



# Student Handbook

Alan Bartlett Consulting Pty Ltd  
T/A ABC Training and Consulting Pty Ltd.  
ABN: 38 010 041 835. RTO No: 5800.  
Ph: 07 3876 3177.  
Email: [info@abconsulting.edu.au](mailto:info@abconsulting.edu.au)

## Introduction

### **Our history**

ABC Training and Consulting (formally known as Alan Bartlett Consulting Pty Ltd) is a Registered Training Organisation (RTO), registration number: 5800. We have been providing training and assessment services in Australis since 1997. We mainly conduct workplace based training and assessment in the Laboratory Operations; Manufacturing and Forest and Wood Products industries. Workplace based training and assessment ensures that facilities, resources and equipment are all industry current and relevant. We boast a dedicated team of qualified and experienced trainers, assessors and administrative support staff.

### **Code of Practice**

ABC Training and Consulting is committed to the maintenance of high standards in the provision of Vocational Education and Training and other client services. We aim to deliver best practice in training and assessment services whilst maintaining strict adherence to the national Standards for Registered Training Organisations (monitored by the Australian Quality Skills Authority – ASQA), all state funding compliance requirements and all relevant national and state legislation.

This information booklet is designed to provide you with information about the services provided by ABC Training and Consulting and our approach to providing you with a safe, fair and supported environment to participate in training and assessment.

ABC Training and Consulting will honour all guarantees outlined in handbook. We understand that if we do not meet these obligations or the requirements of our regulatory bodies we may have our registration as a training provider reviewed.

### **Education Standards**

ABC Training and Consulting has policies and procedures that maintain high professional standards in the marketing, student recruitment and delivery of training and assessment services. We endeavour to deliver a learning environment that is conducive to the success of students and to the benefit of their employers.

### **Marketing**

ABC Training and Consulting markets our services with integrity, accuracy and professionalism at all times. We always try to avoid vague and ambiguous statements. In the provision of information no false or misleading comparisons are drawn with any other provider or course.

## Student Information

ABC Training and Consulting provides accurate, relevant and up-to-date information to students prior to commencement. This includes, but is not limited to:

- This student handbook
- Admissions procedures and criteria
- Total costs / fees applicable to students and/or their employers
- Our refund policy
- Competencies to be achieved by students
- Assessment procedures
- Arrangements for Recognition of Prior Learning (RPL)
- Certification to be issued to students on completion or partial completion of the course
- Complaints and Appeals policy / procedure

Our full scope of registration can be accessed via the website: [www.training.gov.au](http://www.training.gov.au) by searching for Alan Bartlett Consulting, or ABC Training and Consulting or by our RTO registration number: 5800.

### Recruitment

Recruitment of students is always conducted in an ethical and responsible manner and consistent with the requirements of the qualification. ABC Training and Consulting ensures that student selection decisions comply with equal opportunity legislation. Some students will be entering into a registered traineeship as part of their studies, in this case you (or your employer representative) will need to contact an Australian Apprenticeship Support Network (AASN) provider prior to your enrolment with ABC Training and Consulting. These organisations are responsible for organising the training contract for traineeships, more information is available from: [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

New students are requested to complete an online enrolment form, provide necessary identification and complete a language, literacy and numeracy assessment. Your details will be entered into our student management system and you will be provided login details to access a student portal where you can access your training records.

Following the enrolment, and prior to training commencing, a training plan (where applicable) will be completed with input from you, your employer and the trainer / assessor.

Upon commencement of the training, you will be issued with the necessary training and assessment materials including learning resources and training record book (where applicable). During the first workplace visit arrangements will be made for future visits.

### Change of address

Students are required to promptly notify ABC Training and Consulting of changes to their address, telephone number/s and email address as soon as possible. This information can be updated by students themselves via the student portal or you can call or email our office.

## **Language, Literacy and Numeracy (LLN)**

Language, literacy and numeracy skills are critical to almost all areas of work. As a Registered Training Organisation we are determined to support the needs of the individual learner and to provide support services necessary for the individual learner to meet the requirements of the training product.

To support this approach ABC Training and Consulting will:

- Assess a student's language, literacy and numeracy skills during the enrolment process to ensure they have adequate skills to complete the training.
- Support students during their study, using training and assessment materials that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within ABC Training and Consulting and where this level of support is deemed necessary for successful completion of the course.
- Negotiate an extension and/or delay enrolment until to allow participants to complete external language, literacy and numeracy training programs.

## **Unique Student Identifier (USI)**

Since the 1<sup>st</sup> January 2015 people studying Vocational Education and Training in Australia have been required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) completed from the 1<sup>st</sup> January 2015 onwards.

