

Student Handbook





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Acknowledgement of Understanding

Please make sure you read and understand the information in this Student Handbook before you begin your training.

We provide all students with a copy of this Student Handbook before they start their learning to ensure fair judgement and decision-making across the program, and so that future Ab² Institute of Accounting students can ask questions or raise issues or concerns as well. The Student Handbook may also be accessed through our website, [located here](#).

For any concerns, questions or clarifications, please reach out to us at:

Address: Level 12, 36 Marine Parade, Southport, QLD, 4215

Email: support@ab2institute.edu.au

Contact number: 1300 128 943

Website: www.ab2institute.edu.au

Welcome message from our general manager

I am delighted to welcome you to Ab² Institute of Accounting and on taking the next step in your accounting career!

Our students are at the forefront of everything we do and realising your individual potential is our number one goal. Your decision to enrol with our institute is the first step in building a brilliant career in accounting.

Our purpose at Ab² is to take your personal and professional growth to the next level by elevating your knowledge and performance so you can do the best work of your career.

We know that no two students learn the same way; that's why Ab² is different. We're dedicated to creating innovative and impactful learning experiences that bring real change to your development and growth – experiences that you won't get anywhere else.

Here at Ab², we want to make it easier, simpler and better for students to complete their education programs. Our commitment to you is that support is available every step of the way!

This handbook will support you with everything you need to know to successfully complete your program with Ab². If you ever need further information, a person to talk with or expert advice to help you during your learning experience, our student support team is here for you 24/7.

Also, feel free to reach out to me at any time by emailing me at sarah.stone@ab2institute.edu.au, The best part of my job is hearing your feedback and how we can help you achieve your goals.

We hope you enjoy your learning experience with us here at Ab². Thanks for trusting us to help you become the best you can be.

Let the learning fun begin!



Sarah Stone
Ab² Institute of Accounting General Manager



Introduction

Before you start your exciting journey with us, we'd like to welcome you again to Ab².

To start you off, we've designed this student handbook so that you can have all the information you need to get the most out of your learning experience, setting you up for success.

Here at Ab², we are dedicated to providing you with the most up-to-date and relevant training so that you can achieve the best work of your career!

It's always our goal to not only give you the best training possible, but to also make your learning as impactful and fun as possible. As such, we will periodically update this handbook to improve your experience with us. You can find the most current version of the [student handbook on the Ab² Institute website here](#).

Our Student Experience Team is available 24/7 to clarify any information for you.

They're committed to supporting you in every way possible and that includes answering any questions you may have about your program and anything else related to your learning. We are here to support you every step of the way.

Vision Statement

To realise and deliver on the potential that exists in each and every student.

We want to provide everything you need so you can take that next step and reach new heights in your career. Our goal is to take your skills to the next level by enhancing your knowledge and performance. Here at Ab², we create new, original learning experiences that will bring real change to your growth, both personally and professionally.

Training Programs

As a registered training organisation (RTO), we offer premium and cutting-edge training for all our students. If you want to learn more about the courses available to you, visit our website at:

www.ab2institute.edu.au.

Ab² Institute of Accounting Team

We are committed to providing you the support you need at every stage of your learning.

Student Support

Our Ab² student support team is available 24/7 to guide you through your journey with us. They're always here for you, willing to help you succeed and achieve all your goals.

The team can assist you through the following activities:

- Logging into the Student Management System (SMS) and with accessing the resources you need
- Supporting your learning through flexible means that meet your needs
- Arranging coaching sessions between you and your trainer(s)
- Finding and understanding your trainer's feedback

Find your support team contact details here.

Trainers

Your trainers are qualified industry professionals, ready to guide you in developing your skills to the next level. Their feedback and guidance will ensure that you are confident and ready to succeed in your chosen career.

All of our trainers follow the requirements below, as stated in the Standards for Registered Training Organisation 2015 (SRTTO 2015) Clause 1.13 to 1.15:

Training and assessment are delivered by trainers and assessors who have:

1. Vocational competencies at least to the level being delivered and assessed
2. Current industry skills directly relevant to the training and assessment being provided
3. Current knowledge and skills in vocational training and learning that informs their training and assessment
4. The RTO's training and assessment is delivered only by persons who have:
 - TAE40116 Certificate IV in Training and Assessment or its successor, or
 - TAE40110 Certificate IV in Training and Assessment plus the following units:
 - TAELLN411 (or its successor) or TAELLN401A; and
 - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B; or
 - A Diploma or higher-level qualification in adult education.
5. Where a person conducts assessment only, the RTO ensures that the person has:
 - As above, or
 - TAEASS00011 Assessor Skill Set or its successor

Here at Ab², we always have your best interests in mind, so we try to complete every enrolment as quickly as we can. On that note, we'd like to ask that you please allow us at least up to one business day to process your enrolment after we receive your payment.

Once you've been enrolled, we will send you your course information and personalised logins via email. All the learning resources you'd need to complete your course will be available to you on the student portal, which you'll be able to access easily using your personalised logins.

We want to make every part of your learning experience as easy as possible, so you can choose from the following modes of payment for your own convenience:

- Credit Card
- Bank Account
- Online Payment (via Stripe)

You will also be given a tax invoice for any course fees you pay.

