolled. That is each region has access to a wheelchair accessible venue for training.
3. Learning Materials will be presented in a written format that enables student access to the information, regardless of the location. The learning materials are also produced in other formats for those students who are unable to use the original written format. For example text information is to be provided in an alternative format such as audio tape for students who are visually impaired.
4. Information presented in learning materials will be presented in a manner that celebrates cultural diversity. Contemporary Australian case studies may be included in the learning materials these case studies should represent the cultural diversity of Australia. ABRA Queensland will endeavour to ensure the establishment of non-discriminatory student selection procedures that ensures inclusivity.

5. ABRA Queensland will provide students with a variety of options for demonstrating how they meet the required competencies. For example students in rural or isolated areas can have the practical element of their course assessed either in their local area with an approved supervisor, conducted in a major city through practical seminars, or be assessed via a video presentation. ABRA Queensland will negotiate an appropriate assessment option for students with a disability.
6. ABRA Queensland will make provision for students to submit hand written assessment.
7. Any student who makes a request for special study consideration including oral assessment and special support shall have his or her request considered on merit and if rejected the student shall be advised of the appeal process. All such requests are required in writing and should be accompanied by supporting documentation whenever possible.

Requests should be sent in writing:

The Manager
ABRA Queensland
P.O. Box 71
Scarborough Qld 4020

Email: manager@abraql.com.au

