



LEARNER HANDBOOK

Training that creates change



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Welcome to Abra QLD

Dear Learner,

Congratulations! You have officially embarked on a journey to learn a new skill, and we are excited to be here to help you!

Here at Abra QLD we are passionate about helping you get qualified and creating change in your life. We have developed our courses and learning materials over time so that you will learn the most practical and useful industry skills.

You will be assigned a dedicated and experienced trainer that has a wealth of knowledge to help you through your chosen course. Make no mistake, you will need to be dedicated and work hard to complete this qualification, but we are here to help you any way we can. Don't be afraid to ask questions, if you don't understand something, let us know as we want to help you get qualified!

Again, congratulations on taking your first step to a new career, and good luck in your studies!

Sean Gallagher

Sean Gallagher

Business Manager

MWTC Pty Ltd trading as Abra Qld

Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or Abra QLD Training Policy may impact on the information included. Abra QLD reserves the right to vary and update the information without notice. You are advised to seek any changed information and/or updates by contacting Abra QLD.

This Handbook has been prepared as a resource to assist learners to understand their obligations and to also, those of Abra QLD. Please read carefully through the information contained in this Handbook. All learners need to read, understand, be familiar with and follow the policies and procedures outlined in this Handbook.

Any queries can be directed to:

Abra QLD
2 / 29 Collingwood Street
ALBION QLD 4010
W: abraql.com.au
E: admin@abraql.com.au
T: 07 3262 2774

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Our commitment to you

To help you understand the way our organisation operates and to be able to unlock the potential from your studies, we are providing you with this Learner Handbook. Abra QLD hopes that it will assist with any questions you may have about the training organisation that we are.

If you do have any further questions in relation to your training, please do not hesitate and contact your trainer or one of our friendly administration staff members.

As a Registered Training Organisation, Abra QLD is registered with the Australian Skills Quality Authority (ASQA). Abra QLD must comply with the Vocational Education and Training (VET) Quality Framework. The framework is aimed at ensuring greater national consistency in the way that RTOs are registered and monitored in how the standards are enforced.

Code of Practice

Abra QLD has adopted the following Code of Practice:

- Courses will be regularly reviewed and updated to ensure that effectiveness in training with relevance to Industry requirements.
- Courses are marketed with integrity, accuracy and professionalism to avoid vague and ambiguous statements.
- Abra QLD will mutually recognise training qualifications from other Registered Training Organisations that have the Nationally Recognised Training logo.
- The training interests, safety and welfare of learners will be held paramount. Language, Literacy and Numeracy level of learner will be assessed at enrolment and the course tailored accordingly.
- Abra QLD will inform all learners of their rights and obligations to ensure that all information given to them is current, accurate, impartial and consistent.
- Trainers and Assessors associated with Abra QLD meet the human resource requirements as required by the National Skills Standards Council (NSSC).
- Abra QLD has a continuous improvement approach to all aspects of its business.
- Abra QLD ensures that all fees and charges are known to the learner at time of enrolment and that Abra QLD safeguards the fees paid by its learners and has a fair and equitable refund policy.
- Abra QLD has a fair and equitable process for dealing with learner grievances/complaints.
- All training will be delivered and assessed in accordance with the Standards for NCV Registered Training Organisations.
- We treat all learners' information confidentially, protect your right to privacy and ensure the accuracy and integrity of the information held in our AVETMISS compliant software.
- Abra QLD complies with the relevant Commonwealth and State legislation as well as the regulatory requirements.

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What is the Australian Qualification Framework?

As a Registered Training Organisation (RTO), Abra QLD can offer complete qualifications that are nationally recognised and all our Statement of Attainments and Qualifications that are issued have the following symbol to show that they can be used all over Australia.

More information about the AQF can be found on the following website:

<https://www.aqf.edu.au/>



Types of training arrangements

Abra QLD offers a variety of training arrangements as a training provider:

Fee for Service

Fee for Service is the terminology used for when you cannot access any government funding due to eligibility conditions.

