



## **Student Handbook**

# **Abex Training Group**

**2019**

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## Welcome

Your decision to complete a Nationally Recognized Qualification with ABEX Training is an important step in developing your work and life skills.

We aim to provide a quality learning experience which meets the needs of all students. To assist you with managing your learning with ABEX we have developed this [Student Handbook](#).

Please take the time to read through this handbook.

Our team is committed to maintaining high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality *Registered Training Organisation*.

We trust that you will find your learning with Abex Training a rewarding experience. We look forward to your constructive feedback to enable us to improve our programs as part of our continuous improvement program.

## About Abex Training

ABEX Training Group (Abex) is a dynamic and innovative registered training organization with its head office in Melbourne and over 20 years' experience as a Registered Training Organization.(RTO) Abex is made up of a professional network of trainers and consultants dedicated to providing you with innovative, practical solutions to your training needs.

Government Funded Training Programs are the major focus of our operations. These programs address Industry and regional skill shortages through the training and personal development of unskilled, semi-skilled and long-term unemployed people. Abex also provide training for middle management development programs

Programs are planned and executed in conjunction with both Industry and Government initiatives to achieve the highest possible outcomes in terms of student skills and employment opportunities.

Abex's success is due to solid partnerships with our clients and a strong commitment to providing the best service.

Abex is regulated by the Australian Skills Quality Agency (ASQA).  
[www.asqa.gov.au](http://www.asqa.gov.au)

## Anti-Discrimination Policy

Abex student recruitment strives to provide an educational experience to all students, regardless of sex, race, colour, national origin, age, religion, personal characteristic and disability.

If you are concerned that, during training, you have been discriminated against, please feel free to contact us at any time.

## Assessment

Assessment is a process used to determine whether students can demonstrate competency (knowledge, skill and ability) against a pre-determined set of measures (competencies). It is a process of collecting and validating evidence, which must be recorded by assessors to prove student competence.

ABEX trainers must meet strict qualification requirements before they are permitted to conduct training and validate assessments. These qualifications are:

- Certificate IV in Training and Assessment (or equivalent)
- The qualification in the area in which they are training and assessing (or a higher qualification)
- Industry experience in the area in which they are training
- Continuing professional development in the vocational education and training sector

Abex complies with the qualification rules that apply to training packages, units of competency, and the VET Qualify Framework. All of this is designed to ensure that you always receive the best training and finish your course able to perform the skills from that qualification.

Assessors will utilize one or more assessment methods depending on the needs of the student and the requirements of the course.

These may include:

- Review the portfolio of Evidence including Relevant Formal Qualifications
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Skills/Challenge testing
- Written/Oral tests
- Workplace Observation
- Workplace projects

## Access & Equity Policy

Access means ensuring that everyone who wants to enter training can do so, with minimal barriers.

Equity means that everyone who is being trained has an equal chance to maximize their potential in the course. This involves using modified training and assessment techniques when the student's needs require it.

## Appeals Policy

- All students have the right to appeal assessment results.
- Appeals must be written. If the Student wants to be re-assessed they must submit it in writing.
- The appeals procedure for assessments is outlined below and must be adhered to.

### For assessment related matters

#### Steps

1. Request an explanation of the assessment results from the original assessor (if one has been already given, request a more detailed explanation). If not satisfied:
2. Complete a Complaint / Appeal form, to have Abex organize a reassessment of your work by a different assessor. This assessor won't know the assessment result that the original assessor gave to the work.
3. If at the end of this process you're still unsatisfied, you may complain formally to Abex or to ASQA.

### The matter may be resolved by

- a) Granting the appeal, or
- b) Rejecting the appeal, or
- c) Referring the matter to an independent external assessor for resolution.

A written statement of the appeal outcome including reasons for the decision will be documented and provided.

Abex will encourage the parties to approach a grievance with an open view and to attempt to resolve problems through discussion and conciliation; we acknowledge the need for an appropriate external and independent agent to mediate between parties. Abex will contract such a person as and when required.

## Grievances Policy

All disputes or grievances will be handled professionally and confidentially in order to achieve a satisfactory resolution.

All parties will have a clear understanding of the steps involved in the grievance procedure.

- Course participants will be provided with details as efficiently as possible.
- All grievance appeals and outcomes will be documented in writing.
- Abex will attempt to resolve any grievances fairly and equitably within five (5) working days.
- The grievance procedure is outlined below and must be adhered to.

