



Student Handbook

ABEX TRAINING GROUP

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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 Training we have developed this **Student Handbook**.

Please take the time to read through this handbook.

Our team is committed to maintaining our 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 Group a rewarding experience. We look forward to your productive feedback to enable us to improve our programs further.

About ABEX TRAINING

ABEX Training Group is a dynamic and innovative registered training organisation with its head office in Melbourne. ABEX Training Group is made up of a professional network of trainers and consultants dedicated to providing you with innovative practical solutions to your training needs.

Government Training Programs are the major area of our operations. They address Industry and regional skill shortages through the training and personal development of unskilled, semi-skilled and long-term unemployed people.

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 Training Group'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). You can find more information about ASQA at their website, www.asqa.gov.au

Using this Handbook

This handbook is to be issued to students who are looking to enrol or already studying with ABEX Training to develop their skills and knowledge in the range of courses available on scope.

ABEX Training will:

- Ensure you are made aware in circumstances where you are accessing the Victorian Training Guarantee (VTG) entitlement that this may impact your access to further government subsidised training.
- Provide high quality training and assessment.
- Deliver relevant and appropriate training in a proper, timely and efficient manner.
- Conduct assessments in collaboration with employer or supervisor at workplace and make the final decision on competency.
- Maintain registration as a Registered Training Organisation (RTO).
- Maintain compliance under the NVR ACT 2011 and the Standards for Registered Training Organisations (SRTOs) 2015
- Issue a nationally recognised qualification and/or statement of attainment at the completion of the training and assessment process

Enrolment

ABEX Training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, or remote location.

When considering enrolment in any training, it is important you understand your status within each available enrolment types.

If you are seeking enrolment you must be:

- At least 18 years of age
- Have a positive attitude
- Successfully complete the pre-training review for the relevant language, literacy and numeracy levels.

Cooling off Period

ABEX Training allows a two (2) day cooling off period immediately after the completion of your initial skills test conducted with the pre-enrolment assessment.

This time period allows you time to confirm your decision to enrol and complete training.

At the end of this cooling off period, you will receive notification of enrolment and a reminder of your cancellation and fee obligations and the costs involved (where relevant).

Fee Protection

ABEX Training does not take more than \$1500.00 in advance for its courses.

Course Information

ABEX offer the following courses:

- FBP20117 Certificate II in Food Processing
- FBP30117 Certificate III in Food Processing
- FBP40318 Certificate IV in Food Processing
- MSS20316 Certificate II in Competitive Systems and Practices
- MSS30316 Certificate III in Competitive Systems and Practices
- MSS40316 Certificate IV in Competitive Systems and Practices
- BSB40615 Certificate IV in Business Sales
- BSB42015 Certificate IV in Leadership and Management
- BSB51918 Diploma of Leadership and Management
- SIR30316 Certificate III in Business to Business Sales

All information about individual units of competency are available on our website and in our marketing brochures.

If you have any questions, please contact our office and we will assist you.

Licencing Requirements

The qualifications and units of competency we offer have no licencing requirements attached to the employability outcomes

Prior to enrolling, you need to consider the study commitment required to gain the qualification as well as your belief in your ability to complete the training.

Government Subsidised training

Skills First Funding makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

ABEX Training will determine an individual's eligibility for government subsidised training and provide further information on eligibility criteria upon request, and during the enrolment process.

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria which is detailed in individual course brochures.

Check your eligibility for funding here:

<https://www.skills.vic.gov.au/victorianskillsgateway/mobile/pages/EligibilityCalculator.aspx>

Fees and Charges

Student fees and charges vary, depending on the course and subject to change.

“The student tuition fees as published are subject to change given individual circumstances at enrolment”.

Prior to enrolment, ABEX representative will provide you information about fee. For indicative costs of your tuition fees and associated charges, please see our Statement of Fees on ABEX Training website at <http://abextraining.com>

Entry Requirements

For qualifications listed on our scope of registration, you do not need to have a pre-requisite qualification or unit of competency.

ABEX personnel will assist you in completing the initial skills assessment to assist us to ensure you are able to complete the training you wish to be considered for enrolment.

Code of Practice

This Code of Practice requires ABEX Training to implement policies and management practices that maintain high professional standards in the delivery of education and training services which safeguard the educational interests and welfare of staff and students.

When you participate in training with us, you have a responsibility to:

- Adhere to our policies and procedures
- Treat others with respect, fairness and courtesy
- Not plagiarize, collude or cheat in any assessment activity
- Attend training and arrive on time
- Participate in your course
- Submit all assessments on time and in the required manner
- Notify us of any changes to your enrolment status

You have a right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexuality, age, disability or socio-economic status
- Be free from all forms of intimidation
- Work in a safe, clean orderly and cooperative environment
- Have personal property protected from damage and other misuse
- Learn in a an environment that is conducive to success
- Work and learn in a support environment without interference from others
- Apply to have existing skills and knowledge recognized
- Privacy concerning records containing personal information (subject to other statutory requirement and other agreed uses)
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation
- Express and share ideas and to ask questions

Legislative Compliance

ABEX Training must comply with relevant legislation including but not limited to the following:

- Equal Opportunity Act 1984
- Fair Training Act 1987
- Workplace Health and Safety Act 2011
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisation (SRTOs) 2015
- Privacy Act 1988
- Disability Act 2006
- Anti-Discrimination Act 1977 (Commonwealth)

- Student Identifiers Act 2014
- All legislation relevant to the qualification you are undertaking

ABEX Rights and Responsibilities

ABEX will maintain and deliver high quality training course, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunity, Harassment, Bullying and Discrimination Policies and relevant legislation.

