



abc
Training | Consulting

Student Handbook



Introduction

Our History

Operating as a Registered Training Organisation (RTO) (#5800) in QLD for over two decades, ABC Training and Consulting (ABC), originally known as Alan Bartlett Consulting, underwent a transformative shift in 2017 under new management. This change brought about a focused approach, directing our training services towards specialised industry sectors: Laboratory Operations, Pathology, and Manufacturing.

ABC's training methodology centres on a blended learning model, incorporating hands-on practical training through workplace-based activities such as demonstrations, observations and discussions. This practical component is supported by online or paper-based theory, depending on the course and delivery pathway.

ABC works with students, employers and industry partners to provide practical, workplace-focused training solutions that are responsive to student needs, workplace requirements and training product expectations. ABC trainers aim to maintain professional, supportive and respectful relationships with students and workplace representatives.

Code of Practice

ABC Training and Consulting is committed to maintaining high standards in the provision of vocational education and training services. ABC delivers training and assessment in accordance with the Standards for Registered Training Organisations 2025, the Australian Qualifications Framework, applicable funding contract requirements, privacy obligations and relevant Commonwealth, state and territory legislation.

ABC is responsible for ensuring students are provided with clear and accurate information, fair and transparent enrolment processes, suitable training and assessment, access to support services, appropriately qualified trainers and assessors, valid assessment, secure record management and AQF certification where requirements are met.

This handbook provides students with information about ABC's services, student responsibilities, training and assessment arrangements, available support, complaints and appeals, privacy, certification and other matters relevant to participating in nationally

Student Information, Marketing and Enrolment Standards

ABC Training and Consulting maintains policies and procedures to support high standards in marketing, student recruitment, enrolment and the delivery of training and assessment services. ABC is committed to providing clear, accurate and sufficient information so that prospective students, employers, schools, parents/guardians and other relevant parties can make informed decisions before enrolment.

ABC markets its services with integrity, accuracy and professionalism. Marketing and course information must be current, not misleading, and consistent with ABC's scope of registration, approved training and assessment strategies, training product requirements, delivery arrangements, assessment requirements, fees, funding conditions and available student support services.

ABC does not guarantee employment outcomes, funding approval, course completion, competency outcomes, licensing outcomes or course duration unless the claim can be supported and is consistent with the relevant training product, funding requirement or regulatory obligation. ABC does not make false or misleading comparisons with other providers, courses or training products.

Before enrolment is confirmed, ABC provides prospective students and relevant parties with information about the training product, units of competency, delivery mode, expected duration, workplace or practical requirements, assessment requirements, fees and refunds, funding eligibility, LLND requirements, Recognition of Prior Learning, Credit Transfer, Direct Entry options, student support, reasonable adjustment, complaints and appeals, privacy, USI requirements and any obligations that may affect participation or completion.

ABC takes reasonable steps during enrolment to ensure that the selected training product and delivery pathway are suitable for the student's needs, circumstances, workplace context and intended outcomes. Where information is identified that may affect suitability, support, eligibility, funding, RPL, Credit Transfer or Direct Entry, ABC will review and action the matter before enrolment is finalised, or as soon as practicable after the information becomes available.

Superseded, inaccurate or misleading marketing or course information must be removed, corrected or escalated as soon as it is identified.

Student Information and Pre-Enrolment Information

Before enrolment is confirmed, ABC provides prospective students and, where applicable, employers, schools, parents or guardians, with information to support an informed enrolment decision.

This may include information about:

- the qualification, course or unit code and title;
- units of competency;
- delivery mode, location and expected duration;
- workplace, practical or placement requirements;
- assessment requirements;
- expected study and participation requirements;
- equipment, technology or resource requirements;
- fees, charges, payment terms and refund arrangements;
- funding eligibility or conditions, where applicable;
- student support services and reasonable adjustment options;
- LLND requirements;
- Recognition of Prior Learning, Credit Transfer and direct entry options;
- complaints and appeals;
- USI requirements;
- privacy and information collection requirements;
- employer, school, parent/guardian or trainee obligations, where applicable;
- any licensing, regulatory, occupational or workplace requirements relevant to the training product.

Students are encouraged to ask questions before enrolling to ensure they understand the training product, delivery arrangements, assessment requirements, support available and any obligations that may affect their ability to participate in or complete the course.

ABC's full scope of registration can be accessed at training.gov.au by searching for "ABC Training & Consulting" or RTO number "5800".