## Procedures

Course participants may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course participant's amenities, discrimination, sexual harassment and other issues that may arise.

The policy provides an avenue for most grievances to be addressed. However, in some cases alternative measures need to be explored.

Course participants, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

## For training related matters

### Steps

1. Discuss the matter with your Trainer. If the matter cannot be resolved the student may:
2. Have the matter referred to the Abex Training Manager for consideration. Students are encouraged to formally register their grievance or complaint by completing the student grievance and complaint notification form located <http://abextraining.com.au/info/> and submitting it to the Course Administrator.
  - i. An opportunity to formally present his or her case and a written statement of the appeal outcome, including reasons for the decision will be documented and provided. If not satisfied:
3. Contact the Industry Training Board for the state or territory in which the learner is being trained for advice.

## Competency Based Training and Assessment

All programs delivered by Abex are assessed under the Principles of Competency Based Training (CBT). This means that all courses are built from Units of Competency.

Students are advised of the Units of Competency required to complete a course or program before commencement.

The aim of Competency Based Training is to assess the student's ability to do the activities in each unit instead of sitting an examination that has a specific "pass mark." Your Training Consultant will assess your (ability) competency in each unit.

Competencies are normally expressed in terms of a **unit** or competence.

Competencies include the skills and tasks that are required in the workplace. When you are being assessed on these activities, you will be required to perform them to the level required in the workplace.

All assessment results are recorded. Students will be notified of results in each assessment and have access to their assessment records through the Training Consultant.

Qualifications are issued from results. (Refer to Qualification Issued section)

## Course Information

Before enrolling into a course or program, students will receive a course outline which provides information on:

- Course or program coordinator contacts
- Course or program length
- Course or program content
- Opportunities for Recognition of Prior Learning (RPL)
- Refund policy to explain fee as students may need to pay money.
- Fees (where appropriate)
- Location of Training
- Pre-requisites for entry into the program
- Assessment methods
- Qualification to be issued upon Successful Completion

## Course Fees Policy

Abex will charge an enrolment fee as per our fees and charges <http://abextraining.com.au/fees-and-charges/>

Individual enrolment fees may be negotiated with Management and if applicable scholarships will be provided in special circumstances.

Those students who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying fees or may receive concession rates. Students claiming an exemption must provide proof that they are receiving benefits (e.g. Health Benefits Card, Health Care Card, and Pension Concession Card). Abex staff will need to check your entitlement to this concession, so may be required to share your information with Centrelink. You will need to give us permission to do this on your enrolment form. The only Centrelink information we are provided with relates to your entitlement to any concessions. It does not include any other information.

If your course fees are being met under the Victorian Training Guarantee, Abex will not charge an enrolment fee.

Abex will always advise you of any fees you must pay prior to enrolling and will outline the payment and refund policies that apply to you.

## Payment of Enrolment Fees

Enrolment fees must be paid prior to commencement of training or through individual arrangement.

There are no refunds of enrolment fees for students who are funded through the Victorian Training Guarantee or the Federal Government.

## Refund of Fees – Fee for Service

Fees may be refunded under the following circumstance:

- If a student leaves prior to commencement of training all payments will be refunded.
- If a student leaves after the commencement of training, they will not be entitled to any refund.

## Enrolment

All students are required to complete an **enrolment form** prior to commencing training. The information in the enrolment form will be used to assess student eligibility as well as providing key information for our records as required by the regulator (ASQA.)

## Educational Standards

Abex will ensure that adequate and compliant learning resources are available, and that the learning environment supports your learning style.

- The company will provide an environment that is conducive to an effective learning process.
- Regardless of program content all training will be delivered with a professional and positive attitude.
- Training will always be carried out to the highest recognised and accredited industry standards and comply with the requirements of the VET Quality Framework.
- Abex accepts qualifications issued by other RTOs for credit transfer and RPL.
- The student and trainer will work together to identify specific needs.
- The learning process will include training components and personal guidance that address identified needs and enable participants to achieve vocational goals.

## Evaluation of Training

All students are requested to complete a written evaluation on completion of the training. Trainers/ Assessors will provide students with a form to complete the evaluation. These evaluations are used by Abex gauge your satisfaction with the Training and to identify opportunities for improvement. Your participation in this activity is very important and highly valued by our team at Abex

## Expectations of Students

All students must sign the Statement of Understanding found at the back of this Student/Staff Handbook to indicate that you understand and agree with these conditions.

