

Student Handbook

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RTO no. 3399

ABC Licence Training Pty Ltd





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Introduction

The team at ABC Licence Training thanks and welcomes you to be part of this great learning journey with us. This handbook has been compiled in order to help you understand and make informed decisions regarding your enrolment with us if you choose to do so. We highly recommend that you read this handbook carefully as it details your rights and responsibilities as a student.

If you have any questions or want further clarifications on the contents of this handbook, please contact us on admin@abcfirstaid.com.au or 1300 484 136. It is our aim to ensure that you are confident and happy with your decision to enroll with us.

We thank you for choosing ABC Licence Training as your training provider and we wish you success with your studies.

CEO and Management Team

ABC Licence Training

About Us

ABC Licence Training, also trading as Australian Boating College and ABC First Aid, is a Registered Training Organisation (RTO:3399) with a range of nationally recognised courses on its scope including Boat & Jet Ski Licenses and First Aid. We registered as an RTO in 1998 and is regulated by Australian Skills Quality Authority (ASQA).

ABC Licence Training strives to support the health and safety of all Australians by providing the most accessible, up to date and practical training experience for First Aid and Boating. We pride ourselves in continuously seeking to innovate and improve our training experiences so as to set ourselves as a premium training provider as well and provide the best possible outcome to our learners,





Contact Details

Company Legal Name	ABC Licence Training Pty Ltd
Head office location	238 Glenferrie Road, Malvern, Victoria 3144
Business address	238 Glenferrie Road, Malvern, Victoria 3144
Delivery Location	ABC Licence Training has third party arrangements for delivery of course as listed on the website
ACN	080 057 923
ABN	43 080 057 923

Key Contact Staff

ABC Licence Training wants to ensure that all our learners have access to the best of student services and may wish to contact any of the listed staff in case of emergencies. All student welfare issues, and student services are addressed by the Office Manager. Escalated issues may be referred to the CEO based on the nature of the issue.

Staff Name	Designation	Contact Details
Paul Kirchner	CEO	0417 648 665 abclicences@bigpond.com
Erica Davis	General Manager	0428 832 261 erica@abcfirstaid.com.au
Megan Finn	Partnership Manager	0401 423 204 megan@abcfirstaid.com.au
Carey Lee	Administration Manager	1300 484 136 admin@abcfirstaid.com.au





Governance and Legislative Requirements

ABC Licence Training is a Registered Training Organisation and as such will at-all-times comply with the Standards for Registered Training Organisations 2015 as well as any relevant Commonwealth and State regulatory requirements. It is also mandatory for all our franchisees and third-party providers to comply with all the relevant laws and standards. ABC Licence Training may terminate contracts with third parties or franchisees if any breach is identified.

Please see below a list of some of the legislations that we adhere to. This may not be an exhaustive list.

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Data Provision Requirements 2012
- Work Health and Safety Act 2011
- Privacy Act 1988
- Disability Discriminations Act 1992
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Learner Identifiers Act 2014
- Competition and Consumer Act 2010
- Australian Consumer Law 2011.





Access and Equity

ABC Licence Training will under no circumstance discriminate or tolerate discrimination towards its staff and students. We ensure that course entry requirements, assessment or curriculum do not limit access on-the-basis of gender, race, social, cultural, religious, disability, philosophical background, or age, with the exception where age requirements are specified by a regulatory authority for the issue of a licence. We believe in providing equal access and opportunity to all our learners. Our staff and instructors will assist and support students where appropriate, especially those students with language, literacy, or physical disabilities, so long as the nature of the disability does not preclude them from completing the training and assessment. ABC Licence Training will ensure that all training and assessment services are delivered by staff who are appropriately skilled in access and equity issues.





Our Mission and Values

ABC aims to support the health and safety of all Australians by supporting our training partners with the tools and guidance they need to thrive.

PARTNERSHIP

- We are committed to supporting our co-providers and, by extension, their trainers and students as a proactive partner that is committed to delivering the best possible training outcomes

SAFETY

- Our commitment to the life-saving and critical nature of first-aid and boating training makes the quality of our courses and programs of paramount importance. We aspire to deliver consistent, high-quality services and apply quality systems that support training and assessment excellence.

CUSTOMER CENTRICITY

- Our focus on meeting the needs of our co-providers, partners and students supports lifelong learning. By continually seeking to innovate and improve our training experiences, we consistently strive to set ourselves apart as a premium training provider.

