

STUDENT HANDBOOK

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OUR VISION

Quality Education and Meaningful Employment.

“Everyone in our community, regardless of their income or social position, will be able to access education and training that will benefit them in gaining employment and advancing their career aspirations.”

OUR VALUES

- Person-centered
- Integrity
- Innovation
- Excellence
- Adaptable
- Engaging
- Success
- Working with communities
- Collaboration

OUR MISSION

Australian Business & Vocational Training (ABV) is a Registered Training Organisation (RTO ID 52592) and provides vocational education and training to diverse groups, including the long-term unemployed, youth aged 15-24, Indigenous people, and individuals from culturally and linguistically diverse backgrounds. ABV tailors its training programs to meet the specific needs of each participant, offering both experiential and classroom-based learning. ABV RTO offers nationally recognised vocational education and training (VET) qualifications in Civil Construction (Plant Operations), Business, and Community and Employment Services. Additionally, ABV offers significant support to organisations, helping them provide their employees with opportunities for skill recognition and development through formal training programs. The goal is to equip individuals with the skills necessary to enhance their careers or create new employment opportunities.

ABV’s mission is to:

- Work with individuals, employers and communities to deliver quality training and education services, exceeding customers’ and stakeholders’ expectations.
- Work with individuals to support them to achieve their employment goals through skill development.
- Build a strong, sustainable organisation to become a national leader in training and employment services.

THIRD-PARTY ARRANGEMENTS

Australian Business & Vocational Training (ABV) is a Registered Training Organisation (RTO ID 52592) where students undertake their courses. ABV has a third-party agreement with Training Alliance Group (TAG) which provides various services on behalf of ABV RTO including marketing, student recruitment, training and assessment and issuance of qualifications. ABV is responsible for all actions taken by Training Alliance Group under this agreement. ABV RTO is fully owned by Training Alliance Group.

If students feel that the services provided by a third party are not representing ABV in an appropriate, professional, and high-quality manner, they are encouraged to contact the ABV RTO immediately.

HANDBOOK DISCLAIMER

This Student Handbook is provided to students enrolling in training with **Australian Business & Vocational Training (ABV) Registered Training Organisation (RTO ID 52592)**.

When receiving this resource as a hardcopy, the information contained within is accurate at the time of printing. From time to time, changes to legislation, company policies, or fees may impact on the currency of this information. For updates, please refer to <https://abv.edu.au/>

This Student Handbook provides information about RTO main operations for students and how we work to achieve our vision and values. Please read it carefully, as it contains important details to help you throughout your course. If you have any questions about the contents of this handbook, please feel free to ask. Asking questions helps us uncover new opportunities for everyone.

We wish you every success in your studies and your future endeavours.

CONTACT DETAILS

AUSTRALIAN BUSINESS & VOCATIONAL TRAINING (ABV)

Address: Level 1, 14 Ventnor Avenue, West Perth WA 6005

Telephone: 1300 436 756

Email: enquiries@abv.net.au

Business hours: Weekdays 9am to 5pm

TRAINING ALLIANCE GROUP (TAG)

Address: Level 1, 14 Ventnor Avenue, West Perth WA 6005

Telephone: 1300 436 756

Email: enquiries@trainingalliance.com.au

Business hours: Weekdays 9am to 5pm

COURSE INFORMATION

LIST OF AVAILABLE QUALIFICATIONS / SKILL SETS

- CHC32015 Certification III in Community Services
- CHC42021 Certificate IV in Community Services
- CHC41115 Certificate IV in Employment Services
- CHC33021 Certificate III in Individual Support
- RII20720 Certificate II in Civil Construction
- RII30820 Certificate III in Civil Construction Plant Operations
- RII30920 Certificate III in Civil Construction
- BSBSS00102 Micro Business Skill Set
- CPCWHS1001 Prepare to work safely in the construction industry

A full list of ABV's qualifications on scope can be found on the National VET Register:

<https://training.gov.au/organisation/details/52592/summary>

COURSE DESCRIPTION AND OUTCOMES

The respective course descriptions can be found on ABV website <https://abv.edu.au/>

PRE-ENROLMENT

COURSE SUITABILITY

Anyone interested in enrolling in an ABV training course must undergo a course suitability process. During this process, students will answer questions about their interest in the course, their career goals, and their competency in digital technology, if applicable. The administration team will review students' prior education and qualifications to assess eligibility for Credit Transfer and/or Recognition of Prior Learning (RPL). More information on these options is provided below.

