Abbey College Australia

NSW Smart and Skilled Student Handbook
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Welcome to Abbey College Australia
Logic Entity Australia Pty Ltd, trading as Abbey College Australia (RTO: 91136), is an ASQA registered training organisation focused on the provision of high quality Vocational Education. Abbey College Australia welcomes you and takes this opportunity to outline the roles and functions of each of the people involved in your chosen course.

To keep in line with the accepted standards as recommended for Registered Training Organisations, we use the term “student” in all references to participants and your responsibilities throughout this handbook.

Abbey College Australia welcomes any feedback or comments about this Student Handbook.

Our Mission

• Provide a range of educational training and assessment services.
• Assist individuals to move towards the realisation of their full potential in the skills and knowledge acquired through education and thereby to contribute to the well-being of the community as a whole.

Our Values

• Integrity and ethical behaviour
• Recognising learners and staff for the contributions they make
• Fairness, access and equity for students and staff
• Excellence in teaching, innovative thinking and solutions
• Responsiveness and customer service
• Collaboration and teamwork
• Cultural diversity and an actively inclusive culture
• Environmental responsibility and sustainability

Qualified and Professional Staff

Training is conducted by qualified staff to people from all backgrounds regardless of cultural differences, including those from non-English speaking backgrounds, Aboriginal or Torres Strait Islanders. Staff will be professional and supportive at all times, in their approaches to students.
Location

Abbey College Australia
Level 2, 770-772 George Street
Sydney NSW 2000
www.abbeycollege.edu.au

Street directions: Enter from Barlow Street
Student Rights and Responsibilities

All students have the right to be treated fairly and the students also have a responsibility to respect the rights of other students and staff within Abbey College Australia.

Students must be respectful of others and not discriminate against anyone. Harassment or bullying is offensive and unacceptable and will not be tolerated.

All Abbey College Australia’s staff are aware of this requirement and will give you all possible assistance to protect your rights and we expect you will respect the rights of others.

Access and Equity

All Abbey College Australia staff have a responsibility to uphold and maintain the highest standards of access and equity in the education of our students. All our staff are required to maintain our code of practice and all students are made aware of their rights and responsibilities.

Student Selection and Enrolment

All enrolments to a Smart and Skilled course will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a qualification, these shall be clearly stated to the potential students at the point of enquiry.

Students who have enrolled in a qualification will be notified of acceptance by letter from Abbey College Australia.

Criteria are applied prior to the acceptance of a student by Abbey College. These criteria includes:

- your ability to complete the qualification;
- your previous training and education;
- relevant work/life experience (paid or unpaid, full time, part-time, casual or voluntary); and
- identified program prerequisites/priorities.

Information supplied on your enrolment form will be available to Abbey College Australia so this can be submitted to the Department of Industry, Innovation, Science Research and Tertiary Education (DIISRTE) who is administering this program and the National Centre for Vocational Education and Research (NCVER).

This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.
Smart and Skilled Eligibility

To access NSW government-subsidised training, including fee exemptions or concessions, you must be:

1. an Australian citizen or meet the criteria of being an Australian permanent resident, a permanent humanitarian visa holder, or a New Zealand citizen;
2. aged 15 years or older;
3. no longer be at school;
4. living or working in NSW; or
5. registered as a NSW apprentice or new entrant trainee.

Australian Aboriginal and/or Torres Strait Islander students who live or work within NSW and who live at identified postcodes which border NSW shall have access to government subsidised training places.

When you enrol in a NSW government subsidised course you will be required to pay the Smart and Skilled student fee, unless you qualify for a fee exemption or fee concession.

If you are not a resident of NSW or working within NSW, you have the option of paying the commercial, or fee-for-service fee.

A list of qualifications and student fees can be found at http://www.training.nsw.gov.au/smartandskilled/prices_fees.html

Smart and Skilled Fees

Under Smart and Skilled you are charged one fee for the whole qualification. This means you'll know the total cost of your course before you start. The fee you pay will depend on your eligibility and your previous study history.

The fee you pay, or the fee exemption or Smart and Skilled Fee-Free Scholarship you receive, only covers your first attempt at your course, and the first attempt at any unit of competency within your course. If you want to repeat a unit of competency you should discuss this with our course coordinator as soon as possible. A separate fee will be charged for any second or further attempt to successfully achieve a unit of competency and as this fee will be determined on your specific circumstances and training needs, this fee would not be known at time of enrolment.