## Attendance of structured workshops or training sessions

Students will be advised of attendance requirements at the induction. Students are expected to attend training to be able to successfully complete. Excessive absenteeism may result in your removal from the program. Excessive tardiness may result in you being marked absent for that training session. If you are unable to attend training/workshops you must contact your employer and training consultant.

## Change of Situation

Students must advise Abex of any changes in their personal details on a Change of Student Enrolment Form. You can obtain a copy of this from your trainer.

## Completion of Learning Requirements

Students are required to participate in all training activities and carry out any tasks that may be asked by your Trainer to the best of their ability.

Self paced learning workbooks and/or assessments must be completed.

## Privacy

Abex collects personal information solely for the purpose of operating as a Registered Training Organisation. Abex complies with the National Privacy Principles. As part of the terms of our registration as an RTO and your access to Government funding programs, Abex may be required to pass your details on to Government departments, Australian Apprenticeship Centre, registering authority (ASQA) and other agencies with a right to access the information. We will only do this as we are required and will never allow your information to be divulged to any other party.

Under the National Privacy Principles, you can access your personal information and you may request corrections of information that is incorrect or out of date.

## Student Behavior

Consumption, or being under the influence, of alcohol or illicit substances during training hours is unacceptable and will result in your being asked to leave the premises. Continued abuse of this policy may result in your removal from the Studentship or Training program. Student's behavior must not disrupt or threaten other students or company personnel. Abusive behavior or physical violence can result in instant withdrawal from a program.

## Plagiarism

Abex has a zero tolerance to plagiarism or any other forms of cheating. Students are always expected to act with integrity and any work submitted must be their own or must be referenced and include the relevant acknowledgements of all resources used.

In submitting work, you are declaring that the work is your own and has not been put together through plagiarism, collusion or any other form of cheating.

If you are found to have plagiarised or cheated in any form you will be given notice to respond to the allegations. If Abex concludes that you have plagiarized or that the work is not your own than appropriate disciplinary actions will be taken. This may include re-sitting and submitting the assessments or being suspended / expelled from the training course.

## Student Grievances/Concerns

Students should advise their training consultant of any concerns that they may have regarding their progress throughout their Studentship or Training Program. Abex has a process in place for managing Student grievances. (See Grievance Procedure)

## Induction

All students will be provided with an induction. This involves a familiarization with the program requirements, and where appropriate, a tour of training facilities and introduction to ABEX staff. Inductions may be completed as part of a group or on a one to one basis. If you do not receive a course induction, please contact your Coordinator.

## Language, Literacy and Numeracy Assessment (LLN) and Support

All students will be offered a language, literacy and numeracy assessment at the commencement of their studies. Results of this assessment will be provided to students. Students requiring any assistance or support with language, literacy or numeracy will be provided individual support or referral to LLN specialists. Our experienced staff can discuss different ways of conducting training and assessment to assist in areas of language, literacy and numeracy.

## Workplace Health and Safety

Abex is committed to providing a safe and healthy environment for all students. We aim to achieve the highest degree of Workplace Health, Safety and Security by adhering to Government Legislation and taking a personal interest on the well being of our staff and visitors.

Students are required to participate in all training activities and carry out any tasks that may be asked by your Trainer/Assessor to the best of their ability.

All self paced learning workbooks and/or assessments must be completed.

Our organisation abides by Commonwealth and State Acts and Legislation to maintain its position as an organisation committed to the Health, Safety and Security of all employees, contractors and visitors.

## Who is responsible for Workplace Health and Safety?

All employees and students are responsible for their own Workplace Health and Safety in the Workplace and Training environment.

### Student

Students are responsible for not only their own health and safety but the health and safety of others within their working environment. Students should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their trainer/supervisor or manager. Students should abide by safe working practices and comply with health and safety regulations.

### Quality System

Abex has been approved as a registered training organisation. Abex has demonstrated compliance with set National Policies, Practices, Guidelines and Protocols related to operation as a training organisation. Abex operates under a set of policies and procedures, which comply with the VET Quality Framework. For more information about Abex registration [click here](https://training.gov.au/Organisation/Details/121164)

## Qualifications

All students participating in training with Abex be issued with either a:

- Nationally Recognized Training Certificate (called a testamur), or
- Statement of Attainment, or
- Certificate of Attendance/Completion.