Unique Student Identifier

To get you started on the right foot, you would need a Unique Student Identifier (USI) which you'll have to provide to us, as required by the Australian Government.

If you don't already have a USI, you can create one by accessing the USI website at www.usi.gov.au. Please read through the requirements to make sure that you have everything ready to go.

A USI is necessary so that we can issue you the relevant certificate for any qualification you take with us. As always, we want to make sure that your experience is seamless and as easy as can be, so having your USI handy before you start your course will ensure this.

If you're an international student who is studying onshore or outside of Australia, don't worry as you won't have to provide us with a USI.

Studying at Ab² Institute of Accounting

Here at Ab², we're dedicated to creating courses that suit your individual needs and learning style. So that you and your peers can all grow and thrive in a healthy learning environment, please read and understand the following guidelines.

Personal and Academic Support

As a student at Ab², you will enjoy the many benefits of studying at your own pace with flexible hours. And as we've said, our student support team is available to assist you with any questions you may have.

Trainers are also able to provide guidance by phone and email. Help and support is only a phone call or email away:

Email: support@ab2institute.edu.au

Contact number: 1300 128 943

	Contact via:	Our availability:	We'll contact you within:
Training Support	support@ab2institute.edu.au 1300 128 943 www.ab2institute.edu.au	Monday to Friday 9:00am to 6:00pm AEST	1 business day
Assessment Submissions	Via the online student portal		Completed within 5 business days
Admin Support	support@ab2institute.edu.au		1 business day
Technical Support	1300 128 943 www.ab2institute.edu.au		1 business day

Please keep in mind that before starting any course, you'll first have to take an assessment just so we can assess your current skill level and provide you with the right training for your needs and future goals.

Here at Ab², we want to give you the best support we can in every area possible, and that includes assistance with any challenges that might make it more difficult for you to access your learning.

The educational and support services that we have available to you include:

- Pre-enrolment materials
- Study support and study skills programs
- Language, literacy and numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to make it easier for students with disabilities to access their learning
- Learning resource centres
- Flexible scheduling and delivery of training and assessment
- Counselling services or referrals to these services
- Information and communications technology (ICT) support
- Learning materials in alternative formats, for example: in large print
- Any other services that might be necessary to support you in achieving your goals

If necessary, we can also tap into external assistance to make sure that we have all the support available to meet your need. We will let you know if you might have to pay any extra costs for the additional support services. Rest assured, we will do our best to give you the best value for your time and money.

Language, Literacy and Numeracy

You are always at the heart of what we do here at Ab². We guarantee that any issues around language, literacy and numeracy will not affect the quality of training you'll receive, and that includes making sure that all tests and assessments are done fairly for all our students.

During enrolment, you may have to complete a short language, literacy and numeracy test so we can meet any needs before you start your course.

We'll work closely with you to determine how best to address any such challenges. We want you to always be involved and comfortable in your training, and that might include changing your learning modes to find what is most suitable for you.

At Ab² we ensure that you have everything you need, including materials, resources and practical experience, to give you that competitive edge to excel and get ahead in your career.

Where can I get help with language, literacy and numeracy?

If you'd like assistance with literacy and numeracy, you can reach out to the Reading Writing Hotline on 1300 655 506. From there, you'll be able to get information about your nearest and most accessible LLN provider.

What is the Reading Writing Hotline?

The Reading Writing Hotline is supported by the Australian Government and is who you should contact if you need a referral for any of your literacy and numeracy needs. You only have to pay the price of a local call to get advice and a referral to any of the providers of adult literacy and numeracy courses available to you.

What happens when I call the hotline?

When you call the hotline, you'll be able to speak to an adult literacy teacher who will advise you on how you can take classes in your local area to improve your reading, writing, spelling and/or maths skills. All the information you give about yourself is confidential.

When can I call the hotline?

You can call the hotline any time. If there is no one available to take your call, your name and number will be taken by the hotline paging service and your call will be returned as soon as possible – it's that simple.

Flexible Learning and Assessment

You can start anytime and Ab² will create a unique training plan that is designed with you in mind. We will make sure that each plan is manageable timewise and encourages a healthy work-life balance.

Each program has a recommended completion timeframe. We will work with you to make sure that we keep your progress on track. However, we understand that situations can crop up that can affect your ability to complete the course.

In such situations, we will closely work with you to come to an agreement. Like we said, you are always at the heart of what we do here at Ab², so these adjustments might include an extension or special consideration to finish the course.

If this happens, please be informed that this may involve unavoidable extension fees to cover any impact on third-party providers. For more information on this, you may go to the Additional Fees and Charges portion at the end of this handbook.

If you've already finished a qualification, you may transfer your credit and/or apply for a recognition of prior learning (RPL).

To know more about how to transfer your credit and RPL, you may check out the RPL and Credit Transfer Policy in the Policies and Procedures part of this handbook. You may also contact Ab²'s student support team – they're always available and willing to help you with such concerns.