The price of a qualification, which is made up of the government subsidy and student fee, will cover the total costs incurred by Abbey College Australia to deliver the training, including assessment. However, there may be some instances of a personal cost to a study over and above the student fee. These costs include:

- Essential equipment and other items that the student has the choice of acquiring from Abbey College Australia, or from a supplier other than Abbey College Australia, that become the
physical property of the student, are retained by the student on completion of training, and are not consumed during the training

- An optional charge for an item that is not essential for the student to complete the training
- An optional charge for an alternative form of access to an item or service that is an essential component of the training, but is otherwise made readily available at no additional fee by Abbey College Australia
- Field trips and food, transport and accommodation costs associated with the provision of field trips that form part of the training
- Any textbook the student requires to undertake their qualification that is retained by the student after completion of the qualification.

When your enrolment is complete and you have paid the applicable fees you will be entitled to attend class, participate in training, sit for examinations, and receive educational awards, use amenities and services.

**Tuition paying by instalments is conditional**

In some circumstances, Abbey College Australia may allow a student to pay their tuition fee by instalments. This will be determined by the course being undertaken by the student or Unit of Competency(s) enrolled into.

Abbey College Australia complies with Clause 7.3 of the Australian Skills Quality Authority’s (ASQA) User’s Guide: Standards for Registered Training Organisations (RTOs) 2015 where Abbey College Australia will not require a prospective or current learner to prepay fees in excess of a total of $1500.

Students will be given four (4) weeks’ notice of their next instalment due date. Failure to pay the instalment by the due date will result in a letter of suspension being issued to the student. Unpaid balance for an invoice may be referred to a collection agency.

If you have any difficulties with payments, please consult a Student Support Officer by contacting our administration office.

All Smart and Skilled student fees are subject to change by State Training Services.

**Tuition fees paid in advance are covered by our membership with ACPET under their ASTAS Scheme.**

**Fee exemptions**

Australian Aboriginal and Torres Strait Islander students are eligible to be exempt from paying the Smart and Skilled student fee if they live or work in NSW or live at identified postcodes which border NSW.
Students who live or work in NSW and who receive a disability support pension and students with a disability (clients of a Teacher/Consultant for students with a disability or a specialist professional) are exempt from paying the Smart and Skilled student fee.

To complete your enrolment, you may need to fill in the ‘QFSA01501 Smart and Skilled Enrolment Application Form’. Your eligibility for a fee exemption is determined at time of enrolment.

A student who seeks a fee exemption on the basis of disability will need to provide:

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or

- A current Disability Pensioner Concession Card that shows the CRN; or

- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or

- Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or

- Documentary evidence of support needs due to the student’s disability. This evidence must be a letter or statement from
  
  i) A medical practitioner; or

  ii) An appropriate government agency such as Veteran’s Affairs or a TAFE NSW teacher consultant (for students with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or

  iii) A specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

- An individual who is seeking an exemption as a dependent child, spouse or partner of someone who is receiving a Commonwealth Disability pension must provide documentary evidence that Centrelink recognises the individual as a dependant. The evidence should clearly show the CRN of the Disability Pension Recipient.

**Concession fee**

Students who live or work in NSW and who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay the Smart and Skilled concession fee for their qualification rather than the relevant Smart and Skilled student fee.

Smart and Skilled concession fees are available for Certificate I to Certificate IV qualifications and are not available for Diploma or Advanced Diploma qualifications.

If you are eligible for a Smart and Skilled concession fee and aged between 15 years and 30 years, you may also be eligible to receive the Smart and Skilled Fee-Free Scholarship.
Eligible benefits include:

- Age Pension
- Austudy
- Carer Payment
- Exceptional Circumstances Relief Payment
- Family Tax Benefit Part A (maximum rate)
- Farm Household Allowance
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veterans’ Affairs Payments
- Veterans’ Children Education Scheme
- Widow Allowance
- Widow 'B' Pension
- Wife Pension
- Youth Allowance

If you are a recipient of an eligible benefit or allowance, the concession fee may also be available to your dependent child, spouse or partner.

To complete your enrolment, you will be required to provide the following proof of eligibility for a concession:

- A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN); or
- A current concession card that shows the CRN; or
- A current Centrelink income statement that clearly shows the benefit or allowance category and the CRN; or
- Any other evidence that clearly shows the CRN and the benefit or allowance category; or
- Documentary evidence from the Department of Veterans’ Affairs stating their pension/benefits status; or
- For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth benefit or allowance must provide documentary evidence that Centrelink recognises the individual as the dependant. The evidence should clearly show the CRN of the benefit or welfare recipient.
Smart and Skilled Fee-Free Scholarships

Smart and Skilled Fee-Free Scholarships are a category of “Fee Exemption”; meaning that Fee-Free Scholarship recipients are exempt from paying the student fees. To be eligible for a Smart and Skilled Fee-Free Scholarship, individuals must first meet the rules for this program.

