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Client Information Book (QLD)
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Code of Practice

Preamble

Alan Bartlett Consulting Pty Ltd is committed to the maintenance of high standards in the provision of Vocational Education and Training and other client services.

Education Standards

Alan Bartlett Consulting Pty Ltd has policies and management practices that maintain high professional standards in the marketing and delivery of Vocational Education and Training services, and that safeguard the interests and welfare of trainees.

We will maintain a learning environment that is conducive to the success of trainees. We have the capacity to deliver the programs for which we have current registration, provide adequate facilities and use appropriate methods and materials.
Marketing

Alan Bartlett Consulting Pty Ltd markets our Vocational Education and Training products 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 provider or course.

Student Information

Alan Bartlett Consulting Pty Ltd provides accurate, relevant and up-to-date information to trainees prior to commencement. This includes, but is not limited to:

- Unique Student Identifier - USI
- our Code of Practice
- admissions procedures and criteria
- our refund policy
- total costs/fees to students
- certification to be issued to students on completion or partial completion of the course
- competencies to be achieved by trainees
- assessment procedures
- arrangements for the recognition of prior learning
- complaints/appeal procedure
- facilities and equipment
- trainee support services.

Recruitment

Recruitment of students is conducted at all times in an ethical and responsible manner and consistent with the requirements of the qualification. Alan Bartlett Consulting Pty Ltd ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies.

Access and Equity

Alan Bartlett Consulting Pty Ltd acknowledges and promotes the need to improve the opportunities for students requiring LLN and additional assistance requirements to participate in Vocational Education and Training programs. People who have previously been under-represented in Vocational Education and Training include:

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

We will provide training within the scope of our registration to all students regardless of their employer. This is subject to the employer having sufficient human and physical resources to support the on-the-job component of the training.
Refunds

Alan Bartlett Consulting Pty Ltd safeguards fees paid in advance* for training and assessment, and will refund fees in the following circumstances:

- Cancellation of the program by Alan Bartlett Consulting Pty Ltd
- Unconditionally, where the trainee who withdraws is indentured under a contract of training.
- Conditionally, where the trainee participates on a fee-for-service basis, and can show good cause. This may include:
  - Medical grounds
  - Family bereavement
  - Other extenuating circumstances
  - At a Director’s discretion.

The amount of refund will be determined as follows:

- Fees (for tuition and student support services) will be refunded in full when the trainee (whether subsidised or full fee-for-service) has not commenced at the time of the cancellation of enrolment;
- Where the trainee withdraws after participation, fees will be refunded proportional to the level of service provided.

*Explanatory notes for fees paid in advance as outlined in the current VQF Guidelines*

The options available to an RTO which collects fees in advance are designed to protect individual students in the event that the RTO is unable to deliver the training, assessment and support services agreed with the student. The intent of this is to protect the fees paid in advance by individual students, for the provision of nationally recognized training and assessment. Fees paid in advance from other clients (e.g. companies, incorporated bodies, government agencies) on behalf of the student are not intended to be covered by this Condition, as they may be protected by other systems implemented by the RTO in line with standard business practices.

A maximum on the amount of fees able to be collected in advance will limit the amount that a student may lose if an RTO collapses with no financial assets. At no point in time should the individual student have paid any more than $1,500 to the RTO for tuition or other services yet to be delivered to the student or more than $1,000 prior to the commencement date of the course to which the fees relate. This threshold is to apply to each course / qualification that the student is enrolled in. The threshold is to apply to all training, assessment and other services that the RTO has agreed with the student would be provided.

Refunds Based on Proportional Participation

Refunds based on proportional participation prior to withdrawal from a unit of competency will be paid to participants where they meet the conditions set out by Alan Bartlett Consulting Pty Ltd.

Conditions of Proportional Payments

If notified of withdrawal from a unit of competency within 21 calendar days of commencement of that unit, a 50% refund (of the cost afforded to the participant) will be made payable to the participant, provided that the learning materials are returned to Alan Bartlett Consulting Pty Ltd in the same condition as they were provided to the participant. This is provisional based on the participant’s status as a Registered Trainee.

A participant is defined as a Queensland registered Trainee when they are enrolled with Alan Bartlett Consulting Pty Ltd at the time the refund is processed by our accounts department.
Refunds for Indentured Trainees Funded Under the Current State Government User Choice Contract

The following information has been extracted from the current State Government USER CHOICE Policy:

‘Pre-qualified Supplier’ or ‘PQS’ or ‘Supplier’ means an RTO approved by the Department as a Pre-qualified Supplier to deliver publicly-funded User Choice training and assessment services.

The PQS must have a refund policy that meets the requirements of the current vocational education framework. This policy must also include:

(a) the provision for full refunds to Participants for student contribution fees and/or student support services fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
   • Alan Bartlett Consulting Pty Ltd will fully refund Student Contribution Fees as outlined above where training delivery has not yet commenced
(b) the provision of proportionate refunds where the Participant has withdrawn from a Unit of Competency/Module; and
   • Alan Bartlett Consulting Pty Ltd will refund proportionately where a student has withdrawn from a unit as set out in the current contract
(c) the provision of refunds to employers/industry for additional charges paid beyond the Participant and government contributions
   • N/A

Student Complaints/Appeals

Alan Bartlett Consulting Pty Ltd has a fair and equitable process for dealing with trainee complaints/appeals. This process is outlined in further detail in our “Complaints and Appeals Procedure”. In the event that complaints cannot be resolved internally, we will advise trainees of the appropriate legal body where they can seek further assistance.