Assessment Requirements

To ensure success across your program, please turn in all your assessments by their deadline. If you're having difficulty completing an assessment, you may discuss it with your trainer before the due date. This way, your trainer can give you the support you need or even allow you additional time.

Our Student Experience team is always available to arrange a coaching session between you and your trainer. Please note that there may be conditions to gaining an extension.

Please make sure that you keep a copy of your assessments before you turn them in. Unfortunately, if your work goes missing, you'll have to complete the assessment task again, so it's important that you have a copy of your original assessment tasks as well.

Please submit all your assessments online. In some cases, we might allow paper-based assessments but only under very specific circumstances, and we would have to approve it first in writing.

Change of Personal Details

Please make sure that all your personal details are always up to date. If you have to make any changes, you'll need to inform us immediately in writing.

If you have a loan and/or financial arrangement, please be sure to notify the financial service provider (e.g. Debit Success) of any changes to your personal details so that your payment arrangements won't be affected.

Please note: we will send all your certificates and proof of completion documentation to the email address and/or mailing address that you provide to us.

Evaluation and Feedback

Here at Ab², we always love to hear and receive feedback from our students so that we are always improving – give you the best training possible.

In line with this, we will give you several feedback and evaluation forms which we ask that you fill out as honestly as you can.

Please complete the Student Questionnaire and Course Feedback Form which will be sent to you after you've completed your course. We may also email these questionnaires to you.

Although we truly value your participation in these surveys, they are only voluntary. It is always our goal to prioritise your interests and protect your anonymity and the confidentiality of your responses.

Making the Most of Your Training

At Ab², we want to help you make the most of your training and successfully complete your course, so we encourage you to:

1. Attend all your training sessions and complete all your required reading and learning activities
2. Prepare well in advance of each training session
3. Be a willing participant
4. Work with fellow learners
5. Respect each other's opinions
6. Ensure that you have a clear understanding of your lessons
7. Be responsible for all the assessments that you submit to your trainer
8. Keep track of your progress
9. Complete and submit all your assessments on time
10. Be willing to contact your trainer if you don't understand the activity or assessment
11. Have fun!

Course information

Because we want to give you only the best quality training, all the programs we create at Ab² are nationally registered. Our training programs are based on your competency level, and our goal is to develop what you have and enhance your abilities so that you can build your career.

Training Programs

In the Units of Competency section, you'll find all the specific skills and knowledge you will need for particular activities.

Please note that each course has a list of skills, including non-technical, that will upskill you for any task. These skills will give you the confidence to participate and succeed in the workplace – guaranteed!

For each program, there are specific skills that will see you get ahead in the workplace, and they are listed under the following:

1. Communication
2. Teamwork
3. Problem solving
4. Initiative and enterprise
5. Planning and organising
6. Self-management
7. Learning
8. Technology

Competency Based Training

At Ab², all our programs are created following Competency Based Training so that we can tailor modules to your level. This means that we will evaluate your ability to carry out the activities in each unit of your program.

Competencies include the skills and tasks that are necessary in the industry. When you're being assessed on these activities, you will have to perform them as if you were already in a workplace, so that you will be truly ready to take on any real-world tasks moving forward.

All your assessment results will be recorded in the Student Management System. You can easily access your results via the Online Learning Portal or by request. The qualifications that we give to you will be based on your results in the Student Management System.

Evidence Requirements

Evidence simply means that you've successfully performed a task at the level that is required of you. Your evidence requirements will be based on many things, such as your competency, work-related skills, qualifications and current experience. In some instances, you may also be asked to show more than just one piece of evidence.

We will give you everything you need to prepare you for the requirements of each unit/module.

To guide you on what to expect, here are some examples of evidence that might be part of your training:

1. Specific assessment tasks set by your trainer
2. Observation reports
3. Certificates and awards
4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third-party reports
8. Question responses
9. Tests

At the end of your training, you should also be able to do the following:

1. Do the job or task at the best level possible
2. Understand why the job should be done in a particular way
3. Handle unexpected issues or problems
4. Work with others in a team
5. Do more than one thing at a time or multitask
(e.g. perform the task and know the safety requirements that go along with it)
6. Know the workplace rules and procedures

Assessment

In simple terms, assessment means that we collect proof that you are competent or ready for real-world tasks in the workplace. To be competent, you'll need to show that you have what it takes to successfully complete a unit at the required level.

Competency is simply about demonstrating that you can do a task with confidence and that you can meet – or exceed – any expectations set before you.

Please note that if ever you receive a 'Not Yet Competent' (NYC) rating, it doesn't mean that you failed. It simply means that you'll have to provide more confirmation that you have the knowledge and skills needed for that task. Our trainers are here to guide you through any confirmation requirements. They will provide feedback to help you with whatever you need to pass the course and are always available to discuss the material or if you simply want to talk.

After this, you'll need to successfully resubmit the assessment to achieve a passing mark. You will be allowed up to three submissions for every unit of the course. To be able to receive the qualification, you must achieve a passing grade for all the units of the course.