The following results are used to record unit outcomes on the above documents.

### ✓ **Competent (C)**

The student has demonstrated competency in all learning outcomes for that unit.

### ✓ **Withdrawn (W)**

The student has withdrawn after one quarter of the way through the unit and not completed all required learning outcomes.

### ✓ **Exemption (C)**

The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process. Abex will collect and validate evidence that demonstrates the student's competence for this unit.

### ✓ **Deferred Result (DF)**

Indicates that assessment has not been finished.

### ✓ **Not Yet Competent (NYC)**

The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

## Structured training withdrawal

If you are a student, during your training your employer will arrange for you to spend time away from your normal duties to complete study requirements. It is important that you record this. If you have trouble accessing time away from your normal duties, contact your trainer or Australian Apprenticeship Centre.

## Nationally Recognized Training Certificate

A Nationally Recognised Training Certificate is issued when the Student has completed all requirements for a qualification as listed in the syllabus document. The certificate does not list the modules or units of competency completed. These are listed on the Transcript of Academic Record which is issued at completion of the training.

## Statement of Attainment

A Statement of Attainment is issued where candidates have partially completed a qualification. This may be done in two ways.

1. The Student does not complete the full requirements for the qualification, or
2. Units or modules have been delivered from an accredited and registered program.

The code and title of all units successfully completed by the Student are listed on the Statement of Attainment.

The Certificate or Statement of Attainment is forwarded to the student's home address four (4) weeks after the program is completed, or after the student has withdrawn from the qualification.

Please ensure that you complete a Change of Status form should your contact details change (name, address and telephone number). **It is important that we have your current contact details so that your certificate and correspondence is received promptly.**

\*If your address differs from the address you provided on your enrolment form and you do not submit a Change of Status form with your updated address, you may be liable to pay an administration fee of \$50.00 to reprint and post your certificate again.

## Re-issuing Qualifications

If your certificate or equivalent document is misplaced or damaged, contact Abex to order a replacement. A fee applies for this service.

## Statement of Attendance/Completion

This is a Statement of Attendance where students may have attended (part) of a program but not achieved competency.

## Credit Transfer

ABEX recognizes the AQF qualifications and Statements of Attainments issued by other Registered Training Organisations.

Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

## Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, where credit may apply.

Students wishing to apply for RPL, should speak to their RPL Assessor at the time of 'application'. RPL is assessed against the units of competency in a program based on the completion of one or a combination of the following:

- Review of Evidence including relevant Formal Qualifications
- Interviews
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Written/Oral reviews

An assessor will meet with the Student to discuss the application for RPL.

The Student will then be advised of the outcome of their application and further advised of any competencies to complete their study in their course.

An appeal process is in place against an RPL decision. The Student will be informed of this option and may duly act upon it.

- All students will be given the opportunity to apply for Credit Transfer (CT) for recognition of prior completion of units of competency.
- Students wishing to apply for CT, should speak to their trainer at the time of 'enrolment'. CT is assessed against the units of competency in a program based on the supply and verification of the following.
- Original or Certified copy of a Statement of Attainment for the units being claimed.
- Verification of the completion of the Units of Competency from the issuing RTO.



An assessor will meet with the Student to discuss the application for Credit Transfer.

The Student must provide Verified Originals or Certified Copies of the relevant Statement of Attainment or Certificates, along with the details of the issuing RTO.

The Student must sign off a privacy release form authorising ABEX to contact the issuing RTO to verify the competencies achieved.

The assessor will contact the issuing RTO to verify the authenticity of the documentation

If required, the RTO will map the Learning Outcomes of Units of Competency gained to the proposed units for the qualification being undertaken.

An appeal process is available against a CT decision. The Student will be informed of this option and may duly act upon it.

## Student Outcomes Survey

At the completion of training, you may be asked to be involved in a survey based on national student outcomes. The results from this survey will aid in improving the economic and social outcomes of students who undertake vocational education and training (VET). The results can be used to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of the VET system.

## Student Support

If you need support at any time during your training, please contact ABEX on 1300 73 80 80, or speak with your trainer. We are here to help and are keen to assist you to maximize your training. experience

## Useful contact details

Use the space below to write down the contact details of your trainer.

Your trainer: \_\_\_\_\_

Name: \_\_\_\_\_ Phone \_\_\_\_\_

Email: \_\_\_\_\_  
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