Sanctions

Alan Bartlett Consulting Pty Ltd will honour all guarantees outlined in this Client Information Book. We understand that if we do not meet these obligations or supporting regulatory requirements, we may have our registration as a training provider reviewed.

Entry Pathways

There are three possible entry pathways to our training programs:

• **New Start Trainee** - employed **less than 3 months fulltime** by your current employer
  o through an indentured traineeship (Australian Apprenticeship) for employees who are new to the industry and hence eligible for government-funded training under the Traineeship Training Program. Please contact your nearest AAC (Australian Apprenticeship Centre) for further information regarding eligibility and incentives available.

• **Existing Worker Trainee** – employed **more than 3 and less than 12 months fulltime** by your current employer
  o through an indentured traineeship (Australian Apprenticeship) for existing workers without formal qualifications beyond Certificate II level. Please contact your nearest AAC (Australian Apprenticeship Centre) for further information regarding eligibility and incentives available.

• **Fee-for-Service Student** – available to anyone without conditions
  o where the student or employer pays the full cost of the training*. There are no limitations on this arrangement and training can commence almost immediately as there is no requirement to contact an AAC (Australian Apprenticeship Centre). Please contact Alan Bartlett Consulting Pty Ltd or visit our website for further information and enrolment forms.

*Please note where a student pays the full cost of training, certain conditions will be imposed on payment options. Please refer to our ‘Fee Schedule’ for further information.
Relevant Legislation

The following is information relating to relevant Commonwealth and State legislation that may affect our clients. The information provided below relates to:

- work health and safety (WHS)
- workplace harassment, victimisation and bullying
- anti-discrimination, including equal opportunity, racial vilification, and disability discrimination
- Vocational Education and Training (VET)
- traineeships

Our privacy policies and procedures are outlined under the heading of Privacy policy.

Further information on relevant Commonwealth and State legislation may be accessed through their immediate websites.

Work Health and Safety (WHS)

Your employer is responsible for your health and safety while you are in the workplace. However, under work health and safety legislation, you also have responsibilities, including:

- complying with health and safety instructions
- using the personal protective equipment provided by your employer
- not wilfully or recklessly interfering with or misusing health and safety provisions
- not wilfully placing at risk the health and safety of others
- not wilfully injuring yourself.

Your employer must:

- give you an introduction to the workplace which covers hazard identification and risk prevention
- provide you with training in safe work practices
- provide initial and ongoing supervision
- give you personal and protective equipment including instructions on how to properly use.
- guard hazardous plant and machinery
- prevent and minimise the risk of exposure to hazardous substances and manual handling

Every person associated with a workplace in any way, has an obligation to ensure their own health and safety and the health and safety of others.

For further information refer to the relevant website.

Workplace Harassment, Victimisation and Bullying

Workplace bullying is defined as repeated, unreasonable behaviour directed towards an employee or group of employees that creates a risk to their health and safety.

The most common forms of bullying in Australian workplaces are bossing people around, intimidating, threatening or keeping them under pressure.

Workers may also be harassed by clients, customers, contractors or others from outside the workplace, and bullying can happen between co-workers, but more workers are bullied by employers and managers than by fellow workers.
Responsibility of Employers

Under workplace health and safety laws, employers must:

- consult with employees and WHS representatives
- provide adequate and appropriate information, training, instruction and supervision
- identify, assess and control hazards, including organisational structures and behaviours that may lead to bullying
- provide an appropriate physical and organisational environment
- provide healthy and safe workplaces and work systems, including a working environment where the risk of bullying is eliminated or minimised.

Some forms of bullying are outlawed by equal opportunity or anti-discrimination legislation.

Organising to Prevent Bullying

Workers should:

- meet to discuss causes, effects and possible solutions to bullying
- collectively determine how to achieve a healthy and safe workplace

Resolving Complaints in the Workplace

When a complaint of workplace harassment is raised how it is responded to can influence how and when the issue is resolved.

The person responsible for human resources or industrial relations matters at your workplace should be able to advise you about complaint resolution policies and procedures.

Generally, complaints can be resolved either informally, or formally.

Before deciding on how to resolve the complaint the person raising the complaint should:

- clearly define their concerns and desired outcome
- assess the advantages and disadvantages of the informal versus formal process
- consider the complexity of the situation (a formal option may need careful consideration if the situation is very complex)
- be aware of support mechanisms available, for example counselling
- acknowledge the consequences of making malicious, frivolous or vexatious complaints (complaints that are deliberately harmful, spiteful, trivial or unworthy of serious attention or resources)

It is recommended that the opinion of an independent third party (for example, human resource manager, supervisor or workplace health and safety representative) be obtained to help validate experiences and make a well informed decision regarding the most appropriate resolution option.

If a workplace harassment prevention policy exists it should provide details of an appropriate person to raise workplace harassment complaints with who can help.

Anti-Discrimination and Unfair Treatment

Discrimination occurs when someone is treated unfairly or badly in certain respects. Not all discrimination is against the law, even if it is unfair. The relevant anti-discrimination act in your state determines what kind of discrimination is unlawful by identifying particular attributes and areas.