ABEX will:

- Have suitably qualified staff
- Provide all training services for which we are registered to provide
- Student resources
- Effective assessment tools

Assessment

Assessment is conducted under the principles of assessment and rules of evidence being valid, fair, reliable, flexible and sufficient tools through a combination of written assignments, oral assignments, practical tasks and questions and answers.

The competency standards are set in the relevant training package with workplace based training being conducted on site at the students place of employment.

Assessment Standards

All assessment conducted will:

- Comply with the assessment guidelines defined in the relevant training package.
- All of our assessments within our RTO will lead to the issuing of a certificate of statement of attainment under the AQF where a person is assessed as competent against the nationally endorsed units of competency in the applicable training package.
- Be validated and moderated under an annual review

Assessment Methods

ABEX assessments and assessment methods will ensure that we:

- Focus on the application of the skill and knowledge as required in the workplace, including
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens when something goes wrong)
 - Job role environments skills (managing your bot and its interaction with others around you)
- Will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency
- Assessment tasks that consider any language and literacy issues, cultural issue or any other individual needs related to assessment
- Have re-assessment processes available and a sufficient appeals process

Assessment Tools

Our assessment tools are:

1. Written assessments which require the student to answer a series of written questions used to capture evidence of a student acquiring the knowledge required to be successful in the work outcomes of the unit of competency
2. Practical assessments which require the student to be observed completing a task or series of tasks to demonstrate they have acquired the required skills to be successful in the work outcomes of the unit of competency.

Oral questions may be used to

1. Enhance or clarify answers provided in the written assessment
2. Actions undertaken or omitted during a practical demonstration

Re-Assessment Opportunities

Students not successful at the first attempt of an assessment task will be afforded:

1. 2 additional attempts to complete this assessment (3 attempts in total) at no charge
2. Failure to complete in 3 attempts, the student is required to repeat the unit at their own expense

Training Delivery

All training and assessment services are delivered and assessed in English.

Delivery Method

Each course has been designed for new entrants or inexperienced students so timeframes have been increased to meet volume of learning requirements and allow sufficient time to acquire required skills and knowledge.

For all qualifications on our scope of registration:

1. Delivery and assessment is face to face under supervision from a qualified trainer and assessor. This delivery includes provided student notes, formative assessment activities and guided learning.
2. Delivery + assessment equates to supervised hours.
3. Assessments are due by the specified time in accordance with your trainer.

Complaints and Appeals

Students are able to:

Complaint: Lodge a complaint against a service, staff or fellow student

Appeal: Lodge an appeal against an academic result or the decision of a complaint or refund process

Process:

To lodge a formal complaint or appeal, students are to use the relevant forms which are readily available on our website.

Any complaint or appeal must be lodged within 14 days of receiving the academic result or the outcome of the complaint or refund process

All formal complaints and appeals must be lodged with the RTO Operations Manager.

The RTO Operations Manager will respond to all lodgments within 2 days of receiving them.

Any investigation that is required to be conducted will take 21 days to complete, at which time, you will be notified in writing of the outcome.

Further appeal processes must be directed to the Director.

The full complaints and appeals policy is available on our website.

Refunds

All refund requested must be in writing, using the form that is available on the website and sent to the RTO Operations Manager.

Refunds are only available for full fee-paying students and are only paid to the person or entity who paid the fees in the first place.

Refunds are only granted under the following conditions:

- Withdraw from a course at least 14 days prior to commencement (full refund)

Refund payments will be by electronic transfer only.

Please see the full refund policy available on our website or contact the RTO Operations Manager

Issuance of Awards

Statements of Attainment will be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to us have been paid.

Recognition of Prior Learning (RPL)/ Current Competencies (RCC) Qualification

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements.

Unit of Competency

As the units of competency on our scope of registration have a requirement for refresher training to be undertaken, the RPL process can only be applied to the amount of training to be provided and not to the actual unit of competency.

Credit Transfer

All students are made aware of the ability to apply for course credit via a RPL, CR or CT application throughout the enrolment and induction process of the course.

Learner Support Services

ABEX Training is able to assist with the determination of support which may be managed internally by a trainer or referred to an external organisation where it's been identified specialists' skills are required such as:

- Reading and writing hotline: <https://www.readingwritinghotline.edu.au/>
- Interpreting services
- Centrelink
- Counselling
- Back to your employer (where relevant)

Privacy

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorised person without prior written consent from the learner.

Unique Student Identifier (USI)

All students require a Unique Student Identifier (USI) as per the Commonwealth Government of Australia.

You can advise ABEX of your USI via your Enrolment Form.

If you do not yet have a USI please go to the USI website www.usi.gov.au to create one.

ABEX is unable to enrol or issue you with a Certificate or Statement of Attainment until we have received and verified your USI.