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Welcome to Abbey College Australia

Logic Entity Australia Pty Ltd, trading as Abbey College Australia, 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 VET FEE Help 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 include:

- 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.
VET FEE-HELP Fees

VET FEE-HELP is available to students who are Australian citizens or permanent humanitarian visa holders, and who are resident in Australia for the duration of the VET unit of study where they are enrolled in a VET FEE-HELP enabled course.

VET FEE-HELP assists eligible students undertaking certain VET courses of study with an approved VET provider, to pay for all or part of their tuition costs. A VET provider is a registered training organisation who has been approved by the Australian Government to offer VET FEE-HELP assistance to their students.

Students who access VET FEE-HELP assistance will have a loan with the Australian Government. The Australian Government then pays Abbey College Australia the required tuition fees and the student repays the loan through the tax system once they reach the minimum income threshold level. For the 2015-2016 financial years, it is $54,126. It is subject to change depending on government budgets and policies.

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

VET FEE-HELP Withdrawal

Students who wish to withdraw from a VET unit or course of study must do so in writing using the “QFVFO1503 – VET FEE-HELP Withdrawal 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.

Refunds

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after the census date for that unit of study:

- no refund is applicable; and/or
- the student will incur a VET FEE-HELP debt.

Mode of Study

Your chosen course may be delivered via a number of methods that include “Structured Classroom Training”, “On Line” and/or “Correspondence”. 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.

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 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 ‘QFRMS1506_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**

### Procedures

**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.

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Informed by

Abbey College Australia
• 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.
• 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 VET FEE-HELP hotline, National Training Complaints Hotline, International Student Ombudsman 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 during 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 regulates 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.

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.

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
Student may access to most of their personal information online free of charge. In addition, student 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.

Student 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](http://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 Support, Welfare and Guidance Services Advice
The following contacts are provided for support of students:

• Australian Tax Office [http://www.ato.gov.au]
• Commonwealth of Australia Law [http://www.comlaw.gov.au/]
• Department of Education and Training [http://education.gov.au/]
• Australian Apprenticeship Centres [http://www.natinfo.com.au/]
• Australian Industrial Relations Commission [http://airc.gov.au/]
• Wage Net [http://www.wagenet.gov.au/]
• Australian Drug Foundation [http://www.adf.org.au/]
• Quit (Smoking) [http://www.quit.org.au]

Students are always encouraged to seek the advice of their trainer.
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 FEE-HELP 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.

For the purposes of VET FEE-HELP, 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.

VET students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

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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<th>Student Name</th>
<th>Mobile</th>
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<tbody>
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<td>Course Name</td>
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<td>Email</td>
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Describe your concerns: and any efforts you have made to resolve this matter

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Student Signature: ___________________________ Date: _____/_____/______