To know what to expect, these are the assessment methods that may be part of your learning:

- Short answer response
- Multiple choice questions
- Calculations
- File submission of case study or scenario-based questions
- Software simulation

Assessment Results

Because we want to help you stay on track with your learning, all your results will be given to you as soon as possible. You can access your results through your student login account. All your results will be kept confidential and will not be given to anyone else unless you request so.

Reasonable Adjustment

We want to give you the best training and care possible, so if you have a disability or learning difficulty, we encourage you to discuss any 'reasonable adjustment' you might need with us. These adjustments may be related to your learning and how we give you your assessments.

We want to offer you all the flexible options we must assist you in completing your studies.

We always aim to be as considerate as possible, but there may be times when we simply can't allow any adjustment if it isn't reasonable or practical for us to do so, or if there are better adjustments we could make for you.

At the heart of it all is the premium quality of training we provide, and we want to make sure that any reasonable adjustment does not affect the quality of training that you, as our students, deserve.

Awards

Once you've successfully completed all the requirements for your course, you will receive a Qualification/Testamur along with a Record of Results – this is where it gets exciting!

In the event that you don't fulfill all the requirements for a course or if you withdraw from a course which you've already paid for, you can request a Statement of Attainment from us which will cover the units of competency that you've passed or progressed in.

Please note that if you're paying for a course via a payment plan, you won't be able to receive your qualification or statement of attainment until you've paid all your fees.

After you complete your course, you'll receive your Qualification or Statement of Attainment via the email address and mailing address that you provided in the Student Management System. We kindly request 30 calendar days after you've finished your course to send you your award.

Here's some key information about the awards at Ab²:

- We can issue you an award only if your financial status is up to date
- As a student, you'll be responsible for any fees throughout your study
- You have to successfully complete all the required units to receive your award
- You must complete all the subjects included in your course to receive your award

If you would like us to issue you a certificate or statement of attainment again, please follow these steps:

- Send a request via support@ab2institute.edu.au which includes your:
 - Full name
 - USI details
 - Program name and date of completion
- Purchase the replacement certificate (you can find more details about this in the Additional Fees and Charges table)

Course Delivery

We deliver all our courses through online (self-paced) learning. You can access our courses via our Online Learning Portal, where you'll find all the materials you need to complete your program.

We pride ourselves in providing you with highly-engaging, interactive and innovative learning. While your learning is completed online, we still offer support throughout your learning journey with us.

As such, we provide:

- Trainers with appropriate qualifications and experience
- Assessors with industry experience and appropriate qualifications
- Engaging course materials at industry standard

Our training and assessment methods are in-line with quality requirements and are chosen to fit your competency and learning style. Throughout your learning journey, you'll use several methods to develop the skills you need to succeed in the workplace. We believe that learning is a partnership that involves everyone's participation.

Some of the course materials you'll have may include:

- Online modules
- Workbooks
- Activities and quizzes
- Videos and screencasts
- Suggested reading or websites

Recognition of Prior Learning (RPL)

We believe that you shouldn't be required to take a Unit of Competency if you've already shown that you have the knowledge and abilities required for your training or course.

If you're confident that you're able to successfully demonstrate the outcomes of a particular course or unit, you can apply for recognition of prior learning or RPL. This means that you must provide proof for a Unit of Competency (or more than one), and have this assessed by a trainer, thereby removing the need to have to complete this.

Here at Ab², we want to recognise all the abilities you already have while still maintaining the quality and standards of our courses. So, if you feel that you have the competency required for a course or Unit of Competency that we offer, you may apply for recognition.

Reach out to your trainer or any Ab² admissions staff person and they will give you the information you need to complete an application – it's that easy.

Recognition Process

In order to evaluate if you already have the necessary skills for a particular Unit of Competency that you're enrolled in we will check your competencies through:

- Previous formal/informal training
- Work experience; and/or
- Life experience

Your competency level will be assessed in relation to the course/qualification you're enrolled in. The focus of recognition is on what you've already learned rather than how, where or when it was learned. We will also look at how well you can demonstrate your competency, as well as how current or aligned it is with workplace standards.

Please know that it is up to you to show evidence and demonstrate your pre-existing skills to be eligible for recognition. You'll have to present your case to the assessor who will determine your standing.

For your convenience, the proof for your claim can be authenticated scanned copies which will form part of your student record with us. Make sure that anything you submit to us as evidence is your own work and if any part of it is not, please acknowledge this and advise us as well.

Recognition Decision

Any evidence you submit will be assessed using the following criteria:

- Full requirements of the Unit(s) of Competency
- Any regulatory requirements
- Authenticity – that it is your own evidence and that it can be authenticated
- That you can perform the competency consistently and reliably
- That you meet the industry standards
- Sufficiency – that there is sufficient evidence for us to evaluate

Note that when you ask for a claim, you might also have to show or demonstrate to us that you can apply the required skills. If we think that this is necessary in assessing your competency, we can arrange for it be done at either your workplace or at our training facilities – of course, whatever is most convenient for you.

Here at Ab2, we ensure that all the judgments are fair and consistent. Your trainer will examine the evidence you submit and evaluate you as either:

- Competent (C) – which means that you are competent across all the requirements, or
- Not Yet Competent (NYC) – which means that you have not yet demonstrated competency across all the requirements

Your trainer will advise you on the outcome of your application for RPL and point out where you might need more training, if required.