As part of the enrolment process you will be required to supply your USI, if you don't currently have one you can apply for one yourself via the USI website: [www.usi.gov.au](http://www.usi.gov.au) or we can apply for one on your behalf. For more information on USI's please visit their website.

## **Access and Equity**

ABC Training and Consulting acknowledges and promotes the need to improve the opportunities for students who have historically been under-represented and/or discriminated against, for example:

- Aboriginal and Torres Strait Islander people.
- Women.
- People with limited social, literacy or numeracy skills.
- People with a disability.
- People from different cultural backgrounds.
- People from rural and isolated areas.

We will provide training to all students within our scope of registration without discrimination or exclusion. This is subject to the employer / workplace having sufficient human and physical resources to support the on-the-job component of the training.

## Student support, welfare and guidance services

Under the Standards for RTO's 2015, an RTO needs to determine the support needs of students and provide access to educational and support services as necessary so that students can meet the requirements of the course they are enrolled in. Examples of educational and support services are:

- Study support and study skills programs.
- Language, literacy and numeracy programs or referrals to these programs.
- Provide equipment, resources and programs to increase access for learners with disabilities and other disadvantaged learners in accordance with access and equity principles.
- Use of trained support staff including specialist teachers, note-takers and interpreters.
- Flexible scheduling and delivery of training and assessment services.
- The provision of learning materials in alternative formats.

If at any time throughout your course you require assistance or support, please discuss these needs with one of our team members. If you have any special needs that may affect your study please notify us at the time of enrolment.

ABC Training and Consulting staff are not able to provide any advice, referrals or counselling in regards to non-training related issues (ie. Legal, Medical, Financial etc...), however we have sourced a list of well-known welfare / support organisations that may be suitable for your needs. Students are under no obligation to utilise any of these services.

- Mates in Construction: 1300 642 111
- Life Line: 131 114
- Translating and Interpreting Service: 131 450
- Reading and Writing Hotline: 1300 655 506

## Student Complaints and Appeals

ABC Training and Consulting is committed to providing students, staff and stakeholders the best possible environment in which to study or work, however we acknowledge that mistakes happen and in some cases this can result in dissatisfaction of our services / staff / organisation.

ABC Training and Consulting invites feedback from a dissatisfied party so that a resolution can be found. ABC Training and Consulting will address any complaint or appeal raised in a constructive and timely manner. Every attempt will be made to resolve complaints and appeals through consultation, cooperation and discussion. All complaints and appeals will be viewed by ABC Training and Consulting as an opportunity to improve.

A complaint or appeal can be lodged verbally (ph: 07 3876 3177 or via your trainer / assessor), via written letter (posted to PO Box 1161, MILTON QLD 4064) or via email ([info@abconsulting.edu.au](mailto:info@abconsulting.edu.au)).

For full details on our complaints and appeals process please refer to our Complaints and Appeals Policy and Procedure located on our website: [www.abconsulting.edu.au](http://www.abconsulting.edu.au)

## Relevant Legislation

ABC Training and Consulting is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ABC Training and Consulting has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with ABC Training and Consulting.

- Work Health and Safety Act 2011
- Privacy Act 1988
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Disability Discrimination Act 2004
- Racial Discrimination Act 1975
- Copyright Act 1968
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011
- Further Education and Training Act 2014
- Fair Trading Act 1989

### **Work Health and Safety (WHS)**

ABC Training and Consulting conduct the majority of their training services on location at the student's place of employment. Therefore the standard obligations under the Work Health and Safety Act 2011 to provide a safe working and learning environment fall under the overall WHS responsibilities of the relevant workplace. ABC Training and Consulting expects students to comply with the safety requirements of their individual workplaces when participating in training activities.

Training and assessing staff will abide by any reasonable policies and procedures decreed by individual workplaces including (but not limited to):

- Participating in any site induction training.
- Wearing of appropriate personal protective equipment.
- Participating in any fire / evacuations drills that are scheduled whilst trainers are on site.
- Observing safety guidelines.
- Responding to and following safety instructions issued by site management personnel.

On the occasions that ABC Training and Consulting provide training services in a venue administered by the RTO all efforts will be made to ensure the safety of students in accordance with legislation. Students are expected to abide by all safety related instructions issued by their facilitator.

All trainers and assessors and other relevant personnel hold the QLD Working With Children blue card which is a requirement when working with students under the age of 18.

### **Workplace Harassment, Victimisation and Bullying**

Workplace bullying is a persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm. It can include tactics as verbal, nonverbal, psychological, physical abuse and humiliation.