Discrimination happens because people have stereotypical or prejudiced ideas or beliefs about other people because they happen to belong to a particular group of people or because they have certain personal characteristics or attributes. This kind of direct discrimination is often the result of failing to treat each person as an individual regardless of their sex, age, race etc.
Discrimination can also happen in a more indirect way. In some cases treating everybody the same can be unfair because it disadvantages a whole group of people. For example, requiring all enrolment applicants for a hospitality course to meet minimum height requirements may disadvantage women or people of particular ethnic origin. Unless such a rule is necessary or reasonable in all the relevant circumstances it will be indirect discrimination and against the law.

Indirect discrimination is not usually intentional but is often the result of forgetting to think about the impact of rules and requirements on different people.

Generally, the Anti-Discrimination Acts in each state/territory prohibit discrimination on the basis of:

- sex
- marital status
- pregnancy
- parental status
- breastfeeding
- age
- race, colour or ethnic origin
- impairment or disability (past or present)
- religion
- political belief or activity
- trade union activity
- lawful sexual activity (ie. because you are gay)
- association with, or relation to, a person who has any of the above attributes.

Check the Anti-Discrimination Act in your particular state/territory by referring to the relevant website.

**Your Rights and Responsibilities as a Student**

All students have the right to be free from discrimination, sexual harassment and vilification in an educational setting. While some cases of discrimination between students can be complex, if students believe that this behaviour is occurring, they have the right to make a complaint to the *Anti-Discrimination Commission* and seek a solution through conciliation.

**Racial Vilification**

Vilification (inciting hatred, serious contempt or severe ridicule of others because of their race, religion, gender identity or sexuality) can take many forms, including hate-speech, graffiti, websites and the distribution of propaganda or other forms of offensive literature. Racial and religious vilification is generally behaviour that happens in a public place and incites others to hate, to have serious contempt of or to severely ridicule individuals or groups because of their race, religion, gender identity or sexuality.

It is also a criminal offence to incite racial and religious hatred of others by threatening physical harm or inciting others to threaten physical harm towards another or their property.

If you believe that you are a victim of racial vilification, you could:

- deal with it yourself by talking to the person or people involved
- if the behaviour happened at work, ask your manager, union representative or contact officer what you might do. If your workplace has a process for dealing with complaints, you could lodge a complaint with your employer.
- contact the relevant *Anti-Discrimination Commission* in your immediate area.
Disability Discrimination

Impairment or disability discrimination is treating you unfairly or badly because of your impairment. Discrimination such as this may be unlawful depending on the circumstances.

Unlawful discrimination can also happen in a less obvious way. Sometimes a rule or policy seems to treat everyone the same, but in fact, some people end up being treated less favourably.

Discrimination on the basis of impairment can happen at work, school or college, in a public venue in a shop or a restaurant, looking for accommodation, buying property, applying for credit, insurance or a loan, or dealing with tradespeople, businesses or state or local government.

Because discrimination occurs most often in the workplace, employers should offer an equal opportunity to everyone for job interviews, promotion, transfer or training. In other words, employers need to consider you on what you can do, not on what they assume you cannot do.

Is Your Employer Responsible for what Happens in the Workplace?

Your employer is responsible for what happens in your workplace. Likewise, the person or persons who discriminated against you can be liable for what happened to you. This is called vicarious liability.

Employers need to take reasonable steps to ensure they protect their staff from discrimination and vilification, and make sure their workplaces are free of this type of behaviour.

This may include writing policy and making sure all employees, especially managers and supervisors are trained in how to reduce or prevent discrimination from happening. Employers should also introduce an effective process for dealing with complaints.

Employers or organisations can’t avoid their legal responsibility by saying they were not aware of discrimination in their workplace.

If you feel you are being discriminated against, you could talk to the person or people involved. Tell them you object to what they are doing, and ask them to stop. Often, this is enough.

However, if the behaviour happened at work, ask your manager, union representative or contact officer what you might do. If your workplace has a process for dealing with complaints, you could lodge a complaint with your employer.

Alternatively, you could also contact the Anti-Discrimination Commission in your particular state/territory.

Exemptions

Particular exemptions mean that not all forms of discrimination are against the law in all circumstances. The Act provides a range of exemptions that can be argued. Only certain exemptions apply in relation to education. It is also possible to apply to the Anti-Discrimination Tribunal for the granting of an exemption.

Exemptions recognise that in some circumstances discrimination can be acceptable provided it occurs for specific reasons or purposes. Whether a particular exemption will apply will usually be a question of fact, which only the Tribunal can decide. However, any possible exemption should be raised with the Commission as this may assist in conciliating a resolution of a complaint.

Welfare and Equal Opportunity Measures

‘Special measures’ provisions are designed to benefit or promote equal opportunity for a member of a disadvantaged group or a person with particular needs, eg. special tertiary education entry programs for Indigenous Australians recognise the severe disadvantage they experience compared to others in terms of access to education.
**Educational Institutions**

Educational institutions catering for students of a particular sex, religion or general or specific impairment, can lawfully exclude students who are not of the particular sex or religion or who do not have a general or specific impairment.

**Qualifying Age**

Students may be selected for educational programs on the basis of a minimum qualifying age. This may include setting aside places for mature age students.