This process also provides an opportunity to discuss the course in detail, including third-party involvement, training, support, assessment procedures, and relevant policies, such as fees, charges, and refunds. This helps students make an informed decision about whether to enroll in the course. Further details on these topics can be found in this handbook.

UNIQUE STUDENT IDENTIFIER (USI)

From the 1st of January 2015, every student enrolled in nationally accredited training in Australia needs to have a USI. The USI will remain with students for life and will collate information on their VET achievements, regardless of where they study. Students can create a USI by setting up an account at www.usi.gov.au prior to attending training, or they may authorise the RTO to create a USI on their behalf.

ENTRY REQUIREMENTS AND PRE-REQUISITES

There are no formal requirements for the qualifications offered by ABV, however, students will be required to undertake an LLN assessment prior/during enrolment and achieve a minimum of ACSF Level 2.

Students undertaking the following courses must be physically fit and able to undertake manual handling tasks, work outdoors, mount and dismount earthmoving machines and maneuver hand and power tools:

- RII20720 Certificate II in Civil Construction
- RII30820 Certificate III in Civil Construction Plant Operations
- RII30920 Certificate III in Civil Construction

LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS (LLND)

Students wishing to enrol in training with ABV are required to complete an online test of Language, Literacy, Numeracy and Digital Skills (LLND) via the LLND Robot. Digital skill testing is applicable to students who will be using technology during the course duration. Thus, not all students will be offered to do the test.

This diagnostic tool has been designed to assess each student's ACSF level across learning, reading, writing, oral skills, numeracy and digital (when applicable). The assessment is used to determine that the student's capabilities align with the course AQF level. If it is identified that the student may struggle to complete the course, either in part or full, due to their current LLND levels, several options may be available, including:

- One on one assistance during training
- LLND Training Supplement
- Modification to the delivery and assessment methodology
- Access to external LLND specialist services
- Transition into a more suitable course with ABV or recommendation on other courses through other RTOs.

The outcome of the LLND test, and any subsequent actions for scores below the required level, will be discussed with the student and their representative (if applicable) by the enrolling officer prior to course commencement.

If the assessment identifies any skill gaps that can be addressed by the Trainer/Assessor, ABV can offer additional support to help students complete the course.

If external support is required, the student will be informed of any additional costs before accessing the service.

If the course is not suitable for the students' needs, we may refer them to appropriate support services, if applicable.

SUBSIDISED TRAINING ELIGIBILITY

ABV holds funding contracts across Western Australia. Prior to enrolment, students will be assessed for eligibility for subsidised training. During the Pre-Enrolment Assessment, ABV will discuss with students whether they meet the criteria for government subsidies and how accepting these subsidies may affect their future eligibility and entitlements.

FEE FOR SERVICE

For students who are not eligible for government-subsidised training but meet the residential or visa conditions allowing study in Australia, ABV offers enrolment into courses at a full-fee (Fee for Service) rate. Please note that ABV is not a CRICOS-registered RTO and, therefore, cannot accept enrolments from international students or students on a student visa.

ENROLMENT

Once students have successfully completed the Pre-Enrolment assessment and it is determined that the course is suitable, they will be invited to complete an Enrolment Registration Form. This form can be completed either online or in writing.

At this stage, students will be required to provide additional evidence to support their enrolment. This may include, but is not limited to:

- Identification documentation
- Concession evidence
- Previously completed qualifications and/or units of competency

Once the completed registration form and any requested evidence are received, RTO Administration staff will process and finalise the enrolment.