Recruitment and Enrolment

Recruitment and enrolment activities are conducted ethically, accurately and responsibly. ABC takes reasonable steps to ensure that each student is enrolled in a training product and delivery pathway that is suitable for their needs, circumstances, workplace context and intended outcomes.

During the enquiry and enrolment process, ABC may consider:

- the student's training goals and intended outcome;
- prior education, training or work experience;
- workplace role and duties;
- employer or school requirements;
- funding or fee-for-service pathway;
- Language, Literacy, Numeracy and Digital Literacy (LLND) needs;
- technology access;
- availability to participate in training and assessment;
- practical or workplace access requirements;
- disclosed support needs;
- eligibility requirements;
- any barriers that may affect participation or completion.

Students are required to complete an enrolment form, provide required identification and eligibility evidence, supply or verify their Unique Student Identifier and complete the required LLND activity or assessment unless an approved exemption or alternative process applies.

Where an online enrolment link is issued, the student is responsible for completing the form and confirming that the information provided is true, accurate and complete. Where a parent, guardian, employer, school representative or ABC staff member assists with the enrolment, the student must still review and confirm the accuracy of the information submitted. For students under 18, parent or guardian details and required consent must be captured where applicable.

Following enrolment, students will be provided with access to relevant course information, learning resources, assessment materials and the student portal where applicable.

Change of address

Students are required to promptly notify ABC Training and Consulting of changes to their address, telephone number/s and email address as soon as possible. This information can be updated by students themselves via the student portal or you can call or email our office on (07) 3876 3177 or info@abctraining.edu.au.

Language, Literacy, Numeracy and Digital Literacy (LLND)

Language, literacy, numeracy and digital literacy skills are important for successful participation in vocational education and training. ABC uses LLND activities or assessments to help identify whether a student may require additional support to participate in or complete their training.

As part of the enrolment process, students are required to complete the required LLND activity or assessment unless an approved exemption or alternative process applies.

ABC may use LLND information to:

- confirm the student's suitability for the proposed training pathway;
- identify support needs;
- arrange reasonable adjustment where appropriate;
- provide additional trainer support;
- recommend learning or study support strategies;
- refer the student to external support services where required;
- determine whether enrolment should proceed, be delayed or be adjusted.

LLND support does not remove the requirement for a student to meet the required skills, knowledge, workplace, safety, communication or competency requirements of the training product.

Students who believe they may require LLND support should advise ABC as early as possible so that suitable support options can be considered.

Course Suitability and Student Support

ABC takes reasonable steps to assess whether the proposed training product and delivery pathway are suitable for the student. Suitability may be informed by the student's goals, prior education, work experience, workplace access, LLND outcomes, support needs, technology access, delivery mode and other relevant circumstances.

Where a support need is identified before or during training, ABC will consider suitable support arrangements. Support may include:

- trainer guidance and additional explanation;
- study support;
- LLND support;
- reasonable adjustment;
- flexible scheduling where appropriate;
- additional resources;
- assistance with digital access or student portal use;
- referral to external support services where the support required is outside ABC's role or capability.

Students are encouraged to notify ABC as early as possible if they require support or if their circumstances change during training. Support arrangements must not compromise the integrity of assessment or remove required competency, workplace, safety, communication or performance requirements of the training product.

Unique Student Identifier (USI)

Since the 1st January 2015 people studying Vocational Education and Training in Australia have been required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) completed from the 1st January 2015 onwards.

As part of the enrolment process you will be required to supply your USI, if you don't currently have one you can apply for one yourself via the USI website: www.usi.gov.au or we can apply for one on your behalf. For more information on USIs please visit their website.

Recognition of Prior Learning, Credit Transfer and Direct Entry

Students with prior skills, knowledge, competencies, workplace experience or previous study may be eligible to seek Recognition of Prior Learning, Credit Transfer or Direct Entry into a training product or pathway.

Recognition of Prior Learning (RPL)

RPL is an assessment-only pathway. It allows a student to seek recognition for skills, knowledge and experience they already hold. RPL may be based on evidence such as work history, position descriptions, workplace documents, prior training, portfolios, supervisor reports, competency conversations, practical demonstration and other evidence relevant to the unit requirements.