**Supplying Special Services or Facilities**

An exemption may apply where supplying special services or facilities for a person with an impairment would impose an unjustifiable hardship on the educational institution. Educational institutions must offer equal opportunity to everyone and make reasonable adjustments to meet the needs of people with impairments. Discrimination against people with impairments, for example by refusing them enrolment in a tertiary degree program, is only lawful if the institution can demonstrate that it would impose an unjustifiable hardship to make reasonable adjustments.

Factors that are relevant include the nature of the special service or facility, cost of supplying it, the number of people to benefit, the financial circumstances of the organisation, the disruption that the supplying of those services or facilities might cause and the nature of any benefit or detriment to all people concerned.

**Child Protection**

Alan Bartlett Consulting Pty Ltd has a written risk management strategy in place which complies with the current legislative policy on child protection. We are committed to the safety and wellbeing of all children and young people, both in the workplace and in the fields of Industry that we service. Staff will treat them with respect and understanding at all times and will endeavour to ensure that children and young people are kept safe from harm in complying with this policy.

All team members:

- hold a current child protection card
- adhere to the Alan Bartlett Consulting Pty Ltd Child Protection Policy
- report and record disclosures of harm as outlined in the Child Protection Policy
- are aware of the consequences of breaching this policy

**Note:** this policy is included in Alan Bartlett Consulting Pty Ltd Induction Process. Each team member has a copy of the Child Protection Policy and is bound by this policy at all times whilst employed by Alan Bartlett Consulting Pty Ltd.

**Vocational Education and Training (VET)**

Vocational Education and Training (VET) is a term used internationally to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already working.

The Australian Qualifications Framework is an integral part of the vocational education and training (VET) sector. The Australian Qualifications Framework ranges from the senior school certificate through to the doctoral degree. The vocational education and training sector is the governing sector for Certificate I through to the Graduate Certificate.

Qualifications are delivered and issued by registered training organisations. Some schools and universities seek additional registration so they are able to deliver vocational and technical education sector qualifications. For example, many schools now offer students the opportunity to complete a certificate I or certificate II as part of their secondary school education.
The Australian vocational education and training system is recognised to be among the most sophisticated in the world because it is:

- **industry led** – employers and industry representatives define what outcome is required from the training
- **national** – the system is jointly managed by state, territory and Australian governments
- **client focused** – it is flexible, relevant and responsive to client needs

The Vocational Education and Training sector is managed by a national training framework which includes:

- **training packages** – an integrated set of nationally endorsed competency standards, assessment guidelines and qualifications for specific industries, industry sectors or enterprises
- **Australian Qualifications Framework** – the national framework that defines all qualifications recognised in Australia in secondary school, the Vocational Education and Training sector and university.

### Traineeships

Traineeships consist of structured training and paid employment arrangement which involves a contract between the employer and the trainee. Trainees complete a qualification, learning skills at work and under the guidance of a training provider.

Traineeships can be full-time, part-time or school-based where some of the training is undertaken while the trainee is at high school.

The training undertaken is most effective when it is designed to suit the needs of the specific traineeship, the needs of the employer, and the needs and learning styles of the trainee.

Training can be delivered using one or more of the following options:

- in an appropriate environment, such as an employer’s premises, TAFE institute or private college where training is delivered by the supervising registered training organisation
- using flexible delivery methods, such as video link, teleconferencing, correspondence, work books, online self-paced learning, or an internet classroom link, where training is delivered by the supervising registered training organisation
- in the workplace, where training is delivered by the employer

For all modes of training delivery, traineeships require the withdrawal of trainees from routine / productive work practices for the purpose of undertaking structured training and assessment. This principle applies to all training contracts irrespective of how the training is funded.

A schedule must also be negotiated that outlines when the trainee will be withdrawn from routine or productive work for structured training.

All structured training is delivered and undertaken in paid work time, unless the trainee is undertaking a school-based program.

The training options must be negotiated and outlined in the training plan.
Fees and Charges (State Funded Traineeships in Qld)

Fees for Indentured Trainees Funded Under the Current State Government User Choice Contract

*All User Choice funding in Queensland is sourced from the Department of Education, Training and Employment.*

The following information has been extracted from the Queensland Government USER CHOICE POLICY.

‘Pre-qualified Supplier’ or ‘PQS’ or ‘Supplier’ means an RTO approved by the Department as a Pre-qualified Supplier to deliver publicly-funded User Choice training and assessment services.

2.6.1 Student Contribution Fees

(a) Student Contribution fees are a Participant’s contribution to the cost of tuition.

(b) The PQS must detail its fees and charges policy, including:

- full costs: Costs will be based on the units chosen, the nominal hours attributed to these units and the current rate of charge based on the policy set by the Queensland Government.
- method of collection: Invoices will be directed to the person nominated during the induction and enrolment process and an invoice schedule provided to the nominated client. Details of the amount owing, payment methods and terms and conditions will all be outlined in the schedule.
- refunds: as per our refund policy.
- exemptions prior to enrolment: as per exemptions based on the current contract.
- and provide access to this written policy to Trainees: As per client information booklet

(c) The PQS must retain evidence of fees collected as well as evidence of Participants who have been deemed as totally or partially exempt from the payment of Student Contribution Fees.