Abra QLD may be approached by an employer, individual or Job Active provider where learners in this instance are not seeking reimbursement of subsidised funding from the government.

Certificate 3 Guarantee funding (Queensland residents only)

Abra QLD is a Pre-qualified supplier for the Certificate 3 Guarantee funding program which is funded by the Queensland Government. Potential learners must meet certain eligibility criteria prior to enrolment to see if they are eligible to access this funding. The training is subsidised as well as Abra QLD collections a co-contribution fee which is discussed at time of enrolment.

All information pertaining to the Certificate 3 Guarantee Program funding can be access by visiting the following website: <https://www.qld.gov.au/education/training/subsidies/pages/certificate>

A few things before you enrol

Pre-requisites

Some of our courses have pre-requisites embedded into the course unit selection. Please speak with our administration team if you believe you have credits that can help you through these areas.

Eligibility

As some of our courses have Queensland Government funding attached to it, you must meet this eligibility outlined by the Queensland Government to access it. If you are unsure or would like to know if you meet the eligibility of the funding, please discuss this with our administration team prior to completing your enrolment form.

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Course selection

Abra QLD wants to ensure that your training with us is a positive and achievable outcome for your personal and career growth. A part of this is ensuring that the qualification you choose with us helps you achieve where you want the growth to go. You can access more information about all our courses through our website: www.abraqld.com.au.

Language, Literacy and Numeracy (LLN)

You will be required to complete a Language, Literacy and Numeracy assessment as part of your enrolment. This assists Abra QLD as an indication tool to help our assessors to identify an appropriate level of qualification or if our assessors need to adjust your training delivery under reasonable adjustment.

Strategies that Abra QLD assessors will use when and if necessary for a learner that has identified with an LLN need:

- Clearly explaining information presented.
- Learner encouragement with open discussions, reading will all learners and opening the floor up to question and answer times to discuss main topics of the session.
- Using visual media.
- Group work with peer support.
- Using case studies and scenarios to illustrate information.
- Drawing attention to key words.
- Providing feedback on assessment tasks.
- Providing one-on-one support.

Where Abra QLD cannot support the learner, Abra QLD will direct the learner to contact the following agencies at their own cost:

- Department of Education, Skills and Employment (DESE) Ph: 13 74 68
- Centrelink – Jobseekers Ph:132 850
- Department of Communities, Disability Services and Seniors Ph: 13 74 68
- Reading Writing Hotline 1300 655 506

Abra QLD may suggest alternative training programs to complete first such as the FSK20119 - Certificate II in Skills for Work and Vocational Pathways program or an alternative program such as:

- Adult Migrant English Program (AMEP)
- Skills for Education and Employment (SEE)

Course Fees and Refunds

All course fees must be finalised before you commence training with Abra QLD. Abra QLD is responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre and is recorded clearly within the learner record management system.

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All outlined fees include all materials, administration fees and one (1) qualification issue.

Please note: It is your responsibility to update your address by the time you complete your qualification. If your address is not updated and your qualification is sent to the wrong address, a re-issue fee of \$50.00+GST will apply. This fee will also be incurred if you misplace or damage your original qualification.

Fee for Service

Abra QLD offers payment instalment plan terms for all courses that exceed \$1,000.00. For any courses where the fee exceeds \$1,000.00, to secure your enrolment we require the first payment to be \$1,000.00 and then the balance can be paid in two (2) equal monthly instalment payments. The first instalment is due one (1) month after you receive your enrolment email/letter, the final payment is due in the second month from your enrolment email/letter.

If you cancel or withdraw within 30 days of your enrolment being finalised and have not commenced any training, there will be an administration fee of \$300.00 (excluding GST).

Special consideration for refunds

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:

- Abra QLD
Unit 2, 29 Collingwood Street
ALBION QLD 4010

or can be emailed to: admin@abraql.com.au

Recognition of Prior Learning (RPL) learners

For all RPL learners, refund, will not be provided if your evidence you have submitted does not meet qualification standards. You will have the option to complete the course in full at an additional cost.