RPL is assessed by an appropriately qualified Trainer and Assessor. If the Trainer and Assessor identifies units that may be suitable for RPL, the student will be advised of the evidence required to support the application. RPL must be assessed through ABC's approved RPL process and is not an informal reduction in training or assessment requirements.

Credit Transfer

Credit Transfer may be available where a student has previously completed the same or equivalent nationally recognised unit of competency. Students must provide formal evidence such as a Statement of Attainment, Record of Results, AQF certification documentation, verified USI transcript or other acceptable evidence of nationally recognised training.

Credit Transfer will only be granted where evidence has been verified and the completed unit is confirmed as identical, equivalent or directly applicable to the training product and learners current work role.

Direct Entry

Some qualifications have entry requirements. For example, the Diploma of Laboratory Technology usually requires students to complete a Certificate IV in Laboratory Techniques before enrolling. In some cases, students may still be eligible to enrol based on their previous study, skills, or work experience. For example, you may be able to enter the Diploma if you hold a Certificate IV or higher qualification in a science, technology, engineering or mathematics (STEM) field; or can provide evidence of relevant laboratory skills, knowledge, and industry experience. This is called Direct Entry.

Direct Entry allows students to enter a course without completing the usual prerequisite qualification. Before approval is granted, ABC will assess the student's experience and evidence to ensure they are likely to succeed in the course.

The Quality Manager reviews all Direct Entry applications against the course requirements listed on training.gov.au. Students may be asked to provide evidence such as:

- qualifications or Statements of Attainment;
- resumes or work history;
- position descriptions;
- workplace evidence or portfolios; or
- employer confirmation.

Where RPL, Credit Transfer or Direct Entry affects the student's course duration, units to be completed, fees, funding eligibility, training plan, delivery schedule or assessment requirements, the student will be advised before enrolment is confirmed or as soon as practicable after the outcome is determined.

Access and Equity

ABC Training and Consulting supports fair access to training and assessment and promotes inclusive participation for students from diverse backgrounds and circumstances. This may include students who require language, literacy, numeracy, digital literacy or other learning support; students with disability; students from different cultural backgrounds; students from rural or isolated areas; and students who may require reasonable adjustment or additional support to participate.

ABC provides access to training within its scope of registration in a fair and non-discriminatory manner. For workplace-based delivery, enrolment and participation may depend on the workplace having suitable facilities, equipment, supervision and opportunities to support the required training and assessment activities.

Student Support and Wellbeing

ABC is committed to supporting students to participate in training and assessment and to complete their course where possible. Students are encouraged to speak with their Trainer and Assessor, State Manager or ABC administration team if they require assistance during their training.

Support may include:

- course information and guidance;
- training and assessment support;
- LLND support;
- reasonable adjustment;
- flexible training or assessment arrangements where appropriate;
- digital literacy or student portal assistance;
- workplace training guidance;
- referral to external support services where required.

ABC staff are not qualified to provide specialist counselling, legal, medical or financial advice. Where a student requires support outside ABC's role, ABC may provide information about external services that the student may choose to contact.

Students may contact the following external services:

- Lifeline: 13 11 14
- Reading Writing Hotline: 1300 655 506
- Translating and Interpreting Service: 131 450
- Mates in Construction: 1300 642 111
- Emergency services: 000

Students are under no obligation to use any specific external support service suggested by ABC.

If a student's wellbeing, safety or personal circumstances may affect their ability to participate in training or assessment, the student is encouraged to notify ABC as early as possible so appropriate support options can be considered.

Reasonable Adjustment

Reasonable adjustment may be provided where a student has a disability, injury, illness, learning need or other circumstance that affects their ability to participate in training or assessment.

Reasonable adjustment may include changes to the way training or assessment is delivered, additional time, alternative formats, modified resources, flexible arrangements or additional support.

Reasonable adjustment must not compromise the requirements of the training product, workplace safety, assessment validity or the integrity of the competency decision. Students must still demonstrate the required skills and knowledge. Students seeking reasonable adjustment should advise ABC as early as possible so their needs can be considered and suitable arrangements can be discussed.

Child Safety and Wellbeing

ABC Training and Consulting is committed to providing a safe, respectful and supportive environment for all students, including children and young people under 18 years of age.

ABC has **zero tolerance** for child abuse, grooming, neglect, bullying, harassment, discrimination or any behaviour that may place a child or young person at risk.