Smart and Skilled eligible students undertaking a full qualification up to and including Certificate IV may be eligible for a Smart and Skilled Fee-Free Scholarship if they are aged between 15 and 30 (inclusive) at the start date for training and are:

- Eligible for a concession fee (i.e. Commonwealth welfare recipient) or
- Commencing in training from 1 January 2016 and meet the Out-of-Home Care definition at the time of enrolment and are
  - Aged 15-17 years and currently in out-of-home care, or
  - Aged 18-30 years and previously in out-of-home care
- Individuals are eligible for one scholarship per financial year (commencing 1 July 2015) and a maximum of two scholarships over four financial years (ending 30 June 2019).

A social housing resident or person on the NSW Housing Register (waiting list) who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm, by student declaration/signature, that the information provided about their social housing status is correct.

A student who meets the out-of-home criteria who seeks a Smart and Skilled Fee-Free Scholarship will need to confirm by student declaration/signature that they meet the eligibility criteria, and if requested provide supporting evidence. The following evidence may be required:

- A copy of the Children’s Court Care Order, or
- A copy of the ‘Confirmation of Placement’ letter, or
- A letter from Family and Community Services or the Out-of-Home Care Designated Agency verifying that the student is in statutory or supported care, or
- Any other evidence which clearly shows that the student is in out-of-home care.

For students previously in out-of-home care:

- A copy of the expired Children’s Court Care Order, or
- A copy of the ‘leaving care’ letter from the Minister for Family and Community Services, or
- A letter from Family and Community Services verifying the student was previously in statutory or supported care, or
- Any other evidence which clearly shows that the student was previously in out-of-home care.
Smart and Skilled Deferral

Prior to Commencement of Course

Students who wish to defer their enrolled prior to course commencement must contact Abbey College Australia administration no later than ten (10) working days prior to the course commencement date.

Deferment of Commencement of Course

Students who wish to defer their enrolled course after the commencement date are required to contact the college’s administration to complete the ‘QFSAS01528 NSW Smart and Skilled Student Service Request Form’. Students are allowed to defer their study for a maximum of twelve (12) months from the receipt of deferral notice. Students who do not recommence their course within the twelve (12) month period of deferral will be noted as a discontinuing student.

Smart and Skilled Withdrawal and Refunds

Discontinuing Students

Withdrawal without penalty

Abbey College Australia will advise the student, prior to any fees being paid, of the ‘withdrawal with no penalty’ cut-off date, i.e. the date by which the student can withdraw and be refunded any fees paid at enrolment. This date will be before the due date of the next student fee instalment.

Withdrawal after the cut-off date without penalty

Where a student withdraws from training, Abbey College Australia must:

- Give the exiting student a statement of fees that includes all fees applied and any fees refunded, if applicable
- Issue the student with a Statement of Attainment and associated transcript for completed Units of Competency within twenty one (21) days of notification of the discontinuance

Students who wish to withdraw from a course must complete the “QFSAS01521 Smart and Skilled Withdrawal/Transfer Form” which is available by contacting the Administration Office at Abbey College Australia, Level 2, 770 George St, Sydney, NSW, 2000 or by phoning (02) 9212 4470.

Payment of Refunds: Student identity must be verified. All requests for refunds must be made in writing by completing “QFSAS01525 Smart and Skilled Request for Refund of Fees”. Applications for refunds for a course that is not cancelled are generally processed within 28 days.
Provider to Provider Transfer

A student undertaking a Smart and Skilled qualification may withdraw from a qualification with Abbey College Australia and transfer to another Smart and Skilled Provider to complete their qualification because:

- They chose to of their own accord
- Abbey College Australia defaults
- Abbey College Australia’s Smart and Skilled contract has been terminated

Transfer In Process

A student who transfers from another Smart and Skilled Provider into Abbey College Australia will be treated as a new student. Fees to be paid to Abbey College Australia may vary and it is determined by the Department.

Transfer Out Process

In an event where Abbey College Australia’s Smart and Skilled Contract has been terminated or suspended, Abbey College Australia will contact the student advising:

- The date of forthcoming termination of Abbey College Australia’s Contract or of ending the delivery of the enrolled course.
- Options for continuing training which may include:
  i) Referring the student to the Smart and Skilled website to identify alternative RTO(s) in which students can transfer out to
  ii) Referring the student to the local State Training Services Regional Office for assistance
  iii) Providing the student with the option to continuing their studies with Abbey College Australia on a ‘fee-for-service’ basis (that is without the benefit of Subsidies) or
  iv) Abbey College Australia will suggest an alternative Smart and Skilled Provider
- Fee arrangements for transferring students including any refund that may be provided
- Issuing the student with a Statement of Attainment

Students who wish to transfer to another provider must complete the “QFSA01521 Smart and Skilled Withdrawal/Transfer Form” which is available by contacting the Administration Office at Abbey College Australia, Level 2, 770 George St, Sydney, NSW, 2000 or by phoning (02) 9212 4470.