Any learner seeking additional information regarding the course fees please call administration on (07) 3262 2774.

- **Please note:** 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.

Certificate 3 Guarantee Funding

You are required to pay a \$1,250.00 (concessional / non-concessional rate) co-contribution fee which is charged per unit. Payment of this is required in full upfront prior to commencement of training. No refund is given if you have commenced training and then cancel or withdraw.

Please note: If you have provided Abra QLD with any formal qualification that has the Nationally Recognised Training symbol on it at the time of your enrolment and Credit Transfers have been awarded prior to commencement of training, the invoice will be adjusted to reflect no payment required for that unit. If you have provided your credits after the training has commenced, you will be issued a credit note adjustment from Abra

If you cancel or withdraw within 30 days of your enrolment being finalised and have not commenced any training, there will be an administration fee of \$300.00 (excluding GST).

Learner Enrolment and Induction

Once enrolled you will be notified by email of the Course and Delivery style of training. Your assessor will be in contact with you within 24-48 hours of your enrolment being finalised and it is very important that you read through all correspondence that you receive from Abra QLD.

The Learner Handbook

The Learner Handbook may be available in the classroom with your assessor. If you are a correspondence or an online learner, you can access our Learner Handbook from our website, under the courses section or on our online eLearning platform if you have been assigned a username and password (online learners only). Alternatively, your assessor or our friendly administration team can email it through to you.

Please note: If your Job Active provider has assisted you with your enrolment they may be able to direct you to Abra QLD's website to access this prior to signing the Learner Declaration (page 4 of enrolment form).

Unique Student Identifier (USI)

If you are a new or continuing learner undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

If you are an international learner studying offshore and do not intend on coming to Australia to do your study, you do not need a USI. However, if you are an Australian expat or resident learner studying offshore with an Australian training organisation, you will need a USI.

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If you are an international learner who will be studying in Australia, you will require a USI. All international learners in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

You can find more information about the USI services on their website: <https://www.usi.gov.au/>.

Training Plan

The training plan is just that, a plan of your training. You, your work supervisor (Apprenticeship/Traineeship only) and trainer will set out the timeframes for your units of competency. This form needs to be signed by all parties and will be reviewed and updated at least four (4) times a year.

Work Experience

All qualifications have a work experience component to them. Please speak with your trainer to discuss what the requirements of the placement will be.

Please note: SIT30616 – Certificate III in Hospitality has an industry placement component which **MUST** be completed in a **Hospitality** environment. Please speak with Abra QLD prior to enrolling into this qualification if you require more details on what will be required at this placement.

Training and Assessment

Credit Transfer (CT)

Credit transfer is the recognition of equivalence between the outcomes of units of competency from a learner's previous study through a Registered Training Organisation (RTO). Credit transfer can only be granted if equivalence has been determined through a formal process such as a mapping guide, transition arrangements or precedence.

Learners are required to complete the Credit Transfer Application Form as well as provide certified copy of the qualification and transcript of records.

An application for credit transfer should be made at the time of enrolling into the course with Abra QLD. Please refer to Annex 1 in this document to access the Credit Transfer Application.

You can grant access for Abra QLD to access your USI transcript online by following the below steps:

- go to: <https://www.usi.gov.au/>
- select "Login to the USI Registry" on the top right
- click "Login Now" in the Student section – Login to the Student Portal
- enter our USI or Email and Password in the Password Login area
- select "Provide Your USI"
- scroll to "set up access to your USI account / Permissions"
- from the permissions option, enter the provider name or code (see Note below)
- set the permission type
- select an expiry date (3 months to 2 years)
- Please let your trainer know that you have allowed us access to your USI account.

Please Note: Our Training Organisation code is: **30755** and the Registered Name is: **MWTC Pty Ltd trading as Australian Business and Retail Academy (Queensland)**.