(d) Student Contribution Fees under the User Choice program are set at a nominal fee per hour for each Unit of Competency to be calculated at the commencement of the Unit of Competency. Student Contribution Fees are adjusted annually and all PQS will be informed by the Department of any changes to the Student Contribution Fees.

(e) The PQS must not charge Participants or their Parents more than the student contribution fee amounts contained in this Information Book except as required periodically by the Department.

(f) The PQS may only charge less than the Student Contribution Fee if in accordance with sections 2.6.2 or 2.6.3 of this Policy.

(g) When the Participant converts from a School-based Apprentice or Trainee to a full time or part time Apprenticeship or Traineeship the Participant must be charged the Student Contribution Fee for training and assessment for any Units of Competency not yet commenced. This does not apply when the Participant is a Year 12 Graduate and is undertaking a high priority qualification as identified by the Department

2.6.2 Partial Exemption—Tuition Fees

The PQS must charge 40 per cent of the student contribution fee where the Participant falls into one or more of the following exemption categories:

(a) The Participant was or will be under 17 at the end of February in the year in which the PQS provides training, and the Participant is not at school and has not completed year 12;

(b) The Participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;

(c) The Participant issues the PQS with an official form under Commonwealth law confirming that the Participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or

(d) The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.
## 2.6.3 Full exemption – Tuition Fees

The PQS may apply full exemption from the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

(a) Where payment of the student contribution fee would cause the Participant extreme financial hardship, then the PQS may exempt the Participant from these fees.
   i. The exemption process should be in place at the time of the Participant’s enrolment.
   ii. For 2.6.3(a) of this Fees and Charges section, the PQS must have a reasonable internal process to manage an appeal from a Participant about the outcome of the Participant’s application under financial hardship.

(b) Where the State, as represented by the Departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the PQS may exempt the Participant from the Student Contribution Fee. Any exemptions granted by the PQS do not create a liability for the Department. The PQS may not apply for reimbursement by the Department of fee revenue foregone. Refer to the User Choice Qualification and Price List as published on the Department’s training website (https://www.training.qld.gov.au/providers/funded/userchoice/) for information on where fee exemptions are applicable.

The PQS must apply full exemption from the Student Contribution Fee where the Participant falls into one or more of the following exemption categories:

(a) Where credit transfer/national recognition has been applied to a Unit of Competency/Module.
(b) Where the Participant is a School-based Apprentice or Trainee

### 2.6.4 Fee-Free Year 12 Graduates

The PQS must not charge a Student Contribution Fee effective from 1 January 2014 to a Year 12 Graduate who:

(a) Commences an Apprenticeship/Traineeship within twelve months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12); and
(b) meets the Participant eligibility in 2.2.2; and
(c) enrols in a High Priority qualification identified by the Department.

The Student Contribution fee for Fee-Free Year 12 Graduates will now be met by the Department as outlined in Table 3 – Payment Codes (except for qualifications where the Student Contribution fee is met by Construction Skills Queensland. Please refer to http://www.csq.org.au/funding-support/workers/student-contribution-fee for list of qualifications).

The PQS must retain evidence of Participants who are deemed to have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Studies Authority.

### 2.6.5 Additional Charges

#### Employer/Industry

The Pre-qualified Supplier may seek additional charges from the employer/industry. Any additional charges must be negotiated up-front and disclosed to the employer/industry prior to the participant’s enrolment.

### 2.6.6 Refund Policy

The PQS must have a refund policy that meets the requirements of the Standards for NVR RTOs. This policy must also include:

(a) the provision for full refunds to Participants for Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
(b) the provision of proportionate refunds where the Participant has withdrawn from a Unit of Competency/Module; and
(c) the provision of refunds to employers/industry for additional charges paid beyond the Participant and government contributions.
2.6.7 No Charges

The PQS must not charge Participants for:

   (a) The provision of materials essential to achieving competence;
   (b) The development and supply of a Training Plan; and
   (c) The development and supply of the initial Training Record.

2.6.8 No Claim Against the Department

The PQS must not claim and will not be paid by the Department in respect of the fees and charges under this Policy.

2.6.9 Withholding of Results, Statement of Attainment or Qualification Due to Non-Payment of Fees.

When the PQS has claimed payment for the relevant units of competency through the User Choice funding program, the PQS must not withhold the results, statement of attainment or qualification from an Apprentice or Trainee due to the non-payment of fees.

2.7 Pre-Qualified Supplier Refusal to Provide Services

The PQS may only refuse to become a SRTO, or enrol or provide the training and assessment services to an Apprentice/Trainee if one or more of the following circumstances apply:

- The PQS has the Department’s consent not to enrol Apprentices/Trainees
- The Employer of the Apprentice/Trainee is a prohibited employer under the Act.
- The PQS is prevented pursuant to the Act from enrolling Apprentices/Trainees.
- The Apprentice/Trainee does not pay their Student Contribution Fee despite being advised of the PQS fees policy prior to enrolment.
- The Employer does not pay, or agree to pay, any additional PQS charges associated with the provision of Training and Assessment Services

Fee for service and Existing Worker Traineeships

For a client who enters a fee-for-service or Existing Worker Traineeship arrangement, the agreed contract sum is all-inclusive. (Prices are subject to annual CPI movements). The cost is negotiated between Alan Bartlett Consulting Pty Ltd and the client. The actual cost will depend on several factors, including:

- the existing competencies of the proposed student/s
- the number of students involved
- the level of resources made available by the client
- the geographic location of the students.