ABC is committed to:

- promoting child safety and wellbeing in all training environments, including workplaces and online learning environments;
- listening to and respecting the views of children and young people;
- providing culturally safe and inclusive learning environments;
- responding appropriately to child safety concerns and complaints;
- complying with applicable child protection and mandatory reporting requirements.

All trainers, assessors and other relevant personnel who work with students under 18 are required to hold the appropriate Working with Children Check clearance.

Students who feel unsafe or who have concerns about the behaviour of another student, workplace representative or ABC staff member are encouraged to report the matter as soon as possible to:

- their Trainer and Assessor;
- the Education Pathways Manager;
- ABC management; or
- the Child Safety Officer.

ABC will respond to concerns respectfully, confidentially and in accordance with its Child Safety and Wellbeing Policy and legal obligations.

Feedback, Complaints and Appeals

ABC values feedback from students, employers, schools and other stakeholders. Feedback helps ABC identify what is working well and where improvements may be required. A complaint may relate to dissatisfaction with ABC's services, staff, communication, support, enrolment process, training delivery, assessment process, fees or other matters connected with the student's experience.

An appeal may relate to a request to review a decision made by ABC, including an assessment decision, RPL decision, Credit Transfer decision, enrolment decision, cancellation decision or other administrative decision.

Students may raise a complaint or appeal:

- verbally with their Trainer and Assessor or an ABC staff member;
- by phone on 07 3876 3177;
- by email to info@abctraining.edu.au;
- in writing to ABC Training and Consulting.

ABC will respond to complaints and appeals in a fair, transparent and timely manner. Complaints and appeals will be acknowledged, reviewed and managed in accordance with ABC's Complaints and Appeals Policy and Procedure.

Where an assessment appeal is lodged, the assessment decision may be reviewed by an appropriately qualified person who was not the original assessor where practicable.

If a complaint or appeal cannot be resolved internally, the student may request information about external review options. ABC will advise students of any available external review pathway relevant to the matter.

Complaints and appeals are also used to inform ABC's continuous improvement processes. External review options may include the relevant funding body, state training authority or the Australian Skills Quality Authority, depending on the nature of the matter.

Students will not be disadvantaged for lodging a complaint or appeal.

Assessment Integrity, Authenticity and Student Conduct

Students are required to submit their own work and must not submit work that has been copied, falsified, completed by another person or presented in a misleading way.

Assessment evidence must be authentic, current and relevant to the unit requirements. Students may be required to sign declarations confirming that submitted work is their own.

Students must not:

- copy another student's work;
- submit workplace evidence they did not produce or participate in;
- falsify workplace records, signatures, observations or third-party reports;
- submit assessment responses generated or completed by another person;
- use artificial intelligence, online tools or other assistance in a way that misrepresents their own skills, knowledge or performance;
- interfere with another student's learning or assessment.

Where ABC has concerns about the authenticity of assessment evidence, the Trainer and Assessor may ask additional questions, request further evidence, conduct a competency conversation, arrange a practical observation or require resubmission.

Misconduct may result in reassessment, withdrawal of an assessment outcome, disciplinary action, cancellation of enrolment or referral to relevant authorities where required.

Relevant Legislation

ABC Training and Consulting is required to operate in accordance with applicable Commonwealth, state and territory legislation, regulatory requirements and funding contract obligations. The following list identifies key legislation and regulatory instruments relevant to ABC's delivery of vocational education and training services. This list is not exhaustive and may vary depending on the student's location, funding pathway, workplace, traineeship arrangement or delivery context.

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations 2025
- Australian Qualifications Framework
- Privacy Act 1988 (Cth)
- Work Health and Safety Act 2011 (Qld) and other applicable state and territory work health and safety legislation
- Work Health and Safety Regulation 2011 (Qld) and other applicable state and territory work health and safety regulations
- Sex Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Copyright Act 1968 (Cth)
- Fair Work Act 2009 (Cth)
- Further Education and Training Act 2014 (Qld)
- Fair Trading Act 1989 (Qld)
- Applicable state and territory training, apprenticeships/traineeships, funding, child safety and working with children legislation and requirements.

Work Health and Safety (WHS)

ABC Training and Consulting conducts the majority of its training services on location at the student's place of employment. Therefore, the standard obligations under applicable work health and safety legislation to provide a safe working and learning environment generally sit with the relevant workplace where training is conducted. In Queensland, this includes the Work Health and Safety Act 2011 (Qld) and Work Health and Safety Regulation 2011 (Qld). ABC Training and Consulting expects students to comply with the safety requirements of their individual workplaces when participating in training and assessment activities.