INDUSTRY ENGAGEMENT

- We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry and community needs and expectations, and provide direct relevance to student training needs

ACCESSIBILITY

- We aim to provide training options and formats accessible to all Australians, no matter where they live.





Our Training Services

We have been approved by ASQA, the national regulator for vocational education and training (VET) in Australia, to deliver and assess the Units of Competency listed below. Please refer to our website and navigate to your preferred unit (Under the Courses Tab) to ensure that there is no required pre-requisite before enrolling with us. Some units may require you to complete a pre-study assessment which maybe done online or via hardcopy before commencing the course. If you have any queries or is in doubt, please feel free to contact us.

Unit of Competency
<u>HLTAID001- Provide cardiopulmonary resuscitation</u>
<u>HLTAID002- Provide basic emergency life support</u>
<u>HLTAID003- Provide first aid</u>
<u>HLTAID004- Provide an emergency first aid response in an education and care setting</u>
<u>HLTAID005- Provide first aid in remote situations</u>
<u>HLTAID006- Provide advanced first aid</u>
<u>HLTAID007- Provide advanced resuscitation</u>
<u>HLTAID008- Manage first aid services and resources</u>
<u>HLTAID009- Provide cardiopulmonary resuscitation</u>
<u>HLTAID010- Provide basic emergency life support</u>
<u>HLTAID011- Provide First Aid</u>
<u>HLTAID012- Provide First Aid in an education and care setting</u>
<u>HLTAID013- Provide First Aid in remote or isolated site</u>
<u>HLTAID014- Provide Advanced First Aid</u>





<u>HLTAID015- Provide advanced resuscitation and oxygen therapy</u>
<u>HLTAID016- Manage first aid services and resources</u>
<u>MEM50008- Carry out trip preparation and planning</u>
<u>MEM50009- Safely operate a mechanically powered recreational boat</u>
<u>MEM50010- Respond to boating emergencies and incidents</u>
<u>UETTDRRF06- Perform rescue from a live LV panel</u>

Delivery Method

ABC Licence Training delivers its courses through our various franchisees and third-party providers. ABC Licence Training ensures that all our course delivery partners are highly trained and experts in their respective fields. All third-party arrangements are notified and authorised by ASQA.

ABC First Aid provides the platform, materials and compliance intellectual course materials, website, online learning system and IT bookings system to enable the co-providers to deliver the training.

If relevant for the course they are undertaking, learners have the option of choosing to do the theory portion of the course via a set of multiple-choice questions that are administered online or in hardcopy. If they do not wish to do this their option is to complete a Verbal Assessment Tool in class with the instructor. Once the pre-study has been successfully completed then the learner will attend their chosen program at one of our training centres. Please refer to our website to see the list of training centres closest to you.

Student Misconduct and Disciplinary Action

ABC Licence Training expects all its learners to abide by the student code of conduct and has zero tolerance towards disruptive or disrespectful from its learners. The assessor/trainer may under certain circumstances try to resolve the situation by giving a verbal warning in the first instance. If the behavior is repetitive then the learner will be asked to leave the training venue. In such instances, the learner will not be eligible for a refund. They may access the Complaints and Appeal process if they wish to do so. The following circumstances maybe included as student misconduct:





- Physically or verbally assaulting any person or persons on our training premises.
- Destruction or damage to our property or premises including venues of our third-party providers.
- Colludes, plagiarises or cheats in assessment tasks.
- Behave in a way that either discriminates or harasses any of our staff or students.
- Attend the training environment intoxicated.
- Consumes illegal drugs or alcohol on our premises including third party training venues.
- Failure to comply with reasonable instruction or supervision.

Unique Student Identifier

A Unique Student Identifier is an alpha-numerical reference number that is allocated to all learners. Your USI account will give you access to all the nationally recognised training records that you have undertaken since 1st January 2015. ABC Licence Training has the obligation under Standard 3.6 of the SRTOs 2015 to ensure that all its learners have a valid and verified USI and a certification must only be issued to learners who have provided their USI.

If you do not have a USI and would like to create one then please visit: <https://www.usi.gov.au/students> and follow the prompts. You are required to create this only once in your lifetime. If you are unsure about having a USI or have lost it then please visit <https://www.usi.gov.au/students/find-your-usi> and follow the prompts.