Fee-for-service payments are negotiated with the participant or employer and may be either full payment/fees in advance*, or a progressive payment upon the commencement of each unit.

*Explanatory notes for fees paid in advance as outlined in the current VQF Guidelines*

The options available to an RTO which collects fees in advance are designed to protect individual students in the event that the RTO is unable to deliver the training, assessment and support services agreed with the student. The intent of this is to protect the fees paid in advance by individual students, for the provision of nationally accredited training and assessment. Fees paid in advance from other clients (e.g. companies, incorporated bodies, government agencies) on behalf of the student are not intended to be covered by this Condition, as they may be protected by other systems implemented by the RTO in line with standard business practices.

A maximum on the amount of fees able to be collected in advance will limit the amount that a student may lose if an RTO collapses with no financial assets. At no point in time should the individual student have paid any more than $1,500 to the RTO for tuition or other services yet to be delivered to the student. This threshold is to apply to each course / qualification that the student is enrolled. The threshold is to apply to all training, assessment and other services that the RTO has agreed with the student would be provided.
Privacy policy

Privacy Protection

Alan Bartlett Consulting Pty Ltd collects personal information in its capacity to provide Vocational Education and Training. As part of our commitment to service, we are committed to protecting your privacy.

The personal information collected includes your name; date of birth; home address and telephone number; work telephone and fax numbers; email address; the status of your employment; academic qualifications; place of birth; languages spoken; and any medical conditions or disabilities.

The collection, maintenance and disclosure of this information is governed by National Privacy Principles and Information Privacy Principles contained in the current Privacy Amendment Act.

We are also required to assure the integrity, accuracy and currency of personal information in accordance with the VET Quality Framework.

Permission to Publish

During the enrolment process a representative of Alan Bartlett Consulting Pty Ltd will request you complete a form stating that during your training we will be required to collate evidence that may or may not include photos of you and your workplace for the sole purpose of evidence retention. This form will ask both yourself and your employer whether or not this is permitted. Along with this request is a statement that this information may be used for publishing on a website or trade display specifically for the purposes stated. Should you wish to reject this request please indicate accordingly on the provided form. Should your employer object to this request they may do so accordingly on the appropriate form.

Use and Disclosure of Information

Any personal information we collect is available to the staff of Alan Bartlett Consulting Pty Ltd, and is used for the purposes of:

- providing workplace training and vocational education
- providing appropriate training resources
- identifying recipients of training qualifications
- accessing public funding
- seeking feedback from you on ways to improve our services
- administering and managing our training services including charging, billing and collecting debts

We only disclose personal information to the relevant local state or territory government department.

Access and Updating of Information

Alan Bartlett Consulting Pty Ltd takes all reasonable precautions to ensure that the personal information we collect is accurate, complete and up-to-date. The accuracy of the information is, however, predominantly dependent on the information which you provide.

Under the Privacy Act, you have the right to access your personal information and request that it be amended if it is inaccurate, incomplete or out of date. To amend personal information that Alan Bartlett Consulting Pty Ltd holds about you, please contact us.

You also have the right to complain if you think that your personal information is not being handled in an appropriate manner. Please refer to our complaints procedure outlined in this document.
Copyright

Alan Bartlett Consulting Pty Ltd complies with the current Copyright Act, Copyright protection is provided to all original works. This includes text, audio, video, graphic and both hard copy and digital. Alan Bartlett Consulting Pty Ltd is required to abide by the copyright act and the guidelines associated with this act.

Our Training

Enrolment

Training is self-paced using a combination of print-based learning resources and online content supported by one-to-one or small-group tuition as required, so that training can start soon after enrolment.

Our access and equity policy encourages participation by all, including those who have traditionally been under-represented in this type of training.

We will assess all entrants to the programme to determine their capacity to benefit from the training, and to identify any particular learning needs so that these can be addressed appropriately.

Online Enrolment

Students may enrol either through paper based format or online at: https://www.abconsulting.edu.au/.

Unique Student Identifier - USI

All students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

Creating a USI is free. It is a reference number made up of numbers and letters which creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it’s yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual’s nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a student’s VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements (transcripts will be available from January 2016)
- give students more control over their VET information.

For more information and creating your own USI, please refer to the following link: https://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx

Competency Based Training

Competency Based Training (CBT) identifies what employees must know and do to successfully perform on the job, and helps them to gain these skills. CBT is success-oriented. This approach holds that almost anyone, given quality instruction and sufficient time, can complete almost any task.

Each instructional unit of CBT contains specific objectives and standards for successful performance. Learners must demonstrate that all skills and knowledge have been mastered. Learning materials used in this process should identify, verify, and publish in advance of instruction the tasks (competencies) the student is to learn and perform, the criteria by which the student will be assessed, and the conditions under which assessment will occur.
Since individuals learn at varying rates, many of the training activities are learner-oriented and self-paced whenever possible. An integral part of this instruction is feedback throughout the learning process with opportunities for learners to correct their performance as they proceed.

Competencies should be gained in small, learnable steps until the learner becomes competent in the total concept. The learner is provided with enough time (within reason) to complete one task before moving on to the next.