Training and assessing staff will abide by any reasonable policies and procedures decreed by individual workplaces including (but not limited to):

- Participating in any site induction training.
- Wearing of appropriate personal protective equipment.
- Participating in any fire / evacuation drills that are scheduled while trainers are on site.

- Observing safety guidelines.
- Responding to and following safety instructions issued by site management personnel.

On the occasions that ABC Training and Consulting provide training services in a venue administered by the RTO all efforts will be made to ensure the safety of students in accordance with legislation. Students are expected to abide by all safety related instructions issued by their facilitator.

Trainers, assessors and other relevant personnel who work with students under the age of 18 must hold required working with children clearances, such as a Queensland Blue Card or equivalent clearance where applicable.

Workplace Harassment, Victimisation and Bullying

Workplace bullying is a persistent pattern of mistreatment from others in the workplace that causes either physical or emotional harm. It can include tactics as verbal, nonverbal, psychological, physical abuse and humiliation.

ABC Training and Consulting staff are expected to conduct themselves in a professional manner at all times when undertaking their training and assessment duties. If a student experiences any workplace harassment, victimisation or bullying incident from a member of our staff they are encouraged to report this through the appropriate channels. This process would involve reporting the incident to their employment supervisor / human resource team and requesting them to lodge an official complaint to ABC Training and Consulting management (refer to our Complaints and Appeals policy).

It is expected that students also conduct themselves in a professional manner when interacting with our staff both in person or via the phone / email. We will not tolerate any threats, abusive behaviour or derogatory language and will take immediate action to suspend a student's enrolment and potentially escalate the issue if such incidents occur.

Anti-discrimination and Unfair Treatment

Discrimination occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics. It is also discrimination when an unreasonable rule or policy applies to everyone but has the effect of disadvantaging some people because of a personal characteristic they share.

All students have the right to be free of discrimination, sexual harassment and vilification in an educational setting. ABC Training and Consulting have policies and procedures in place and have trained their staff in the relevant laws and expectations regarding this topic. However, we recognise that despite mechanisms being in place to prevent an incident occasionally situations do occur. If a student believes that they are being discriminated against, they have the right to make a complaint. Initially this complaint should be lodged with their trainer / assessor or the management team of ABC Training and Consulting, however, if necessary can be escalated to external agencies (refer to our Complaints and Appeals policy for more information).

It is expected that students also conduct themselves in a professional manner when interacting with our staff both in person or via the phone / email. We will not tolerate any discriminatory actions or communication and will take immediate action to suspend a student's enrolment and potentially escalate the issue if such incidents occur.

In some cases there are exemptions to anti-discrimination laws that may apply in an educational setting. These include (but are not limited to) situations where special funding or additional placements have been allocated to a certain minority group with the intention of boosting participation from this cohort. There are also certain situations where minimum age, physical ability or geographical residential location may form part of the eligibility criteria for a program / course.

Vocational Education and Training (VET)

Vocational Education and Training is a term that describes education and training arrangements designed to prepare people for work or improve the knowledge and skills of people already working.

RTOs can deliver training and assessment for qualifications ranging from Certificate I through to Advanced Diploma, depending on their scope of registration. Some RTOs partner with secondary schools and/or universities to provide training and assessment to other cohorts, for example high school students.

RTOs deliver competency based training which is geared towards the attainment and demonstration of skills to meet industry-defined standards. Qualifications are divided into individual units of competency which are each based around an individual skill (or competency). Units of competency include a mix of theoretical and practical skills relating to the task.

The Australian vocational education and training system is recognised as being among the most sophisticated in the world because it is:

- Industry led: Industry representatives define what outcomes are required from the training, working together to design and develop training packages.
- National: The system is jointly managed by state, territory and federal governments.
- Client focused: It is flexible, relevant and responsive to client needs.
- Regulated: The Australian Skills Quality Authority (ASQA) registers and regulates RTOs, and the Australian Qualifications Framework (AQF) specifies the standards for educational qualifications. State government departments also provide and administer funding for training.

Competency Outcomes

Unlike the grading system utilised in secondary school or university, competency based training is assessed using a simple methodology of either Competent or Not Competent. Students may be provided with reassessment opportunities in accordance with ABC's assessment procedures, course requirements and any applicable funding or contractual rules.