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING (RPL)

CREDIT TRANSFER

ABV recognises and accepts AQF qualifications and Statements of Attainment that have been issued by other RTOs and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation,

OR

- b) Authenticated VET transcripts, Statement of Attainment or USI transcript issued by the registrar

Students are not required to repeat any unit or module in which they have already been assessed as competent.

Credit Transfer requests should be submitted upon enrolment or as soon as possible after enrolment by providing us with the required documentation. There is no charge for Credit Transfer.

The Credit Transfer form is available on the ABV website: <https://abv.edu.au/student-information/>

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment-only pathway that evaluates the competencies students may have acquired through formal, non-formal, and informal learning, including skills and experience gained outside formal training, such as in the workplace.

ABV aims to ensure that prior learning is recognised, regardless of where or how it was acquired. If students believe they have sufficient, relevant, and current skills and knowledge for one or more units of competency in their course, they may submit an RPL application.

To apply for RPL, students must complete an application form and provide a portfolio of evidence demonstrating their current skills and knowledge to meet the requirements of the units of competency for RPL. This evidence may include:

- A certified copy of qualifications and/or Statements of Attainment
- Verification from a current manager indicating involvement in relevant areas (on official letterhead)
- Documented evidence of current work, including requested samples
- A detailed resume

Please speak with your trainer or RTO Administration staff if you have any questions about RPL or would like to commence an application. Please be aware that RPL applications will incur fees and charges as outlined in the relevant section of this handbook.

FEES AND CHARGES

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made, or fees and charges have been waived.

- It is preferred that fees are paid by EFTPOS or credit card (Visa or MasterCard)
- Cash or cheque payments can be organised upon request
- Students may apply for a fees and charges waiver on the grounds of severe financial hardship (supporting evidence will be required)
- Payment can be arranged by instalment
- Certificates and Statements of Attainment will not be issued until all fees owing are paid

PAYMENT OF FEES IN ADVANCE

ABV will not collect fees before the commencement of a course of more than \$1,500 from an individual or where the payer is a company. Our payment policy for traineeships (progressive billing) is designed to comply with this condition.

Further increments will be paid during and upon completion of the course. These increments will not be greater than \$1,500 in any one payment. Please refer to individual qualification payment schedules for more information.

PAYMENT PLANS / INSTALMENTS

Interest free payment plans are available via EziDebit. Students will be required to complete an application form upon enrolment if choosing this method. Any debt collection costs associated with payment plans are the responsibility of the student.

PAYMENT METHODS

Payment can be made via Debit Card, Visa, Mastercard, EFTPOS, or Direct Bank transfer (please contact the RTO Administration Office for bank details).

Credit/Debit card payments can be made via phone or in person, subject to prior arrangement.

PAYMENT TERMS

Payment must be made within 30 days from the issue of the invoice.

Overdue invoices may be forwarded to a Debt Collection Agency for recovery. Costs for debt collection will be charged to the individual/company.

Certificates or Statements of Attainment will not be issued until course fees are paid in full.

RECOGNITION OF PRIOR LEARNING (RPL) FEES

RPL fees will be charged at the same rate as the fee for nominal hours outlined in the current VET Fees and Charges Policy document. A \$150.00 non-refundable application fee will apply for a full qualification.

ADDITIONAL FEES

Additional fees that may be charged are outlined below. Where training is undertaken as part of a state funded arrangement, additional Fees and Charges are guided by state funding body policies and contractual requirements.

RE-ASSESSMENT

All students are provided with two theory re-assessments and two practical re-assessments at no additional charge.

WALLET CARD FEE

Where a student requests a wallet card which is not included as part of the course, then a fee will be charged. Wallet cards are included in the course cost for White Card. Subsequent reissuance or replacement card fees apply, refer to the table below.