*****Granting of credit transfer is subjected to legislation and industry currency requirements*****

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process if you have never formally studied or trained in an area. You may have gained these skills through your education, training, work and life experiences. RPL is a recognition process evidenced in accordance with the Standards for Registered Training Organisations and could provide you with a full or part qualification and avoid duplication of training. It can also be used to identify what training you may need to complete a qualification, to provide a pathway to higher qualifications.

Process

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

1. Speak with your trainer about your experience and see if there would be anything that could go through the RPL process.
2. After speaking with your trainer, you will be provided an 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.

National Recognition Statement

National recognition is the process that recognises AQF qualification and Statements of Attainments issued by a Registered Training organisation enabling learners to receive national recognition of their achievements.

Learner Rights and Responsibilities

To ensure that learners maximise the benefits of training and understand their responsibilities and those of others in the diverse environment please see the below rights and responsibilities.

You have the right to

- High quality training and assessment that recognises and appreciates your individual learning styles and needs
- Access to all Abra QLD's services regardless of your educational background, gender, marital status, sexual preference, race, colour, national origin, pregnancy, ethnic or socio-economic background, physical or intellectual impairment(s) or religious or political affiliation.
- Knowledge of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement
- To appeal for a review of results of any assessment undertaken

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- Learn from a fully qualified, competent and diligent trainer and assessor, who observe their responsibility to address any learning needs, assist the learner to reach their desired learning outcome and assess their work fairly.
- Learn in an appropriately appointed learning environment where it is safe, clean and free from harassment and discrimination.
- Be treated with dignity and respect
- Expect Abra QLD will observe their duty of care
- Efficiency in handling of administrative matters, pertaining to fees, concessions and any refunds
- Privacy and confidentiality, secure storage of data and records in accordance with Abra QLD's policies and procedures to the extent permitted by law.

Your responsibilities

- Understanding and accepting the enrolment conditions for the courses you undertake
- Provide accurate information about yourself at the time of enrolment
- Advise Abra QLD of any personal detail changes as soon as possible
- Pay all fees and charges associated with your course
- Recognising the rights of staff and other learners to be treated with dignity and respect and ensuring that you conduct yourself in an appropriate and acceptable manner.
- Regular and punctual attendance to your course requirements
- Ensuring you attend your course sober and drug free, and only smoke in designated areas in the appropriate break times.
- The security of your own personal possessions while attending any classroom courses
- Promptly reporting all incidents of harassment, bullying or any injuries sustained to your trainer for appropriate action to be taken.
- Respecting the property of Abra QLD and any other facility property where classes may be held
- Observing and understanding policy guidelines and instructions for any equipment use
- Seek clarification of your rights and responsibilities when in doubt

Attendance to your courses is mandatory. If you cannot attend a session you **MUST** notify your trainer as soon as possible and arrange to catch up what you have missed in your own time.

When attending any classroom-based training, it is important that you come dressed in appropriate wear. Ideally neat casual business attire and enclosed shoes is expected. If you require this type of clothing and are attached to a Job Active provider, please speak to them to see if they can assist in helping you with this request. Some courses may require specific footwear or Personal Protective Equipment (PPE) which you will be advised of prior to requiring these to be worn.

The classroom training is conducted in public premises; it is your responsibility to look after your own possessions. Abra QLD cannot be held responsible for any theft of private property left unattended.

Abra QLD and the facilities it trains in is smoke-free zones. If learners wish to smoke, they should do so outside in the designated smoking area on their designated break times.

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Academic progress

It is expected that all learners show progression throughout their course. The learners are expected to participate in all training and assessment requirements, practicum and any discussions (classroom, correspondence or online).

Assessment requirements

Assessment is competency based and is on-going throughout the course. Each unit contains various methods of assessment that relate to the unit of competency for the assessor to be able to deem competence. Learners are encouraged to apply their learning to their relevant workplace where appropriate.