Assessment under CBT is criteria-based where a predetermined (industry) standard has to be achieved. The trainee’s performance is measured against the standard rather than against a predetermined percentage pass mark or the results of other trainees. Under CBT, the trainee is not deemed competent until they have demonstrated competence in a work-based context. The result of assessment is either competent or not competent.

**Recognition of Prior Learning**

Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) enables you to gain recognition and credit for what you already know and can do. Note that you can receive credit for what you have learnt from your experience, not from the experience itself. The term RPL refers to a combination of flexible ways of evaluating people's lifelong learning - formal and informal - against a set of established standards.

This learning may have been obtained in a number of ways, eg.

- formal and informal training
- work experience
- life experience

Through the process of RPL, you can gain formal qualifications and recognition.

**Procedure to Access RPL**

During the induction your workplace trainer/assessor will discuss possible avenues for you to consider whether RPL applies to you. They will in turn:

- outline the criteria that will be used to establish your level of ability.
- Prepare a range of evidence based on the requirements of both your workplace trainer and assessor and the requirements outlined in the criteria. Evidence may include certificates of completed studies including short courses, examples of completed work, employers' testimonials, and any other materials relevant to your assessment.
- Discuss these options with your workplace trainer and assessor

When your application is considered, you may be required to provide further evidence that will include a practical demonstration of your skills and/or answering written or oral questions.

Following assessment, you will be advised whether you have been deemed competent or whether you need to undergo additional training to meet any deficiencies in your knowledge or skills.

For more information or assistance in making application, please contact our office; speak to your designated workplace trainer and assessor; or view further information through the following link on our website.

**Credit Transfer**

Credit transfer specifically recognises previous formal study or training, and is based on documented evidence of achievement. Credit transfer is available automatically to those who have documented evidence of achievement in the relevant training products.

There is no charge for the credit transfer process and Alan Bartlett Consulting Pty Ltd will acknowledge and recognise any qualifications and statements of attainment issued by another RTO under the Australian Qualifications Framework.
Requirements for Completing a Qualification

You must demonstrate competence in all standard competency units specified in the training plan. These competencies will be verified by your supervisor and verified by your training adviser from Alan Bartlett Consulting Pty Ltd. The results of the competencies achieved will be recorded in your Training Records.

The training is completed when you are assessed as competent in all of the specified units of competency.

Assessment Procedures

In collecting evidence of competence the training adviser will use one or more of the following techniques, as appropriate:

- the supervisor signing off the tasks listed on the task plan for each unit
- inspection of completed work
- oral questioning
- observation of work/skills being performed
- observation of simulated tasks/skills

Training Records

A training record provides a candidate with a method of recording training in the selected units of competency. Unless otherwise specified, Alan Bartlett Consulting Pty Ltd will house a back-up copy of your training record electronically. As a live document this record will be updated regularly and candidates and employers are able to access this record at any time once consent is received for this to occur.

Certification on Completion

Upon successful completion of the qualification, Alan Bartlett Consulting Pty Ltd will issue the credentials available for the course of training. This will also list competencies achieved by the student.

Where the student does not complete all of the competencies required for issuance of the full qualification, Alan Bartlett Consulting Pty Ltd will issue a Statement of Attainment showing the competencies that have been achieved.

Re-Issuing of Documentation

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award
- replace a lost award

You must officially apply for replacement award(s). You will need to include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary. Depending on the circumstances, charges may apply.

Please Note: Alan Bartlett Consulting Pty Ltd will retain learner records of attainment of units of competence and qualifications for a period of 30 years.

Accessing your records

You can apply to Alan Bartlett Consulting Pty Ltd to receive information relating to your participation in training. Please contact our administration staff to assist you with your request.

Please Note: Alan Bartlett Consulting Pty Ltd will retain learner’ records of attainment of units of competence and qualifications for a period of 30 years.
Complaints and Appeals Procedure

Policy

Alan Bartlett Consulting Pty Ltd will address any complaint or appeal raised by a student or employer promptly and equitably to ensure the client’s concerns are properly addressed in line with our commitment to quality. Every attempt will be made to resolve complaints and appeals through consultation, cooperation, and discussion.

Procedure

Stage 1: If the complaint or appeal cannot be resolved immediately, the details will be recorded on our complaints records. A copy is available on application to our office or online at https://www.abconsulting.edu.au/

Stage 2: In the event of a client having a complaint or appeal, the company representative concerned will try to reach resolution equitably for all parties.

Stage 3: If the representative cannot resolve the problem, the matter will be referred to a Director of Alan Bartlett Consulting Pty Ltd, who will consult with the aggrieved party or parties.

Stage 4: If the Director cannot find a resolution, the matter will be referred to a complaint and appeal panel consisting of:

- A company representative
- The director of Alan Bartlett Consulting Pty Ltd
- The complainant (and legal guardian if relevant)
- An adviser for the aggrieved party.

Note: The complainant party will be kept informed of the progress of the issue, and notified of the outcome in writing within 5 days of its resolution.

Time Frame

The procedure is to be completed within the following time frame unless both parties agree to a satisfactory alternative. 

Stage 1: Within 1 day

Stage 2: Within 2 days

Stage 3: Within 3 days

Stage 4: Within 7 days
Academic Misconduct

Description of the Policy:

This policy states Alan Bartlett Consulting Pty Ltd expectations of how students should conduct themselves in their academic studies and identifies conduct that is contrary to these standards, such as cheating and plagiarism, as “academic misconduct”.