Credit Transfer

If you've taken a course from another provider, you can also apply for a credit transfer as we recognise the qualifications and Statements of Attainment given by other training facilities.

If you've already completed a Unit(s) of Competency that's part of the course you're currently taking, you may also apply for recognition. This means that you may not have to take the same Unit of Competency again, which is also known as credit transfer.

Please get in touch with the Ab² admissions staff so they can give you a Credit Transfer Form and assist you with the process.

Course Cancellation

We understand that your circumstances may change, and this could affect your ability to complete your course. With that being said, we'd like to give you as much support as we can and work closely with you so that you can still make the most of your learning.

Our Student Experience Team is always on-hand to go through options and work out a way so that you can still finish your program. However, if you really feel like you might have to cancel your course entirely, you may do so by filling out the Course Cancellation Form and sending it back to us at support@ab2institute.edu.au.

If you've already completed any of the units in your course, we will provide you with a Statement of Attainment once your fees are settled.

Unfortunately, once you cancel a course, you won't be entitled to a refund.

Transition of Superseded Courses

In order to continue offering training at the highest standard that is leading-edge using the latest accounting industry practices and technology, we may update a current offering or replace a course entirely.

If there is the need, we will add the replacement courses to the scope as soon as possible. You can expect to be transitioned to the updated program within one year after they've been published on the national register.

Please note that there may be an additional fee when we transition you to a new course.

Policies and procedures

Access and Equity

Here at Ab², we are committed to giving everyone equal opportunities for advancement, regardless of their background. We support government initiatives and provide access to quality learning to anyone interested in it.

In the spirit of fairness, we ensure that our student selection criteria do not discriminate and provide equal access to quality training for those that may have a hard time accessing it.

Because we want to support you in every way we can, we also work closely with the government to get assistance for those with language, literacy and numeracy needs. Feel free to reach out to our Student Experience team for assistance as they are available 24/7.

Complaints and Appeals Policy

Complaints

We believe that it's very important to hear from you, our students, regarding the training and learning experience you receive from us. We encourage you to express any grievance or complaint you may have if you feel you've been treated unfairly at any point during your learning.

We will do everything possible to address your grievances or complaints in an unbiased and professional manner. We welcome complaints so that we can identify and solve any problems because we want to offer top-quality learning. It will also be a good opportunity for us to improve our business and give you and other future students the best training we can.

1. We recommend that you first try and resolve any issue informally by talking to your trainer or any of the Ab² student support team on 1300 128 943.
2. If the issue remains unresolved then please submit your complaint in writing as soon as you can. It should be lodged through Ab²'s [Complaints Online Form](#). Filling in the form means that you've formally filed a complaint.
3. The Compliance Manager will be notified via email each time a complaints form has been submitted.
4. The Compliance Manager will start a transparent, participative process to deal with the issues at hand.
5. Within 10 days of submitting the form, you can expect to have your complaint resolved. The Compliance Manager may recommend some actions to address the issue. In all cases, the conclusion will be endorsed by the Compliance Manager as well.
6. We will get in touch with you via email to tell you about the outcome of your complaint.
7. If you still feel dissatisfied with the outcome, you may contact the Compliance Manager to talk more about your concerns.
8. We value your privacy and confidentially at all times so we handle all complaints as Staff-In-Confidence.

If you're still unhappy with the outcome:

- You can request an independent party to review your appeal.
- Note that you'll be responsible for any costs of the independent review.
- We can endorse or agree to the independent party and will fully cooperate with the independent review.
- Any costs related to the mediation process will have to be shouldered by you and Ab² equally.

We will do our best to address your complaints as quickly as possible within 30 days. If your complaint takes more than 60 days to resolve, we will notify you via mail or email.

We want to make sure that you're always in the loop, and will inform you on the progress of your complaint throughout.

Appeals

Our students are the reason Ab² exists and we want to ensure that you're satisfied with the training we provide. As such, we support your right to appeal any assessment decision if you feel that it may have been given wrongly or unfairly. We will do everything possible to resolve your appeal in an objective and professional manner.

If you wish to appeal an assessment decision, please follow the steps below.

1. We recommend that you first try and resolve the appeal informally by contacting your trainer to talk about the assessment result. Please also explain why you believe the trainer's judgment is incorrect and kindly show evidence of how you have followed the criteria for grading. If you wish to, you may also reach out to the Ab² support team at support@ab2institute.edu.au or call 1300 128 943. They're always available to listen to you and help you out with any concern.
2. If step one is unsuccessful, please submit your appeal in writing as soon as you can by completing Ab²'s [Appeals Lodgement Form](#). When you submit the form, it means you've formally filed an appeal.
3. Make sure that you include the following information in your appeal request:
 - a) Your full name and number
 - b) The unit/subject being assessed
 - c) Each assessment task name/number (where the result is being disputed), including why you think the result should be reversed. Make sure that you also explain why you think you've met the requirement of each task and show any evidence to support your claim.
4. The Compliance Manager will automatically be notified via email each time an appeals form has been submitted.
5. The Compliance Manager will start a transparent, participative process to deal with the issues at hand.
6. You can expect to receive a response within 10 days of submitting your appeal.
7. The Compliance Manager may recommend some actions to address the appeal. In all cases, the conclusion will be endorsed by the Compliance Manager as well.
8. We will get in touch with you via email to tell you about the outcome of your appeal.
9. We value your privacy and confidentially at all times, so we handle all complaints as Staff-In-Confidence.
10. If you still feel like you're not totally satisfied with the outcome, you may email us at support@ab2institute.edu.au or call 1300 128 943 to talk more about your concerns.