ABC Training and Consulting staff are expected to conduct themselves in a professional manner at all times when undertaking their training and assessment duties. If a student experiences any workplace harassment, victimisation or bullying incident from a member of our staff they are encouraged to report this through the appropriate channels. This process would involve reporting the incident to their employment supervisor / human resource team and requesting them to lodge an official complaint to ABC Training and Consulting management (refer to our Complaints and Appeals policy).

It is expected that students also conduct themselves in a professional manner when interacting with our staff both in person or via the phone / email. We will not tolerate any threats, abusive behaviour or derogatory language and will take immediate action to suspend a student's enrolment and potentially escalate the issue if such incidents occur.

### **Anti-discrimination and Unfair Treatment**

Discrimination occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics. It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share.

All students have the right to be free of discrimination, sexual harassment and vilification in an educational setting. ABC Training and Consulting have policies and procedures in place and have trained their staff in the relevant laws and expectations regarding this topic. However, we recognise that despite mechanisms being in place to prevent an incident occasionally situations do occur. If a student believes that they are being discriminated against, they have the right to make a complaint. Initially this complaint should be lodged with their trainer / assessor or the management team of ABC Training and Consulting, however, if necessary can be escalated to external agencies (refer to our Complaints and Appeals policy for more information).

It is expected that students also conduct themselves in a professional manner when interacting with our staff both in person or via the phone / email. We will not tolerate any discriminatory actions or communication and will take immediate action to suspend a student's enrolment and potentially escalate the issue if such incidents occur.

In some cases there are exemptions to anti-discrimination laws that may apply in an educational setting. These include (but are not limited to) situations where special funding or additional placements have been allocated to a certain minority group with the intention of boosting participation from this cohort. There are also certain situations where minimum age, physical ability or geographical residential location may form part of the eligibility criteria for a program / course.

## Vocational Education and Training (VET)

Vocational Education and Training is a term that describes education and training arrangements designed to prepare people for work or improve the knowledge and skills of people already working.

Registered Training Organisations can deliver training and assessment for qualifications ranging from Certificate I through to Advanced Diploma, depending on their scope of registration. Some Registered Training Organisations partner with secondary schools and/or universities to provide training and assessment to other cohorts, for example high school students.

Registered Training Organisations deliver competency based training which is geared towards the attainment and demonstration of skills to meet industry-defined standards. Qualifications are divided into individual units of competency which are each based around an individual skill (or competency). Units of competency include a mix of theoretical and practical skills relating to the particular task.

The Australian vocational education and training system is recognised as being among the most sophisticated in the world because it is:

- Industry led: Industry representatives define what outcomes are required from the training, working together to design and develop training packages.
- National: The system is jointly managed by state, territory and federal governments.
- Client focused: It is flexible, relevant and responsive to client needs.
- Regulated: The Australian Skills Quality Authority (ASQA) registers and regulates RTO's and the Australian Qualifications Framework (AQF) specifies the standards for educational qualifications. State government departments provide and administer funding for training.

### Competency Outcomes

Unlike the grading system utilised in secondary school or university, competency based training is assessed using a simple methodology of either Competent or Not Competent. Students have the opportunity to undertake flexible training delivery options and can attempt assessments multiple times until they achieve competency (within reason).

Some of the main outcomes codes used by Registered Training Organisations are: C – *Competent*; NYC – *Not Yet Competent* – an interim outcome, applied after an unsatisfactory assessment; NC – *Not Competent* – applied if a student is unsatisfactory in attaining competency after multiple attempts; RPL – *Recognition of Prior Learning* – applied if a student has significant prior experience or has participated in relevant non-accredited training courses and can demonstrate competency without undertaking the training component; CT – *Credit Transfer* – applied when a student already holds the exact unit of competency or a previous version that has been deemed equivalent.

### Re-assessment

Students who are assessed as Not Yet Competent will be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and/or skills. These students will be provided with additional training opportunities and learning support and will then be reassessed.



## Assessment Methods

At ABC Training and Consulting, assessment is conducted using a combination of written knowledge, research tasks, case studies, workplace observation and observation. The following provides a brief explanation of the primary assessment methods:

- **Written knowledge:** The student is required to provide a written response to a range of questions relating to the required knowledge of the unit of competency. These will generally be short answer response activities and may include other questioning methods including multiple choice or mathematical equations.
- **Research tasks:** The student is required to undertake research within their own workplace and with the available reference material and provide a written response to each question. These assessment activities usually require a short to medium length written response.
- **Case study:** The student is required to provide a written response to a situation presented in a scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace observation:** The student will be observed performing specific tasks in their day-to-day work environment. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. Results of this observation will normally be recorded on a checklist.
- **Supervisor feedback:** An extension of the workplace observation and completed by the student's immediate supervisor, this type of assessment is used to verify that the student consistently applies their practical skills over time and in a variety of different situations.