Abbey College Australia Transfer Conditions

Students must pay all outstanding fees and accepted invoices prior to having a transfer application approved.
Mode of Study

Your chosen course may be delivered via a number of methods that include “Structured Classroom Training”, “Online” and/or “Distance”. Your allocated trainer will work with you to prepare a training/session plan to help achieve your learning outcome and goals.

Your responsibility is to:

• read and maintain your training materials as they are issued to you;
• advise your trainer if you have previous skills and knowledge you believe are relevant to the current course to enable recognition of your prior learning, prior to course commencement;
• complete all assessment projects as required;
• gather a range of documents and other project-based evidence and place them into a portfolio of evidence as you progress through your course; and
• discuss any concerns with your trainer early so they may assist you to work through your concerns.

Assessment of Language, Literacy and Numeracy (LLN)

Where a pre-requisite for training requires a particular level of language, literacy and/or numeric skills, an assessment will be undertaken. This initial assessment is designed to be a non-threatening experience and will be conducted by your trainer as part of your induction. The assessment will help to identify where additional training and support resources may be needed to help you.

National Recognition

Abbey College Australia will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisations (RTO). Abbey College Australia may contact the issuing RTO to confirm the authenticity of the qualification. There is no charge for this service.

Recognition of Prior Learning (RPL)/Recognition of Current Competency (RCC)

If you consider you are already competent in specific Units of Competency, you may be granted an exemption from undertaking the assessment, if you provide:

• proof of subject-relevant and formal training if it was done in Australia, NZ or the UK or work experience (evidence must be under five years old);
• submission of evidence such as authenticated documents or samples of work demonstrating relevance and currency (evidence must be under five years old); and
• participate in an interview to ascertain current skills and knowledge.

If you make a claim for RPL a number of things could happen:

• you may not be granted any exemptions;
• you may be granted exemptions for some Units;
• you may be granted exemptions for all Units; and/or
• you may be granted exemption for some parts of some units.
Where an eligible student is granted a credit transfer for one or more units of competency, the qualification price will be adjusted and a new student fee determined. The fixed cost of the qualification will be reduced by the proportion of units of competency given credit transfer. The variable cost will be reduced by the total cost of each unit of competency granted credit transfer.

Once the adjusted qualification price is calculated the new student fee will be determined at the same percentage of the price as the original student fee for that course (i.e. adjusted price \( \times \) fee percentage).

Where RPL and/or credit transfer are granted at enrolment, Abbey College Australia will use the Smart and Skilled Provider Calculator to determine the applicable student fee.

Where RPL and/or credit transfer is granted after enrolment or after a student commences a qualification, Abbey College Australia will report the outcome for the relevant unit(s) of competency to Smart and Skilled. The Department will make adjustments to the subsidy payment and advise Abbey College Australia of the new student fee. The student fee will then be adjusted and the student will be notified.

Where a student is eligible for a concession and has been awarded RPL and/or credit transfer, if the adjusted Standard Student fee (First or Subsequent) is lower than the concession fee, the student will pay the relevant Standard Student fee.

**Assessments**

Assessments will be flexible and centred on a range of performance criteria including; written documentation (answers to questions/reports etc.), simulated work experiences and observations. Assessments are used to give you feedback on your progress and it measures your skills and knowledge against the qualification requirements.

The training you will be undertaking is competency based.

All Abbey College Australia’s trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. It is the trainer/assessor’s responsibility to ensure that all students receive the full scope of information, knowledge and tests required to complete their course successfully.

The following types of assessment methods may be used:

- Presentations (or Role Plays);
- Written questions and answers;
- Multiple choice;
- Project assignments;
- Oral questioning; and/or
• Short answer assignments.

Access and Equity in Assessments
• All reasonable steps will be taken to ensure you will be given a fair opportunity to undertake the assessment;
• If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the trainer/assessor; and
• Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:
• Use of special equipment; and
• Practicable extension of timelines.

Assessment Feedback
All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be ‘Not Yet Competent’ your assessor will explain to you why, and what you need to do to gain competency. If you do not agree with the decision, you have 10 working days from the date of the assessment has been made to appeal.

Plagiarism
Plagiarism is not accepted and where plagiarism is detected, Abbey College Australia will assess the evidences as ‘Not Yet Competent’. If the practice continues, Abbey College Australia will take suitable action to cancel to training.

Qualifications and Statements of Attainment
Abbey College Australia will within 30 calendar days of a student’s course completion, issue and provide a AQF qualification or a statement of attainment to the individual student or their nominated representative who:
• has finished the whole qualification and/or at least one unit of competency;
• does not have any outstanding fees;
• provided a USI or consent to the college to apply for USI on their behalf; and
• has completed a ‘QFRMS01506 Online Student Course Completion Request Form’.