If for any reason, you would prefer that ABC Licence Training create an USI for you then please contact us and we will assist you with this. You may be asked to complete a USI consent form and submit supporting documents (ID proof) for us to complete this process.

If you are exempted from having a USI:

- You will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account.
- Your transcript will not include information on any VET study you did while you had the exemption if you decide to get a USI in the future.

All information collected as part of this process will be stored securely and in accordance with the Privacy Act 1988.





Enrolment

An enrolment can be confirmed only once the student has completed and signed the enrolment form which also confirms that they have read the terms & conditions of enrolment as well as this handbook. Once the form is completed; the student must pay the applicable fee. ABC Licence Training will issue a receipt of payment which is part of confirmation of enrolment. We highly recommend that you ensure that you have met the pre-requisite requirement (if applicable) before submitting the enrolment form and making the payment. A formal email will be sent to the learner confirming the enrolment as well as the details of the classes scheduled. We highly recommend that you check all the details on the confirmation along with your full name, date of birth and chosen program. In case of any discrepancy, please contact ABC Licence Training immediately.

Fees and Refunds

ABC Licence Training will offer a fee structure to its learners based on their choice of units/program and may vary from course to course. The quoted fee will include administration fee, course fee, access of any specialised equipment or facility necessary for the completion of the program and a copy of the statement of attainment for the enrolled unit/program. Course fees are due and payable at the time of enrolment unless otherwise advised. ABC Licence Training reserves the right to not issue any final certifications or Statement of Attainment till the fee is paid in full.

All refund requests must be submitted in writing along with the supporting documentation. In certain circumstances, we may allow you to transfer the booking/and or payment to another person or date. A maximum of 3 transfers per booking may be considered under certain circumstances.

If the refund request is approved, then the refund payment is processed within 14 days from the date of the request. Refunds will be made electronically into the bank account authorised by the student in the refund request form. Please note an administration fee may apply for processing refunds. In the event the request for refund has been denied then the student is advised of the outcome in writing. A student may access the complaints and appeals process if he/she wishes to do so and would like a further review of the decision made in respect to the refund. Refunds are at the discretion of the CEO.





Please refer to the table below:

Fee Refund Scenario	Refund Policy
Request to withdraw from the program 24 hours or more before the scheduled session	Full refund of total fees paid minus a \$25 Administration Fee
Request to withdraw less than 24 hours prior to the scheduled session	No refund will be given. You may re-book at a discounted price of 20% off the full course fee.
Learner failure to complete the pre-study	No refund applicable and learner will be unable to attend the training session
Non-attendance or failure to attend on time for the scheduled session.	No refund applicable
ABC Licence Training identifies a LLN difficulty for the student and is unable to coordinate a satisfactory learning plan for the student as a result of which training is cancelled.	Full refund. Administration fee of \$25 may apply.
ABC Licence Training or its providers are unable to deliver the course/session.	Full refund





Student Support

ABC Licence Training will ensure that all its students are supported and guided to complete their selected course. We understand that all learners may not be capable of demonstrating competency in the same manner and hence it is our responsibility to ensure that our learners have the access and opportunity to complete their chosen program irrespective of their condition/situation. If a learner does choose to disclose their need for reasonable adjustment; ABC Licence Training will take effective steps to consult with the learner and accommodate them in the best possible manner. It is the learner's discretion if he/she wants to avail the opportunity for reasonable adjustment.

Examples of reasonable adjustments we may consider include the following:

- Extra time or extensions for assessments.
- Course material in alternate formats – electronic, large print, braille.
- Use of assistive technology.
- Ergonomic chair/desk.
- Alternate assessment tasks.

Please contact the college if you would like to be considered for reasonable adjustment. All information provided will be treated in accordance with the Privacy Act 1988.

ABC Licence Training applauds the research that has been undertaken in understanding the LLN needs of students and does understand that many students require some level of LLN support. We will try our best to understand and accommodate all our learners' LLN needs. All learners will be asked to complete a class attendance form with their details at the commencement of the training session. If you find it difficult to complete the form; please ask the instructor for assistance. The instructor at that instance may assess if you require LLN support and try to coordinate a learning plan that will suit your needs. If we are unable to coordinate a plan for you; you may withdraw from the program and will be entitled to a full refund.

All delivery, assessments, and instructions for all our courses are in English unless otherwise stated.