Assessment items will be made available to the student in advance and can be provided and submitted both electronically (preferred) or in paper-based format. Reasonable adjustment can be made to assessment items and methods to allow for certain situations, conditions or limitations that the student or workplace may be experiencing.

### Recognition of Prior Learning (RPL)

In accordance with the requirements of the Standards for Registered Training Organisations 2015, ABC Training and Consulting provides the opportunity for students to apply to have prior learning recognised towards the attainment of individual units of competency.

Should you wish to seek RPL you must provide sufficient evidence of existing knowledge and skills. In addition you will also undertake a formal assessment process consisting of a conversation (wherein you respond to a series of questions related to the units of competency for which you are seeking recognition), workplace observation, workplace evidence and the collection of third party feedback.

There are strict timeframes for the application of Recognition of Prior Learning as it is by definition a recognition of knowledge / skills attained PRIOR to enrolment in the current course / qualification. Your trainer will discuss the applicable timeframes with you at the first training visit.

## Training Progress

Students are provided access to a student portal and encouraged to access all learning resources and assessment tools as well as submit their completed assessments via this portal. The portal also provides a communication hub between the student and their trainer. Real time progress is reflected in the portal including feedback on assessments, results and number of units left remaining.

For QLD trainees there is a requirement that the RTO must make available to the trainee a training record that details the real-time progress through their traineeship. The purpose of this record is to show that all parties have agreed that the competency has been achieved, both on and off the job. As our assessment items are all signed by the student, employer and trainer they represent the necessary approval process, and if submitted electronically via the student portal they are always available for review / inspection. Occasionally the QLD Department of Employment Small Business and Training (DESBT) will visit a trainee's workplace and may request to view the training record.

## Transition of Qualification

Registered Training Organisations conduct training and assessment based on the guidelines of Training Packages. These documents outline entire qualifications including individual units of competency. They are developed by industry associations and are routinely reviewed to ensure currency. When a review of a Training Package occurs a new version is issued, this means there are changes that must be implemented within the Registered Training Organisation. Notably, training and assessment strategies, training resources and assessment tools must be reviewed and updated. Often there are changes to the overall structure of a qualification.

There is usually a twelve month period of transition when a new version of a training package is released, this allows for training organisations to review and update their resources. During this time students enrolled in superseded versions can either complete the qualification or be transitioned into the new version. If a transition occurs there may be some changes to the overall enrolment if there are new packaging rules. For example, a student may have completed a unit of competency under the superseded version of the qualification which is no longer part of the new version. Where possible Registered Training Organisations try to minimise the impact to students during a period of transition.

## Certification

Upon the successful completion of all units of competency a student will be issued with a Qualification Certificate. If they were only undertaking a short course or if they cancelled prior to full completion a Statement of Attainment outlining the individual units of competency attained will be issued. Certification will be issued to the student (via post and also electronically via the student portal) within 21 days of the final competency being marked. For trainees the necessary completion paperwork will be signed and submitted to the relevant state / territory authority at this time.

In accordance with compliance requirements ABC Training and Consulting will maintain all certification records for a period of 30 years and will reissue certification (free of charge) upon request.

## Fees, Charges and Funding

The amount and type of fees and charges applicable will depend on the qualification level being undertaken and eligibility for funding in your state / territory. Where funding is not applicable ABC Training and Consulting can still provide training on a fee-for-service arrangement.

ABC Training and Consulting holds a variety of funding contacts in QLD, NSW, NT and TAS. This funding will either fully fund or heavily subsidise the cost of the qualification. Note: some states require a co-contribution fee to be paid.

There are eligibility criteria and limitations regarding the number of funded qualifications students are allowed to undertake as well as the co-contribution fees that may be applicable. Further detailed information is available on our website: [www.abconsulting.edu.au](http://www.abconsulting.edu.au) in the Training Courses section, please ensure you read and understand all the rules and regulations and make an informed decision prior to enrolling.

When fees (or co-contributions) are applicable ABC Training and Consulting will usually invoice the employer of the student (in some cases students pay their own fees). Invoicing can be issued in instalments if need be and payment can be made via EFT (preferred); Credit Card; Ezidebit or Cash. Refunds will be issued in certain circumstances. For full information on our fees and charges please refer to our website: [www.abconsulting.edu.au](http://www.abconsulting.edu.au) and our Fees and Refunds policy / procedure.