If the student has an outstanding financial account, Abbey College Australia will not issue a qualification or statement of attainment to you unless the outstanding amount is paid. If a student does not make a full payment within next the 20 working days from the notification date, Abbey College Australia will terminate your enrolment without issuing a qualification or statement of attainment. A $300 penalty fee plus the outstanding fee will apply to those who do not make the full payment within the 20 working days for any qualification or statement of attainment that is required after that date.
If a student does not pick up their qualification of statement of attainment within six months of the document being issued, it will be securely destroyed. If after six months and you now require Abbey College Australia to re-issue your qualification or statement of attainment, it will be subjected to a $50 service fee.

**Complaints and Appeals Policy and Procedure**

Abbey College Australia is committed to:

- A request for a review of decisions and respond to allegations involving:
  - our academic, administration or management staff;
  - our services or a third party providing services on our behalf; and/or
  - an Abbey College Australia student.
- Reassuring students that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensuring that students have a clear understanding of the steps involved;
- Informing our students of their right to take their complaint to an arbiter if they wish to do so;
- Providing students with contact details of public and/or independent arbiter; and
- Informing our staff of the Complaints and Appeals Policy and Procedures to assist the students with their concerns.

**Improvement Opportunity**

Any complaint outcome shall be discussed at the next staff meeting to see if there is a need to identify potential causes of complaints and appeals and the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence and if there is a need for:

- updating any policy or procedure;
- purchasing new equipment or services;
- providing professional development to staff;
- updating the record keeping procedures; and
- other areas of improvement.

Abbey College Australia’s Compliance Coordinator will record and file any complaints, appeals and the application of any improvements.

**Informing the student**

We publish our complaint and appeal policy and procedures in our student handbooks. These handbooks are available on our website. Trainers will also go over these policy and procedures during our students’ orientation.
Procedures for Complaints and Appeals

Step 1: Collecting information

- Students, prospective students, staff and/or third parties are encouraged to communicate their concerns.
- Verbal concerns or comments should be recorded. Staff should encourage the student to lodge a formal complaint by completing the "QFRMS01503 - Student Concern Form". However, students have the right to stay anonymous if they are only making a comment. For example a comment is where a student may raise a verbal issue such as bad smell or a cold classroom but they may not wish to make a formal complaint. Staff shall record their concern and raise it in the next staff meeting without mentioning the student’s name unless the student has given consent.
- Members of public or a third party will be required to complete the ‘QFRMG01508 - General Concern Form’. They need to provide their contact details.
- A copy of the completed form shall be returned to the individual who completed the form as part of the acknowledgement process.
- Staff receiving the complaints or appeal should treat the compliant with integrity and privacy.
- There is no cost for the complaints and appeals process unless it is referred to a third party.
- Students will be advised that they can have a friend/support person with them at any time during any interview or when they present their case.
Step 2: Processing the information

- Academic appeals will be reviewed by the Course Coordinator and Vocational Training Manager for corrective and preventative actions as well as for continuous improvement.
- Non-academic complaints are reviewed by the Business Manager, CEO and administration team for corrective and preventative actions as well as for continuous improvement.
- A complaint can be directed to the CEO immediately if there is a conflict of interest or the complaint is related to a manager’s conduct.

Step 3: Further investigation

- The complaint will be investigated by the appropriate staff member. They may be required to arrange two separate interviews with the person making the complaint and the person the complaint is about.
- Staff shall respect the rights of our students, staff and others when inviting the students and their friend/support person to prepare their evidence and to respond to arguments presented by the opposite side.
- The investigation of a complaint or appeal will commence within 10 working days of the complaint or appeal being lodged with Abbey College Australia.
- During this time, a student’s enrolment will be maintained and a student is requested to attend classes and submit assessments as required.

Step 4: Making a decision

- Staff must ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by considering a fair and unbiased procedure when making decisions.
- The complainants must be given a written statement of the complaint or appeal outcome, including reasons for the decision.
- A copy of the completed form and decision will be maintained on the student’s file.
- Any decision and/or corrective and preventative action will be implemented immediately.
- Regardless of outcome, all parties are to be notified of the outcome as soon as possible but no later than 60 days.
- We will provide a written explanation to the complainant, if the matter is not resolved in less than 60 days.
- If the matter is not resolved internally, the student shall be advised to contact an independent mediator (such as The Resolution Institute (combining LEADR & IAMA) http://www.resolution.institute/) or a government agency such as, National Training Complaints Hotline or ASQA.

Remedial action:

Abbey College Australia will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations.