Attendance

All details with regards to the training sessions including date, time and venue will be provided to the learners once the enrolment is confirmed. ABC Licence Training expects its learners to complete the pre-study component either online or submitted in hardcopy at least 24 hours prior to the scheduled training session. The pre-study component is mandatory for some units and hence if it is not completed by the learner then he/she may not be able to attend the training session. No refund will be applicable in such instances. Students are requested to be at the training venue at least 15 minutes prior to the start of training. Failure to be on time will preclude you from attending the training session and non-attendance will be marked in our records. No refund will be applicable in such instances as well. If you wish to withdraw your enrolment, please send us the request in writing at least 24 hours before the scheduled session. Please refer to the fees and refund sessions to determine if you may be eligible for a refund.

Assessments

ABC Licence Training will ensure that all the assessments will meet the assessment criteria of the training package or accredited course on which the program is based.

In accordance with Clauses 1.18 to 1.12 of the SRTOs 2015; ABC Licence Training will ensure that the assessment tools used meet the rules of evidence and the assessments are in line with the Principles of assessment. The rules of evidence are validity, sufficiency, authenticity, and currency. The Principles of assessment are fairness, flexibility, validity and reliability.

The assessment methods for each unit may differ and may use more than one method of assessment. Some of the commonly used assessment methods are observation, written test etc.

Once the learner completed all the assessments tasks required for the unit; the assessor will assess the completed work and provide the outcome as well as a feedback. If deemed competent then a Statement of Attainment will be issued to the learner in due course. If the learner has not successfully completed all the required tasks; the assessor will provide a detailed feedback with the areas of improvement. The learner will be provided with 2 attempts to retake/resit the assessment tasks. If the learner is unable to demonstrate competency after the re-assessments; an outcome of Not satisfactory will be marked by the assessor. The learner in such instance can re-enroll into the unit/program to undergo further training and





achieve competency. Students also have the right to appeal against the outcome provided if they wish to do so.

Statements of Attainment

Upon successful completion of the assessment for the enrolled unit/program; ABC Licence Training will issue a Statement of Attainment to its learners. ABC Licence Training will email a copy of the Statement of Attainment to the student as soon as possible. This is conditional upon the student being deemed competent in the enrolled unit of competency, all fee payable to ABC Licence Training has been paid and a valid USI was provided by the learner.

All Statement(s) of Attainment(s) issued by ABC Licence Training will meet the requirements of AQF and can be identified by a unique number which will appear on the document. You/your employer etc. may also verify one of our issued SOAs via our website using the 'verify certificate' option.

ABC Licence Training will charge a fee of \$25 (including postage) if a hard copy of the Statement of Attainment is requested. There may be charges for replacement SOAs in hard copy. Copies of the Statement(s) of Attainment(s) issued will be stored in an electronic format by ABC Licence Training for a period of 30 years.

Complaints and Appeals Policy

ABC Licence Training takes all complaints and appeals with utmost care and seriousness. We are committed to managing and responding to all complaints and appeals in an effective, fair and quick manner. All complaints will be treated confidentially.

A learner or prospective learner may lodge a complaint against ABC Licence Training, its staff, third-party providers or a fellow student. Learners are encouraged to contact their assessor or office manager in the first instance. A complaint maybe given in writing or can be made verbally. ABC Licence Training will arrange for a meeting as soon as practicable with the complainant to find a resolution and an outcome will be provided in writing if agreed. A copy of the complaint along with the resolution will be stored securely by ABC Licence Training. The details of the complaint will also be recorded in the complaints register maintained by ABC Licence Training. If the learner is not satisfied with the outcome; the matter is then





escalated to the CEO. The complainant may be requested for a meeting with the CEO to reach an agreed outcome.

In an instance where the internal process/outcome has not been accepted by the learner; an independent mediation body will be requested to intervene. ABC Licence Training will also advise the learner of their rights to access ASQA's appeals and complaints process.

Outcomes of the complaints handling process if found in favour of the student will be implemented within 14 days.

A learner may at any time access the appeals process of ABC Licence Training. An appeal can be lodged by the student in the following circumstances but not limited to, rejection of refund request, unsatisfactory assessment outcome marked by the assessor etc.