Introduction

Students must conduct their studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct which is contrary to these standards is academic misconduct, for which Alan Bartlett Consulting Pty Ltd may penalise a student. Specifically it is academic misconduct for a student to:

- present copied, falsified or improperly obtained data as your own work;
- include in the student’s individual work material which is the result of significant assistance from another person if that assistance was unacceptable according to the instructions or guidelines for that work;
- assist another student in the presentation of that student’s individual work in a way that is unacceptable according to the instructions or guidelines for that work;
- cheat; (Cheating is dishonest conduct in assessment);
- plagiarise (Plagiarism is knowingly presenting the work or property of another person as if it were one’s own.)

Dealing with a Complaint of Academic Misconduct

On receiving a complaint of academic misconduct against a student, workplace assessors may seek evidence concerning the matter from other sources. The workplace assessor will advise the student of the complaint, including a description of the grounds for it and a copy of all the evidence relevant to the matter.

Before determining the action to be taken concerning a complaint of academic misconduct, the workplace assessor must provide the student with the opportunity to respond to the complaint of academic misconduct. The response must be in writing and must be received within fourteen days of the receipt of notification of the complaint.

Having considered the complaint of academic misconduct in the light of the evidence and the student’s response, the management of Alan Bartlett Consulting Pty Ltd may take one of the following actions:

- dismiss the complaint of academic misconduct. In this case no documentation concerning the complaint shall be placed on file;
- provide the student with a warning together with advice about what is acceptable academic conduct;
- where satisfied that academic misconduct has occurred, management of Alan Bartlett Consulting Pty Ltd may impose a penalty
- where further investigation is needed to establish the facts of the case, the workplace assessor may refer the matter to the management of Alan Bartlett Consulting Pty Ltd for an outcome.
- In each case, the student shall be informed in writing of the decision of the management of Alan Bartlett Consulting Pty Ltd, including the reasons for the decision.

Penalties

On determination that academic misconduct has taken place, the result will be withheld for the assessment item affected by the academic misconduct, the student will be asked to re-submit their assessment and their supervisors will be notified where appropriate. Students will be provided an opportunity to appeal the decision as per the conditions of complaints and appeals procedures.

Where a student has been found guilty of academic misconduct on more than one occasion and has previously been penalised the resultant penalty shall normally be exclusion from the program unless under the conditions of complaints and appeals procedures a convened hearing, determines that there are mitigating circumstances.
Assessment Appeals

You will be provided 2 attempts at an assessment. If you are not successful after the 2nd attempt your workplace trainer and assessor will intervene to assist you with the 3rd attempt.

Note: There will be a maximum of 3 attempts at any one competency unit.

If you believe that you have been unjustly treated during assessment, you can appeal against the result. You must lodge an application within two (2) months of the assessment.

Procedure

- If you are dissatisfied with the result of an assessment, you should discuss your concerns with your training adviser.
- If you cannot resolve the matter, you should make a formal application for consideration.
- Your application must be submitted on the form (ABCSF Appeal). A copy is available on request from our office.
- Your appeal will be considered by an independent adviser selected by Alan Bartlett Consulting Pty Ltd. Their decision will be deemed final by Alan Bartlett Consulting Pty Ltd.
- If you feel that the issue is still unresolved, you will be informed of the appropriate Government Authority to contact.
- You will be kept informed of the progress of the appeal, and notified of the outcome in writing within 5 days of its resolution.

Student Support Services

Alan Bartlett Consulting Pty Ltd will provide the following support services to our students as part of our commitment to providing quality training:

Counselling Services

If you have difficulties with any aspect of your training, counselling is available at no cost. Please contact your training adviser who will arrange for you to meet with a counsellor. All matters you discuss with the counsellor will remain confidential.

Literacy/Numeracy Support

If required, Alan Bartlett Consulting Pty Ltd can arrange for assistance with literacy and numeracy difficulties at no cost to you. Ask your training adviser or contact our office.

Online

Your online enrolment will provide you with access to our learning management system (LMS) where you will be able to undertake the theoretical content of your training and assessment.
Resource materials

Upon commencement of training you will receive a set of self-paced materials aligned with the competency units depicted in your training plan (the units selected for your training during the induction process).

During your traineeship, your employer and your training adviser will help you to complete the assessment tasks. An ongoing monitoring of your training will ensure that as you successfully complete units you will be assessed and issued with the next units from your training plan. The training management program includes scheduled contact to assist you and your employer to complete the traineeship.

If you require help outside of the scheduled visits to your workplace during the training program, please contact our office and your training adviser will arrange to help you.

Help Desk

If you require any help during your training programme, please ask your training adviser or contact our office and we will make arrangements to help you.

To contact our office:
Phone: (07) 3277 5490
Email: info@abconsulting.edu.au
Website: https://www.abconsulting.edu.au/
Mail: PO Box 1161 Milton, QLD 4064

We are usually available to take calls between 8 am and 4.30pm most days, otherwise leave a message and we will respond as soon as possible.

Guarantee

Alan Bartlett Consulting Pty Ltd guarantees to honour the commitments made in our Code of Practice. This guarantee pledges Alan Bartlett Consulting Pty Ltd to practices and policies that will deliver quality Vocational Education and Training.