If you've completed Step 2 and are still not happy with the result, you can choose to follow the formal appeal process below:

- You can request an independent party to review your appeal.
- Note that you'll be responsible for any costs of the independent review.
- We can endorse or agree to the independent party and will fully cooperate with the independent review.
- We will do our best to complete the appeal process as quickly as possible within 30 days. If it will take more than 60 days to work out your appeal, we will notify you via mail or email.
- We want to make sure that you're always in the loop, so we will inform you about the progress of your appeal throughout.

If you would like to know more, you may read through our [Complaints and Appeals Policies](#).

Honesty and Integrity Policy

We know how important it is for you to be able to trust in the integrity of our assessments as a training facility. To ensure that our assessment processes are fair and objective, we've penned policies and procedures to deal with any such problems.

Assessment Malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

What is Cheating?

Cheating simply means passing off an assessment task or activity as your own, when it's not. It involves misrepresenting your knowledge or understanding of a topic through any dishonest means.

Some examples of cheating are:

- Submitting someone else's work as your own, whether you have that person's consent or not
- Submitting another person's work as your own, without acknowledging the work of another
- Allowing someone else to submit your own work as theirs
- Using any part of someone else's work without their acknowledgement

There are other forms of cheating that are not included in this list. These are just some of the common examples you should avoid.

If you're not sure whether an action/behaviour might be considered plagiarism or cheating, please check with your trainer first before turning in your work. They'll be more than willing to help you keep your training on the right track.

What is Collusion?

Collusion means secretly or dishonestly working with someone else to present work as your own. As a student, please remember that it is also your responsibility to make sure that other students cannot copy your work.

What is Plagiarism?

Plagiarism is a form of cheating whereby you present another person's works or ideas as your own. This includes copying written works like books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs without crediting the original author/s.

What are the Penalties for Plagiarism or Cheating?

We trust that all our students come to us with a desire to learn and hone their skills, so we also want to make sure that we prevent cheating. However, if a trainer has reason to think that you might be cheating, they will investigate to look for evidence to support their suspicion. They can do this by looking at learning resources, searching on Google, and reviewing your previous or current work.

If the suspicion is proven true, the trainer will report it to the Compliance Manager.

What Happens Next?

1. We will contact you in writing, explaining our concerns with your work.
2. You will then have a chance to respond to any of the allegations and defend yourself.
3. The Compliance Manager will do an investigation and, if it's confirmed that there's been an act of cheating or plagiarism, you'll be advised either of the following:
 - If your offence is minor or unintentional, you'll be asked to resubmit your work and will be given a formal warning.
 - Unfortunately, if your offence is serious and intentional, you'll be dismissed from your course immediately. If you still wish to complete it, you must enrol and start over again. You'll be marked as 'Not Competent' for that course and your student file will also have a cheating/plagiarism note. Throughout the process, the Compliance Manager will inform of any decisions made regarding your case.
4. Unfortunately, in case there is another act of cheating/plagiarism or if the first instance is very serious (such as faking evidence), your enrolment may be terminated. Please be aware that if your enrolment is terminated, you won't be able to request a refund.

What if I Don't Agree with the Decision?

If you disagree with the decision or feel like it's not fair, you're free to lodge an appeal following the Appeals Policy and Process. To learn more about this, you may read the Complaints and Appeals part of this handbook.

How do I Avoid Plagiarism or Cheating?

We know that the reason you enrolled with us is because you want to grow your skills and achieve your goals, and we're here to help you do that. Below are some tips on how you can avoid plagiarism or cheating.

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always credit the author and source of the material.
- Always reference your sources. You should name the sources for any graphs, tables or specific data, which you include in your assignment.
- Never copy someone else's work and present it as your own.
- Never fabricate any assessment evidence.

Privacy Policy

Here at Ab², we make sure that your information is safe and secure, following Australian Privacy Principles. As an RTO, we may have to give access to information if it's related to monitoring and/or auditing how we operate.

The purpose of the privacy policy is to:

- Describe the kinds of personal information that we collect, hold, use and disclose.
- Outline how we handle personal information.
- Enhance the transparency of how we manage personal information.
- Explain our right to collect personal information, why we have it and how it is used and protected.
- Notify if we might have to disclose personal information and, if so, to whom.
- Give information on how to access personal information, correct it if necessary and submit a complaint if you believe it was not collected or handled properly.

You can read through the full Privacy Policy for more details.

Student Records

We know how important it is to maintain your privacy and we keep your personal information protected at all times. As such, all student records are subject to Ab²'s Privacy Policy.