In case of assessment appeal, a learner is given further 2 attempts to complete the assessment task satisfactorily. If the learner is deemed not competent at the end of the 2 extra attempts and wishes to appeal against the outcome; the assessment will be remarked by another fully qualified assessor. If the learner still wishes to appeal; a formal meeting will be arranged with the office manager. All details regarding the appeal and outcome of the meeting/appeal process will be dealt with and stored securely.

External complaint avenues. Complaints/Appeals if not resolved through the internal process; the learner may contact the following external parties:

- Consumer Protection Complaints (Non-training issues such as disputes over refunds or fees) – Office of Fair Trading.
- Complaints concerning education and training – National Training Complaints Hotline on 13 38 73 or ntch@education.gov.au. For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>.
- Complaints may also be lodged with ABC Licence Training's registering body – Australian Skills Quality Authority (ASQA).

Rights and Responsibilities

Students at ABC Licence Training are expected to follow our code of conduct and a breach of which may lead to a disciplinary action initiated against the learner. Students are advised of their rights and responsibilities at the time of enrolment with ABC Licence Training. All students have their rights and





responsibilities which they need to adhere to:

All students have the right to:

- Receive exceptional quality of training, assessment and support that aims to meet the individual requirements and that is in accordance with the SRTOs 2015.
- Be treated with respect at all times by fellow students and staff.
- Receive training in an environment that is free from harassment, discrimination, and victimisation.
- Have their personal details records kept securely in accordance with the Privacy Policy.
- Have access to the information ABC Licence Training holds about them.
- Have access to a fair and prompt complaints and appeals system.
- Receive clear and accurate information about their training and assessment arrangements as well as progress.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

All students, throughout their training and involvement with ABC Licence Training, are expected to:

- Treat all staff and students with respect and not to take part in any action that will offend or threaten others.
- In no manner by action or words; discriminate, harass or threaten anyone
- To refrain from drinking alcohol and/or smoking in the training environment
- Contribute to the learning environment in a positive manner and complete all assigned tasks on time.
- Always provide true and accurate information
- Follow all safety policies and procedures as directed by staff and report any perceived safety risks as they become known
- Provide all requested information to ABC Licence Training via their enrolment form and thereafter which may be required to deliver the program and issue a final statement of attainment.
- Make payments for their training within agreed timeframes, where relevant.





Privacy Policy

ABC Licence Training ensures to take all measures to comply with the Privacy Act 1988 and Australian Privacy Principles with regards to our learners' information and details. We are committed to protecting and maintaining the privacy, confidentiality, accuracy and security of your personal information.

In our role as a compliant Registered Training Organisation; we are required to collect certain information of our learners and provide these to external bodies such as the National VET Regulator and other licensing/regulatory bodies. Please refer to the VET Data Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice> to understand these requirements better.

Under clause 7.5 of the of the SRTOs; ABC Licence Training is required to collect and disclose information regarding its learners to NCVER (National Centre for Vocational Education Research Ltd.) and to relevant regulatory training authorities. The NCVER is responsible for collecting, managing, analysing and communication research and statistics about the Australian VET Sector. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy ACT 1988, the VET Data Policy and all NCVER policies and protocols. Please refer to NCVER's privacy policy at ncver.edu.au/privacy.

The information disclosed to NCVER maybe used and disclosed for the following purposes:

- Populating authenticated VET transcripts
- Understanding how the VET market operates, for policy, workforce planning and consumer information.
- Administering VET, including program administration, regulation, monitoring and evaluation.
- Facilitating statistics and research relating to education, including surveys and data linkage

Records Management

ABC Licence Training will ensure that all records and documents of its learners will be stored securely and in accordance with the Privacy Act 1988. ABC Licence Training will take sufficient measures to retain records in a manner that safeguards them against authorised access, fire, flood, termites or any other pests, and which ensures that copies of records can be produced if the originals are destroyed or inaccessible. Records maybe stored electronically as in hard copy.





The following records will be retained by ABC Licence Training:

- Student enrolment form along with signed acceptance
- Record of student payment including refund evidences
- Record of complaints and appeals along with the outcome
- Completed assessment of the student
- Records of Results & Statement(s) of Attainment
- Assessment Tools
- Management Records.

Students can request access to their personal records by contacting ABC Licence Training at admin@abcfirstaid.com.au. ABC Licence Training will request proof of identity before any information is given out. Students also have an obligation to ensure that their contact details are updated with ABC Licence Training.





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