Some of the main outcomes codes used by RTOs are:

- **C** – *Competency achieved/pass*
- **CNA** – *Competency not achieved/fail* – applied if a student is unsatisfactory in attaining competency after multiple attempts;
- **W** – *Withdrawn/discontinued* – applied if a student cancels their enrolment;
- **RPL-G** – *Recognition of Prior Learning - granted* – applied if a student has significant prior experience and skills and can demonstrate competency without undertaking the training component (an assessment only pathway);
- **CT** – *Credit Transfer* – applied when a student already holds the exact unit of competency or a previous version that has been deemed equivalent.
- **C-GAP** – *Gap Training (superseded qualification)* – applied in some States or Territories when a student undertakes gap training and is deemed competent in a unit of competency where they already hold its non-equivalent predecessor.
- **CA** – *Continuing activity* – *applied where training has commenced.*
- **NYS** – *Not Yet Started* – applied for all units of competency where training is yet to have taken place.

Re-assessment

Students who are assessed as Not Yet Competent will be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and/or skills. These students will be provided with additional training opportunities and learning support and will then be reassessed. Reassessment opportunities must not compromise assessment integrity or remove the requirement for the student to demonstrate competency.

Assessment Methods

At ABC Training and Consulting, assessment is conducted using a combination of written knowledge questions, research tasks, case studies, workplace observation, practical demonstration and supervisor feedback.

The following provides a brief explanation of the primary assessment methods:

- **Written knowledge:** The student is required to provide a written response to a range of questions relating to the required knowledge of the unit of competency. These will generally be short answer response activities and may include other questioning methods including multiple choice or mathematical equations.

- Research tasks: The student is required to undertake research within their own workplace and with the available reference material and provide a written response to each question. These assessment activities usually require a short to medium length written response.
- Case study: The student is required to provide a written response to a situation presented in a scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- Workplace observation: The student will be observed performing specific tasks in their day-to day work environment. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. Results of this observation will normally be recorded on a checklist.
- Supervisor feedback: An extension of the workplace observation and completed by the student's immediate supervisor, this type of assessment is used to verify that the student consistently applies their practical skills over time and in a variety of different situations.
- Portfolio of evidence: The student may be required to provide a collection of workplace evidence to demonstrate their skills, knowledge and application of workplace procedures over time. Portfolio evidence may include completed workplace documents, forms, records, reports, photographs, job sheets, test results, logbooks, supervisor verification, workplace samples, or other documents relevant to the unit of competency. Evidence must be authentic, current, valid and sufficient, and must relate directly to the assessment requirements. Where workplace evidence contains confidential, commercial or personal information, the student must remove or de-identify that information before submission, unless permission has been obtained to provide it.

Assessment items and evidence requirements will be made available to the student in advance and can be provided and submitted electronically, which is the preferred method, or in paper-based format where required. Reasonable adjustment can be made to assessment items and methods to support individual student or workplace circumstances, provided the adjustment does not compromise the competency requirements, assessment conditions, or the validity, fairness, flexibility and reliability of the assessment decision.

Student Portal and Training Record

Students are provided access to a student portal and encouraged to access all learning resources and assessment tools as well as submit their completed assessments via this portal. The portal also provides a communication hub between the student and their trainer. Real time progress is reflected in the portal including feedback on assessments, results and number of units left remaining.

It is a requirement for trainees in many states and territories that the RTO must make available to the trainee a training record that details the real-time progress through their traineeship. The purpose of this record is to show that all parties have agreed that the competency has been achieved, both on and off the job. As our assessment items are all signed by the student, employer and trainer they represent the necessary approval process, and if submitted electronically via the student portal they are always available for review / inspection. Occasionally the QLD Department of Trade, Employment and Training (DTET) will visit a trainee's workplace and may request to view the training record.

Changes to Training Products and Transition Arrangements

Training products may change when training packages are updated, qualifications are superseded or regulatory requirements change.

Where a training product changes during a student's enrolment, ABC will review the impact on affected students and determine whether the student can complete the current training product or must transition to the new version.

Where a transition is required, ABC will advise affected students and, where applicable, employers, schools or other relevant parties of:

- the reason for the transition;
- any changes to units, packaging rules or course requirements;
- any changes to training or assessment requirements;
- any impact on course duration, fees or funding;
- any credit, mapping or gap requirements;
- the planned transition timeframe.