If you need to access your files for any reason, please reach out to us and we will give you access to the information you need. We will also give you access to your participation and performance in the course so that you can keep track of your progress.

Procedure

- You can view your grades, trainer feedback and completed units via the student portal. For any other requests about your course progress, you can contact support@ab2institute.edu.au. Please make sure that you include your full name, date of birth, address, course name and Student ID in your request.
- You can also send a written request to: Level 12, 36 Marine Parade, Southport QLD 4215.
- You will receive a confirmation that we've received your request. We may also get in touch with you to ask for more information.
- Within 7 days of receiving your request, we will send you a letter of confirmation including your results via email.

Recordkeeping Policy for Assignments and Student Information

We want to make sure that the information you give us is always kept secure and confidential which is why we have recordkeeping procedures in place.

The records of your results, qualifications and Statements of Attainment are kept in your student file. We also keep electronic files up to date and backed up regularly, with the backup copy kept in a secure location. We keep all student files for recording and retrieval purposes for 30 years.

To ensure that we're transparent across the program, we hold access to all your assignments, tests, exams and projects. We keep all soft copies of the assessments in our Ab² Dropbox. All the assessments will be kept for a period of 6 months after you've received your grade or rating on a course.

Fee Payment and Refund Policy

We always want to give you the best experience possible, that's why we've developed a fair process to determine course fees, refunds and payment options.

If you wish to cancel a course, please advise us in writing or by email. All payments, less the administration fee of \$200, will be refunded if you cancel before you start your training and if it's within the refund period. Note that if you have a payment plan, your future payments may also be adjusted.

Unfortunately, we cannot give you a refund if you cancel outside of the refund period, though there may be exemptions for some cases. Once you receive your logins and access your material, we consider you to have already started your online learning with us.

Cancellation and Refunds

We understand that circumstances may change and we want to accommodate your needs as best we can, so we have a cooling-off period where we allow refunds for any reason, including change of mind. We call this the 'refund period'.

For your guidance, the refund period is 30 calendar days after the 'agreement date.' The first day of the refund period starts on the day of the agreement date.

We consider the agreement date as the same date when you submitted your enrolment information and agreed to the terms and conditions stated there.

If you wish to cancel your course at any time, you must first complete a Refund Request Form, which is available from our student support team. Please note that in case you agree to a direct debit instalment, you'll still be responsible for all outstanding fees even if you cancel your course.

Please be aware that if you choose a direct debit instalment, you're still expected to pay all your fees in full. We can also use any means allowed to recover any outstanding fees or payables.

Note that we cannot allow a refund if you cancel after the refund period has ended.

If you're going to submit a refund application, make sure that you send the Refund Request Form to us within the refund period. We can only issue a refund of the course fee, less the administration fees, if you've met all of the criteria above and if your fees are paid up.

Make sure that you notify us in writing within the refund period, otherwise we won't be able to give you a refund.

We will issue the refund to whoever originally paid the fees. You can expect to receive your refunds within four weeks of receiving your request.

Though we have this refund policy in place, you're still free to take further action under Australia's consumer protection laws.

Special Consideration

We understand that some situations may affect your ability to complete your course or there may be significant changes in your learning if we update our courses.

These may not be addressed by:

- Extending the duration of your course
- Providing additional learning support services
- Transferring you to a different course; or
- Giving you the option to complete an older version of the course (if there is one available and other conditions are met)

We want to help you make the most of your training and still complete your course, so if any of the above apply to you, we highly encourage you to apply for a special consideration via email.

Our goal is to give you the best support we can. We may give special consideration in instances where:

- You're up to date with all your course fees and you've submitted a special consideration request via email to Ab². Please include any other additional documents that would support your request (such as written advice from a medical doctor).
- You've been given a course deferral and the reasons you were granted one are still applicable; or
- Your course has been significantly changed which will make it difficult for you to finish it, and it cannot be addressed by any of the options above.

If you're eligible for special consideration, we may agree to:

- Extend the duration of your course
- Give you additional support services
- Waive your payments for future instalments
- Issue a refund of the course fees (in proportion to the parts of the course that you've completed and the cost of your learning materials)

However, we cannot give you special consideration if you/your:

- Change jobs
- Work hours change
- Change your address (such as moving to a different state or country)
- Course changes as a result of a change covering Ab²
- Find the course more difficult, time consuming or stressful than you had expected; or
- Are made redundant, retrenched, resign or are terminated from your job

Exceptions

In the event that we are unable to deliver your course in full:

- You will be offered a refund for the part of your course that has not been assessed.
- You will receive your refund within two weeks after we stop delivering the course.
- You may also be offered another course at GCA at no additional cost to you. You can choose whether you want to get a refund for the part of your course that has not been assessed or enrol in another course.

Code of Conduct Policy

We believe that a healthy partnership is the formula for success. We will be there for you every step of the way and we expect you to do the same. As a student, you'll be responsible for your own learning and behaviour during your training.

We know that you are with us in creating a harmonious learning environment for everyone, but here are some things you should know in case you commit an offence or breach of discipline.