Step 5: Improvement Opportunity

Any complaint outcome shall be discussed at the next staff meeting to see if there is a need to identify potential causes of complaints and appeals and the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence and if there is a need for:

- updating any policy or procedure;
- purchasing new equipment or services;
• providing professional development to staff;
• updating the record keeping procedures; and
• other areas of improvement.

Abbey College Australia’s Compliance Coordinator will record and file any complaints, appeals and the application of any improvements.

Feedback
As Abbey College Australia has the prime responsibility for monitoring the training, undertaking the assessment and issuing the qualification it is extremely useful to receive feedback. An evaluation feedback form will be forwarded to you at the end of your training.

Please be assured that any evaluation/feedback is confidential and only used for the purposes of improving the quality of our service to our students.

Legislation
There is some legislative information that Abbey College Australia would like all students to be aware of and this includes:
• privacy;
• access and equity;
• discrimination, bullying, victimisation and harassment; and
• WHS.

Privacy
In accordance with the Privacy Amendment (Private Sector) Act 2000, Abbey College Australia is committed to protecting your privacy and your personal information. It is necessary for Abbey College Australia to collect personal information about you and does so by getting you to complete the enrolment form at your induction. Government bodies may use this information for statistical and reporting purposes. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

You have the right to access your personal information recorded at any time and provide any necessary corrections.

Abbey College Australia USI Privacy Notice
The term ‘personal information’ has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to identify an individual whether or not the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information.

Abbey College Australia recognises the importance of protecting individual’s privacy and personal information.
Abbey College Australia is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), Student Identifiers Act 2014. These Acts regulate how we can collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

We respect student rights to privacy under the Privacy Act and we comply with all the Privacy Act’s requirements in respect of the collection and management of your personal information.

Unique Student Identifier (USI)

Collecting Students Personal Information

From 1 January 2015, if a student is undertaking nationally recognised training, they need to have a Unique Student Identifier (USI). This includes all students who are continuing a course they started prior to 2015 and all new students.

A Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters (e.g. 1X2YW55YP9) that gives students access to their online USI account. A USI will allow an individual’s USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

Abbey College Australia’s Unique Student Identifier Form is included with the Application Form. When a student is applying to Abbey College Australia, students can apply for their USI number or provide permission to Abbey College Australia to apply for this number on behalf of the student.

Abbey College Australia collects personal information that is reasonably necessary for, or directly related to, its functions and activities pursuant to the Student Identifiers Act 2014. Abbey College Australia will only use and disclose your personal information for the purposes it was collected for and in accordance with the Privacy Act and NVR Standard 3.6d.

The type of personal information we may collect includes, but is not limited to:

- Name;
- Mailing and/or street address;
- Contact details;
- Age and/or birth date;
- Sensitive information as defined by the Privacy Act (such as information about your country of birth); and
- City or town of birth.

When collecting student’s personal information, we may collect it in different ways including, but not limited to:

- From various forms input such as enrolment application and orientation acknowledgement forms;
- Via phone, online, digitally, correspondence, and in person;
- Directly from a student and / or during a conversations with a student; and
• Government agencies; law enforcement other educational institute, educational agents and others legal and appropriate methods and sources.

**Using Personal Information**
We collect personal information about a student so that we can perform our functions and activities and to provide the best possible quality of customer service.

We collect, hold, use and disclose our student personal information to:
• correctly identify them;
• process services such as verifying a USI or applying for USI on behalf of student; and
• comply with any Australian law and regulations.

**Protecting and Disclosing Personal Information**
No personal information will not be released unless the law permits it or the relevant individual permission is granted.

We take reasonable steps to ensure student personal information is protected from misuse and loss and from unauthorised access, modification or disclosure.
As our website is linked to the internet, we cannot guarantee:
• the security of transmission of information an individual communicates to us.
• the information the student supplies will not be intercepted while being transmitted over the internet.
• any personal information or other information which an individual sends to us is transmitted at their own risk.

Where our website contain links to other websites operated by third parties. We cannot guarantee the privacy practices of any third party website and we are not responsible for the privacy policies or the content of any third party website. Third party websites are responsible for informing individuals about their privacy practices. Students are strongly advised to examine each website's privacy policy thoroughly.

**Destroying Personal Information**
In accordance with Section 11 of the *Student Identifiers Act 2014 Cth* (SI Act), we will securely destroy students personal information which we collect from student solely for the purpose of applying for a USI on student's behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about student that we provide to the Registrar, including your identity information, is protected by the *Privacy Act 1988 Cth* (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.
Updating and Accessing Personal Information

Students may access to most of their personal information online free of charge. In addition, students can complete a service request form to receive a copy of their personal information.