ABC will take reasonable steps to minimise disadvantage to students while ensuring training and assessment remains compliant with the relevant training product and regulatory requirements.

AQF Certification

ABC Training issues AQF certification documentation to students who meet the requirements of their training product.

A qualification and record of results will be issued where a student has successfully completed all requirements of the qualification.

A Statement of Attainment will be issued where a student has successfully completed one or more units of competency but has not completed the full qualification, subject to applicable rules, funding requirements and administrative requirements.

ABC Training will only issue AQF certification documentation where:

- the student has met the requirements of the relevant training product;
- assessment outcomes have been finalised and recorded;
- required workplace, practical or placement requirements have been met, where applicable;
- the student's Unique Student Identifier has been verified or a valid exemption applies;
- any required administrative checks have been completed.

AQF certification documentation will be issued within 30 calendar days of the student being assessed as meeting all requirements of the training product, provided all administrative requirements have been met, including USI verification. Students must ensure their personal details are accurate before certification is issued.

Withdrawal, Cancellation and Partial Completion

A student who wishes to withdraw or cancel their enrolment should contact ABC as soon as possible. Where the student is a trainee, school-based student or enrolled through an employer or funded pathway, additional forms, approvals or notifications may be required.

Where training or assessment has commenced, fees and refund arrangements will be managed in accordance with ABC's Fees and Refunds Policy and any relevant funding or contractual requirements.

Where a student has achieved one or more units of competency but does not complete the full qualification, ABC Training may issue a Statement of Attainment for the units successfully completed, subject to USI verification and applicable requirements.

Students should seek advice from ABC before withdrawing so they understand the potential effect on fees, funding, training contracts, issued outcomes, future enrolment options and certification.

Surveys

As part of our student centred approach, we regularly conduct student surveys to ensure our services are meeting the expectation of students and their employers. These surveys are sent out (usually electronically) at the completion of courses or at set periods throughout the year.

Privacy and Student Records

ABC Training collects personal information for the purpose of managing enquiries, processing enrolments, assessing eligibility, delivering training and assessment, supporting students, issuing certification, meeting funding obligations and complying with regulatory and reporting requirements.

Personal information may be disclosed where required or authorised by law, including to relevant Commonwealth, state or territory government agencies, the National Centre for Vocational Education Research, ASQA, funding bodies, Australian Apprenticeship Support Network providers, employers or schools where relevant to the enrolment pathway, and other parties where required for training, assessment, support, safety, reporting or compliance purposes.

ABC Training stores student information securely and only allows access to staff who require the information to perform their role.

Students may request access to their personal information or ask for incorrect information to be corrected by contacting ABC Training. Students are responsible for advising ABC Training if their contact details change during enrolment.

For more information about our Privacy policy please refer to our website: www.abctraining.edu.au.

Summary

Student Responsibilities

ABC Training and Consulting expect all students to:

- contribute to learning in a respectful and positive manner, regardless of personal background, identity, beliefs or circumstances;
- comply with ABC's rules, policies and reasonable instructions;
- be honest and respectful, including not falsifying work or information;
- participate actively in training and assessment and maintain reasonable progress;
- monitor their own progress and observe assessment due dates;
- communicate with their Trainer and Assessor or ABC staff if they require support or their circumstances change;
- use ABC facilities, resources and publications appropriately and respect copyright requirements;
- respect the privacy, confidentiality and rights of other students, staff and workplace representatives.

ABC Training's Obligations

ABC Training and Consulting is responsible for the quality of training and assessment it delivers and for issuing AQF certification documentation where students meet the relevant requirements.

ABC Training will:

- provide accurate and accessible information before and during enrolment;
- take reasonable steps to ensure the training product and delivery pathway is suitable for the student;
- identify support needs and provide access to support services where appropriate;
- deliver training and assessment in accordance with approved Training and Assessment Strategies and training product requirements;
- use assessment systems that support valid, fair, flexible and reliable assessment decisions;
- ensure training and assessment is delivered by appropriately credentialed and competent trainers and assessors;
- provide suitable facilities, equipment, resources and workplace arrangements;

- manage complaints and appeals fairly and transparently;
- protect student information and maintain accurate records;
- monitor course progress and student engagement;
- issue AQF certification documentation only where requirements have been met;
- use feedback, audit outcomes and other information to support continuous improvement.

Thank you for choosing ABC Training & Consulting. We look forward to supporting you throughout your training journey.