The following represent key assessment principles of Abra QLD to be able to promote fairness and equality in assessment:

- Learners are given clear and timely information about the assessment
- The information provided about the assessments will be:
 - The assessment methods being used
 - Assessment procedures
 - The criteria you are being assessed against
 - When and how feedback will be given
 - How to appeal the decision made by your assessor
- Learners responsibilities regarding the assessment
- Learners may be asked about feedback on the assessment
- If you have not addressed all the assessment requirements the first time, you will be given a maximum of three (3) attempts to re-submit
- Learners should keep a copy of their assessment that they have completed prior to being assessed.

Plagiarism and cheating

Collusion, plagiarism or cheating in assessments will not be tolerated and could lead the learner to be withdrawn/cancelled from the course.

All assessment requirements submitted (even if completed in a group environment) **MUST** be in each learner's own words. Learners should take great care to distinguish their own ideas and knowledge from information derived from the various sources available.

Please note: Sources not only includes published work but also the knowledge and/or opinions from other learners, people or mentors available.

Completion

When you complete all the requirements of your course, your qualification will be issued from our system within 30 business days, providing all fees have been accounted for.

If your qualification has been delivered under a registered training contract (Apprenticeship / Traineeship), you will be required to complete an additional form where all parties (the learner, the workplace supervisor and Registered Training Organisation representative) are all in agreement that all requirements have been met.

Key policy and procedure summary

As a learner of Abra QLD, some of the following policies and procedures may affect you:

Harassment and Discrimination

At all times, Abra QLD will provide an environment that is free from all forms of harassment and discrimination.

Everyone, regardless of whether they are a learner, trainer, administration or support staff member is entitled to expect the following rights:

- To learn, teach and carry out their duties
- To be treated with respect and treated fairly
- To be safe in the workplace emotionally and physically
- All reports of harassment and discrimination are treated seriously. Harassment, discrimination, victimisation and bullying is unwelcome and unacceptable behaviour that will not be tolerated.
- To inform Abra QLD management of any harassment or discrimination. Management has the responsibility to immediately take appropriate action to address the issue
- All complaints that have been made by and against to be treated fairly and to receive information, support and an outcome that best suits both parties.

Learner records

Abra QLD stores all records electronically which recognises the Australian Privacy Principles (APP) which is set out in the Privacy Act 1988.

Abra QLD cannot and will not release any information about you to a third party without our third-party consent form completed by you. This form nominates who we can release information too.

In the enrolment form the third-party consent form is included where you can stipulate if you are with a Job Active provider we can release your attendance, progress and completion date with them.

Change of personal details

It is your responsibility to let Abra QLD know of any changes to your personal details. You can let your trainer know or call and speak with one of our administrative team members.

Please note: your personal details are determined as follows:

- Name (*evidence may be requested to satisfy any funded or subsidised training*)
- Residential address (*evidence may be requested to satisfy any funded or subsidised training*)
- Phone number
- Employment situation

Access and Equity

Abra QLD will endeavour to meet the needs of individual learners through the integration of access and equity principles and practices, acknowledging the rights of all learners to equality of opportunity without discrimination. Abra QLD 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 irrespective of their gender, culture, linguistic background, race, socio-economical background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Workplace Health and Safety (WHS)

The safety of all staff, learners and contractors of Abra QLD is one of our biggest responsibilities. Together we all have responsibilities to ensure that we maintain a safe work and/or learning environment to all.

The Workplace Health and Safety Act 2011 (QLD) requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, the employee's duty of care is to take reasonable care for the health and safety of others in the workplace.

Abra QLD will endeavour to ensure the following is met:

- The workplace is safe to work in with working procedures that are safe to use
- Staff have been adequately trained including the following topics:
 - Safe work practices
 - Infection control
 - Hygiene
- Properly maintained facilities and equipment (as required) including any Personal Protective Equipment (PPE) such as eye protection, sharps bin, gloves (where required)
- A clean and suitably designed workplace with the safe storage of goods including but not limited to cleaning chemicals.