If you commit a breach of discipline for the first time, you'll be given a 'written warning'. If it happens again, you'll be asked to 'show cause' and explain why you should not be removed from the program. Unfortunately, if you do it a third time, you'll have to be dismissed from your training.

If you commit a breach and the Compliance Manager considers it serious in nature, your enrolment may be terminated. Unfortunately, if that happens, we cannot give you a refund for any fees that you've paid.

Please remain respectful in all your interactions, whether it's personal, staff-to-student or student-to-student. Showing aggressive behaviour or using degrading and abusive language will be considered a breach of discipline and is against the Code of Conduct.

Other examples of Code of Conduct breaches are below.

Discrimination

Discrimination means treating someone less favourably than another because of a personal attribute they may have. In Australia, discrimination based on attributes is considered unlawful.

Here at Ab², we do not tolerate discrimination against anyone based on the following attributes:

- Gender
- Race
- Marital status
- Colour
- Ethnicity
- Age
- Religion
- Disability
- Nationality
- National origin

Harassment

Harassment is any unwelcome behaviour that offends, humiliates or intimidates another person. We do not tolerate harassment of any kind at Ab².

We value everyone's integrity and will make sure that disciplinary action is taken against anyone who is found guilty of harassing another person. For staff, this may mean getting terminated from their job, while students may be removed from their course, forfeiting any fees paid.

Here are some examples of verbal harassment you should be aware of so you can avoid them:

- Racist comments or jokes
- Spreading rumours
- Comments or jokes about a person's disability, pregnancy, sexuality, age, religion, etc.
- Threats, insults or abuse
- Offensive or obscene language

Physical Assault or Abuse

Physical abuse is when someone inflicts physical pain, injury, suffering or other bodily harm to another person. Physical abuse will not be tolerated in any shape or form at Ab². If a student physically assaults or abuses someone, their enrolment will be immediately terminated.

Some examples of physical abuse are:

- Striking
- Pushing, pulling
- Striking with an object
- Kicking
- Kneeing
- Headbutting
- Cutting or exposing somebody to something sharp
- Blinding a person or impairing their sight
- Eye poking
- Punching
- Slapping
- Excessive pinching on the body
- Tripping
- Strangling
- Putting someone in stressful positions
- Throwing or shooting a projectile
- Biting

Health and Safety Policy

We're so glad that you've chosen to learn with us, and we want to make every bit of the experience worthwhile and safe.

We place huge importance on the safety of our students and staff, so we encourage everyone to be responsible for preventing accidents and ensuring your own health and safety.

We are committed to maintaining and improving work health and safety in everything we do and we recognise our responsibility to follow Workplace Health and Safety (WHS) regulations.

At Ab², the CEO is responsible for ensuring the health and safety of everyone including staff, students, contractors and visitors. This includes:

1. Maintaining the workplace in a safe and healthy condition.
2. Providing the right facilities to protect all employees.
3. Providing information, training and supervision for all staff and contractors so that they can apply WHS into their work.
4. Providing information to students to help them learn in a safe environment.
5. Checking WHS system compliance.
6. Ensuring the improvement of WHS in the workplace.

We also understand that that you may spend a lot of time using a computer for your course, which is why we've come up with quick tips to help you study comfortably and succeed in your program.

Make use of these key tips below:

- Adjust the height of your chair so that:
 - your elbows are at the same height as your desk or a little higher.
 - your feet are flat on the floor.
 - your thighs are horizontal and your lower legs are vertical.
You may need a footrest to achieve this.
- Adjust the seat so that it tilts slightly forward. This will help you to sit upright
- Adjust the height of the backrest so that it supports the curve of your lower back, not your upper back or shoulders
- Adjust the angle of the backrest so that it leans backwards
- If your chair has armrests, make sure they don't raise your shoulders or stop you from getting close enough to the desk to easily reach your mouse or keyboard. If you have a hard time doing this, remove the armrests.



Adjusting your screen

- Position your screen so that the top of the screen is at eye level. If you have a very large screen, you might want it a little higher. You can raise the screen using a solid platform such as a keyboard riser or a thick book.
- Place the screen about an arm's length away from you.
- Position the screen properly to avoid glares or reflections.
- If possible, place your screen so that you can look past it into the distance.
- Use a document stand to hold any papers you may need to refer to regularly and place it near your screen.
- Put the keyboard directly in front of you and close to you so that you don't have to reach for it.
- Adjust the keyboard height so that your shoulders are relaxed, your forearms are horizontal or drooping slightly onto the keyboard and your wrists and hands are straight.
- If you have a wrist rest, we don't recommend resting your hands on it while you type.

Additional Fees & Charges

Item	Cost
Reissue of testamur	\$50
Request for testamur outside the normal cycle	\$50
Course extension of 3 months – per module	\$300
Re-enrolment	Course dependent

Version Control Table

Date	Summary of Modifications	Modified by	Version
20/01/2021	Document Creation	360RTO	v1.0
11/07/2021	Updated for Ab ² Institute	Kim Magill	v1.0
23/07/2021	Updated for changes	Kim Magill	v1.3
26/07/2021	Updated for changes	Carmen Turner	v1.4



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