Abbey College Australia will collect an administration fee of $35 for the cost of making copies requested by a student.

Students could request to update their personal information. We will assess this request. In the unlikely event that we do not agree that there are grounds for amendment, we will give the student a written notice of the reasons for the refusal within 30 days of receipt of the request, together with information about mechanisms available to seek review if a student do not agree with our decision.

There may be instances where we cannot grant an individual access to their personal information we hold. For example, we may need to refuse access if required or authorised to refuse access under Commonwealth legislation. If that happens, we will give the student a written notice of the reasons for the refusal within 30 days of receipt of the request, together with information about how they can complain about our refusal if you wish to do so.

Privacy policies and complaints

Students can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au.

The Registrar’s Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Abbey College Australia to destroy personal information collected by the student only for the purpose of applying for a USI on their behalf.

Abbey College Australia, its staff, and contracted staff are to adhere to the principles and practices of Equity in Education and Training. Students will be assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Discrimination, Bullying, Victimisation and Harassment

Abbey College Australia is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- discuss the issue with your trainer or the management of Abbey College Australia.
• fill out the ‘Student Concern Form’ (attached at the back of this handbook). It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other students are also not subjected to the same treatment.
• if you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times (please read ‘Complaints and Appeals’ section).

**Workplace Health and Safety**

Workplace Health and Safety is designed to protect students from injury and ill health. Trainers have responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm and take prompt action to remove or control them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means you must follow all safety rules, procedures and instructions of trainers or other staff during your day to day training.

Finally, if you see, notice something broken, damaged or unusable, bring it to the attention of an Abbey College Australia employee.

**Disciplinary Process:**

Disciplinary action may be taken when the behaviour of a student is deemed as unsatisfactory within the guidelines set by Abbey College Australia:

• where there is any breach in the expected behaviour, the student will be firstly counselled by the Trainer/Assessor; or
• if the unsatisfactory behaviour continues or is repeated then the Trainer/ Assessor will report the matter to senior Abbey College Australia’s management for disciplinary action.

**Alcohol and Drugs**

Alcohol and drug use impairs performance with training and will not be tolerated at Abbey College Australia. Students have a duty to take reasonable care for their health and safety and that of others.
Student Counselling

Our administration is your first contact point for assistance. The administration staff will be able to direct you to the most appropriate person or organisation to help you with your problems (e.g. legal, counselling etc.). You may contact our administration staff by email: support@abbeycollege.edu.au

We wish to ensure that all students are supported in their studies to the fullest extent possible, thus anyone who is experiencing any difficulties with their studies should see their trainer, or contact the receptionist.

Students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Course Coordinator or a Student Services Officer for free advice and guidance relating to:

- maximising your attendance and attention in class;
- managing your time;
- setting and achieving your goals;
- motivation;
- ways of learning;
- coping with assessments;
- looking after yourself; and/or
- academic progress.

Our Student Services Officers will also assist you with personal problems and may refer you to local welfare and guidance services. Advice provided by our staff is free of charge. Any services provided by a third party is subject to the third party terms and condition.

Consulting Procedures – Unless the matter is urgent

1. Students should contact administration to make an appointment in advance for an interview with one of our Student Support Officers.
2. Students may need to fill-in the ‘QFRMS01507 – Student Service Request’ form available from administration.
Student Support, Welfare and Guidance Services Advice

Students are able to access an independent mediator as an additional support service to assist in problem resolution. The college has identified Leader as one possible mediator, but Abbey College Australia is also open to the use of other qualified mediators. Leadr & IAMA can be contacted on 1800 651 650 or at www.leadriama.org.au.

The following contacts are provided for support of students:

- Department of Education and Training [http://education.gov.au/]
- Australian Industrial Relations Commission [http://airc.gov.au/]
- Australian Drug Foundation [http://www.adf.org.au/]
- Quit (Smoking) [http://www.quit.org.au]
- NSW Smart and Skilled [https://smartandskilled.nsw.gov.au/]

Students are always encouraged to seek the advice of their trainer.
Safety and Emergency

First Aid
- First Aid Kit is located near the Administration Area on Level 2
- Administration will provide you with the name of First Aid Officer

Emergencies
A copy of the Emergency Procedures in Case of Fire and Evacuation is on display. If there is a fire on the premises you must follow the procedures below:

Signal: Tell the staff there is a fire.
The staff will call 000 if it is safe to do so and provide details:
- Name and address
- Location of fire
- What is burning
- Staff person’s name

Upon the Direction of the Staff:
VENTILATION: Stop ventilation by closing doors and windows.
EXTINGUISH: Put out fire if trained in use of a fire extinguisher and if fire is containable.