What Abra QLD requires from the learners

- Obey any reasonable instruction in relation to Workplace Health and safety
- Do not interfere with or remove any safety devices from machinery or equipment that may cause harm to the facilitator, facility or other learners
- Ensure you are not endangering your own or other learner's safety with consumption of alcohol or drugs
- Report any unsafe act or equipment, injury or near miss to your trainer
- Observe good housekeeping principles
- Ensure that any conduct doesn't interfere with other learner's ability to participate and benefit from the training program that is being conducted.

First Aid

Your trainer will advise of who to speak to regarding any first aid that needs to be administered in the classroom environment. If it is a medical emergency, Abra QLD staff will call for an ambulance and stay with the learner until they arrive.

Feedback

At the end of your course you will be required to complete the Learner Survey.

If you have accessed a funded program, you will be required to complete a learner survey. The requirements of the survey component are covered on the acknowledgement page for the specific funding you have accessed (included in the enrolment form) as well as it can be found at the following website: Certificate 3 Guarantee Program -

<https://www.qld.gov.au/education/training/subsidies/pages/certificate>

Complaints and Appeals

Abra QLD provides a high standard of service. Should a learner have a complaint or wish to appeal an academic result they are encouraged to do the following:

First instance

Learners are encouraged to have an informal approach to the assessor. However, if the learner is uncomfortable approaching the assessor alternatively they can speak with administration by calling 07) 3262 2774 or via email – admin@abraql.com.au.

Second instance

If the issue is not resolved in the first instance, the learner is encouraged to speak with the Business Manager by calling 07) 3262 2774.

Third instance

If it is not possible for Abra QLD to resolve the dispute internally, Abra QLD will arrange for an independent mediation session through the Dispute Resolution Branch, Department of Justice and Attorney General to be held once written notification by the appellant is received.

Learners have fourteen (14) days from the date the learner has been notified of their outcome, to either lodge a complaint or appeal against a result

Misconduct Appeals

If a learner has been found guilty of misconduct; they have the right to appeal the decision in writing to the Business Manager within seven (7) days.

Course extensions

Abra QLD courses allow for a completion period of 24 months from date of enrolment. Abra QLD recognises that the management of deadlines is an important aspect of learning and teaching and that sometimes learners need more time to complete the qualification.

If an extension is required, the learner is to seek an extension no later than two (2) weeks prior to that unit's due date. All extension applications that are made will have a decision made on a case-by-case basis and the outcome notification will be sent to the learner and assessor.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

The consequences for the failure to provide personal information to our RTO is that we will not be able to enrol you as a student into the course or unit.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice> or alternatively, you can request a hard copy from Abra QLD at: admin@abraql.com.au.

For information on the Queensland authority privacy act, please refer to the Information Privacy Act 2009, [View - Queensland Legislation - Queensland Government](#).

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about an individual's racial or ethnic origin, political opinion, religious beliefs, sexual orientation or criminal record.

Sensitive information will be used by us only:

- for the primary purpose for which it was obtained
- with your consent, or where required or authorised by law

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Third parties

We may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Your personal information may be disclosed in a number of circumstances including the following:

- third parties where you consent to the use or disclosure; and
- where required or authorised by law.

Security of personal information

Your personal information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal Information. However, most of the personal information will be kept by us for a minimum of seven (7) years.

Access to your personal information

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact us in writing at: admin@abraql.com.au.

In order to protect your personal information, we may require identification from you before releasing the requested information.

Maintaining the quality of your personal information

It is an important to us that your personal information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date.

If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Contact information

At any time, you may contact Abra QLD to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Abra QLD contact details

Abra QLD

Unit 2 / 29 Collingwood Street

ALBION QLD 4010

P: 07 3262 2774

E: admin@abraql.com.au

W: www.abraqld.com.au

Conclusion

This concludes your orientation to Abra QLD. Again, we would like to welcome you Abra QLD and, congratulations on taking your first step to a new career, and good luck in your studies!

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