## Cancellation

A student who wishes to cancel their enrolment must contact a member of ABC Training and Consulting who will advise of the cancellation process, this information can also be communicated via the student's employer representative. Often there is a formal cancellation form that must be completed and signed, this will be sent out to the relevant parties and then processed via the applicable government department.

Where training and/or assessment services have commenced any fees paid for these units of competency are not eligible for refund (refer to our Fees and Refunds policy / procedure).

If the student has attained one or more units of competency a Statement of Attainment will be issued as part of the cancellation process.

## Surveys

As part of our student centred approach we regularly conduct student surveys to ensure our services are meeting the expectation of students and their employers. These surveys are sent out (usually electronically) at the completion of courses or at set periods throughout the year.

## Privacy

ABC Training and Consulting collects personal information in its capacity to provide Vocational Education and Training. The company is committed to protecting the privacy of the personal information it collects and receives and is bound by the provisions of the current Privacy Act including Privacy Principles. We are also required to assure the integrity, accuracy and currency of personal information in accordance with the current VET Framework.

For more information about our Privacy policy please refer to our website: [www.abconsulting.edu.au](http://www.abconsulting.edu.au)

## Withdrawals – VET Student Loans

The purpose of this procedure is to outline the process for students who wish to withdraw from a VET Student Loan (VSL) approved course or unit of study, under the VET Student Loan Scheme.

### 1. **Student requests to withdraw**

A student enrolled under the VET Student Loan Scheme requests to withdraw from a course or unit of study, by completing and submitting a VET Student Loan Application to Withdraw Form. Application is forwarded to [info@abctraining.edu.au](mailto:info@abctraining.edu.au) \*Please note: the enrolment fee is non-refundable.

### 2. **Withdrawing within the nominated census date period**

Students seeking to withdraw from a VET course or VET unit of study without incurring a VET Student Loan debt, must complete and submit the VET Student Loan Application to Withdraw form, nominating every unit of study the student wants to withdraw from by the census date, including any units for future study periods. Students that lodge their Withdrawal Application Form on or before the census date for that unit of study will be granted a withdrawal without penalty. 100% tuition fees paid for that unit will be refunded and no VET Student Loan debt is incurred.

### 3. **Withdrawing outside of the nominated census date period**

Students that lodge their Withdrawal Application Form after the census date for that unit of study are still liable to pay the tuition fees of that unit of study and will incur a VET Student Loan debt, regardless of whether the student attended any classes or handed in any assessment items.

### 4. **Fee waiver under extenuating circumstances**

Students who withdraw from a unit or units of study after the census date because of serious illness or other extenuating circumstances, can apply directly to ABC Training to have their VET Student Loan balance re-credited and VET Student Loan debt removed. Requests can be made in writing via email to [info@abctraining.edu.au](mailto:info@abctraining.edu.au). Extenuating Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance. For ABC Training to be satisfied that extenuating circumstances apply, a student must be able to provide documentary evidence reflecting that the circumstances:

- Were beyond the student's control; and
- Did not make their full impact on the student until on or after the census date; and
- Made it impracticable for the student to complete unit(s) of study.

Documentary evidence will be required to support a claim for a request for a fee waiver under special situations, and decisions will be made by the ABC Management Team on an individual case by case basis.

**5. Student notified of outcome of application to withdraw**

The student will be notified in writing (email) of the outcome of their application to withdraw. The correspondence will be recorded in enrolments logbook within the Learner Management System.

## Conclusion

### Student Responsibilities

ABC Training and Consulting expects all students to:

- Contribute to learning in a harmonious and <https://www.abconsulting.edu.au/vsl-information/> positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ABC Training and Consulting.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ABC Training and Consulting's publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and ABC Training and Consulting's staff members and their right to privacy and confidentiality.

### Our Obligation

ABC Training and Consulting is responsible for the quality of training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015 and for the issuance of AQF certification documentation.

As part of these responsibilities we will:

- Develop (in conjunction with industry representative) training and assessment strategies, training resources and validated assessment tools within training package requirements.
- Maintain compliance with all regulatory requirement.
- Only employ qualified and experienced trainers and assessors and maintain their regular professional development obligations.

- Provide educational support, flexible training and assessment methods and apply reasonable adjustment where necessary to ensure students have every opportunity to successfully complete their studies.
- Provide facilities, equipment and resources to whether physical or virtual or enter into arrangements with employers to utilise their locations as training environments.
- Only issue certification to a learner who has been assessed as meeting the requirements of a training product as specified in the relevant training package.

Good luck with your training and thankyou for choosing ABC Training and Consulting