Evacuation Procedures
- Do not enter the fire area.
- Evacuate all walking people first, wheel-chaired people, then staff.
- Follow Exit signs.
- Check all toilets, rooms, if it is safe to do so.
- Everyone meet at a location designated on the wall chart displayed.

You are required to follow any instructions given to you by the staff in the case of emergency.

If you have any injury or disability that limits your mobility, even if only for a short time, please inform the Course Coordinator who will assign another student or staff member to assist you in an emergency.
Statement of VET Tuition Assurance Scheme (TAS)

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and Chapter 3 of the VET Guidelines 2013, Logic Entity Australia Pty Ltd t/as Abbey College Australia (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect VET students in the event that the First Provider ceases to provide a VET course of study in which a VET student is enrolled. The meaning of ‘ceasing to provide a VET course of study’ is set out in the VET Guidelines.


In the event that the First Provider ceases to provide a VET course of study in which a VET student is enrolled the VET student is entitled to a choice of:

- an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “VET Course Assurance Option”); or
- a refund of their up-front VET tuition fee payments and/or a re-crediting of any balance for any VET unit of study that the VET student was enrolled or commences but does not complete because the First Provider ceases to provide the VET course of study of which the unit forms part (this is known as the “VET Tuition Fee Repayment Option”)

The First Provider meets the VET tuition assurance requirements as specified in the VET Guidelines 2013 through its current membership of Australian Council for Private Education and Training (ACPET) and its Australian Student Tuition Assurance Scheme (ASTAS).

Contact details for ACPET’s VET TAS Administrator are:
ACPET National Office
Suite 101, Level 1
126 Wellington Parade
East Melbourne VIC 3002
P: 1800 657 644 (toll-free nationally) or P: (03) 9412 5900
F: (03) 9416 1895
E: acpet@acpet.edu.au

If the First Provider ceases to provide a VET course of study, ACPET will send a VET student enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the VET student of the options available under the VET tuition assurance requirements.

The Offer will include directions that the VET student must follow in order to notify ACPET of the choice they have made for each affected VET unit.

The ACPET will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries that the First Provider has ceased to provide the VET course of study.

All courses offered by the First Provider in accordance with the course requirements of clause 45 of Schedule 1A of the Higher Education Support Act 2003 are covered by the ACPET Australian Student Tuition Assurance Scheme as part of the First Provider’s membership of the Scheme.

A VET student may choose either:

1. The VET Course Assurance Option:
Under the VET course assurance option, a VET student will be offered a place in a similar VET course of study by ACPET. If the VET student accepts this option, ACPET will make all necessary
arrangements to ensure a VET student is able to enrol with the Second Provider in the similar VET course of study.

This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the VET student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the VET student had commenced but not completed because the VET course ceased to be offered).

A VET student will receive full credit from the Second Provider for any VET units of study successfully completed at the First Provider.

The Second Provider nominated by ACPET may have different VET tuition fees to the fees the VET student would have paid for VET units of study which were part of the VET course of study the First Provider ceased to provide but which the VET student had not yet started studying.

A VET student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET under the VET Course Assurance Option.

However, if he/she enrols with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the First Provider or to offer replacement VET unit/s free of charge.

OR

2. The VET Tuition Fee Payment Option:

Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the VET student the total of any up-front VET payments already paid by the VET student for any VET units of study the VET student has commenced but not completed because the VET course ceased to be offered.

Publication

The method this Statement of VET Tuition Assurance will be made public to VET students will be on Abbey College Australia’s website (www.abbeycollege.edu.au).

Abbey College Australia will also advise VET students about where the Statement of VET Tuition Assurance may be obtained from as part of their enrolment information.
QFRMS01503 Student Concern Form

Abbey College Australia is committed to improving services to you and future students. If you have a concern about any part of the services provided to you, please read the Abbey College Australia grievance procedures.

If for some reason you are unable to (or do not wish to) talk about the concerns, and you would like a Abbey College Australia representative to follow up the matter, please complete and return the following form to our administration office or email it to support@abbeycollege.edu.au.

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<tr>
<th>Student Name</th>
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<tr>
<td>Student ID</td>
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<td>Course Name</td>
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<td>Describe your concerns: and any efforts you have made to resolve this matter</td>
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Student Signature: ___________________________ Date: ____/____/____

ABBEY COLLEGE AUSTRALIA OFFICE USE ONLY

Received By: ___________________________ Date: ____/____/____

Please provide a copy of this form to the student or individual who has some concern and the relevant manager or staff.
### Person's handling the Grievance:

______________________________

### Steps taken:

- ……………………………………………………………………………....................
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### Resolution:

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### Results given to student

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Date given: ________/_______/_______

### Has the matter resolved

| Yes | No |

If not the matter referred to: _________________________

### Next meeting date: ________/_______/_______