The fees for replacing the cards will be as follows:

INITIAL & SUBSEQUENT CARD ISSUANCE	FEES
First issued upon course completion (White Card)	Free
Request for a wallet card which is not included as part of the course	\$30
Replacement of White Card (E.g.: Name change, lost card, damaged card, wallet got stolen)	\$20

REPLACEMENT OF ACADEMIC STATEMENT

Where a student requests a replacement of academic statement or a qualification, the following fees apply:

DESCRIPTION	FEES
Replacement of Statement of Attainment (SoA)	\$30

Replacement of Testamur and Record of Result	\$50
Reissue/Resending SOA or Testamur and Academic Record via a valid email address	Free

WITHDRAWAL, DEFERRAL, CANCELLATION AND REFUNDS

Once enrolled, the RTO goal is to support students throughout their studies and help them achieve their full qualification. However, it is understood that personal circumstances may arise that require a student to pause or permanently withdraw from their studies. Circumstances may also require plans to be adjusted.

If students need to cancel, withdraw, or defer their studies, they can follow the outlined process and discuss available options, including potential refunds. Further details on these procedures are provided in the relevant sections of this handbook and on the ABV website: <https://abv.edu.au/>

JOBS AND SKILLS (FUNDED COURSES)

Formal written notification is required for students to be eligible for a refund of tuition fees and/or resource fees. The RTO sets a census/withdrawal date for each unit, which is at least 20% into the course. Refund eligibility is determined under the following circumstances:

1. Full Refund:

- A full refund of course fees, resource fees, and other applicable fees will be provided if a unit is cancelled or rescheduled to an unsuitable time for the student or if a student is denied a place due to maximum capacity being reached.
- Students who formally withdraw before 20% of the way through the course (between the commencement and completion dates for the unit) are eligible for a full refund of the course fee and 50% of the resource fee.

2. Pro-rata Refund:

- If the student can provide reasonable documentary evidence of serious illness, injury, or disability preventing the completion of the course, the RTO may approve a pro-rata refund for the remaining course fees.

3. Additional Conditions:

- RTO management has the authority to approve a full refund if a class is cancelled due to declining student numbers, unavailability of lecturers, or other RTO-caused circumstances.
- Students who withdraw before the census/withdrawal date for a unit are eligible for a full refund of the unit's course fee.

Please note: Students who withdraw from their course without notifying the Registered Training Organisation (RTO) in writing may not be eligible for a refund. Withdrawal Forms are available from the Administration Office. Refer to the VET Fees and Charges Policy www.dtwd.wa.gov.au

FEE FOR SERVICE (NON-FUNDED COURSES)

Fee-for-service students are required to formally notify the RTO administration of their intention to withdraw by submitting a written request. Upon receipt of the withdrawal notice, the student will be informed of any financial implications, including eligibility for a refund of tuition fees based on the withdrawal date. Depending on the timing of the withdrawal, students may be entitled to a partial or full refund. Students may also need to settle any outstanding balances before the process is completed. Once all requirements are met, the withdrawal will be processed, and the student's record will be updated to reflect their withdrawal from the course.

- A full refund will be provided if a unit of competency or training is cancelled or rescheduled to a time that is unsuitable for the student.
- A full refund will also be provided if a withdrawal request is received by the RTO at least 7 days prior to the commencement of the unit of competency.
- A partial refund of 50% will be provided if the student withdraws within 7 days of the unit of competency commencement. A \$50.00 administration fee will apply.
- Outside of the above conditions, individual circumstances will be considered by the RTO on a case-by-case basis to determine refund eligibility. Supporting documentary evidence must be provided.

COURSE CANCELLATION

The RTO reserves the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, our liability will be limited to the amount of fees already paid.

In the event that the RTO closes or ceases to deliver any part of the training product the student has enrolled in, any fees paid will be refunded in full. If the student has been deemed competent in any of the units within the course, a Statement of Attainment will be issued.

TRANSITION

Occasionally, training packages, including their qualifications and units (training products), are updated to ensure they meet the evolving needs of the industry and equip students with the most current skills and knowledge.

When a training package is updated, it enters a process known as “transition”. This gives students enrolled in the outdated training package twelve months to complete their studies or transition to the new version. If students are required to transition to the updated training product, this may involve completing additional units, which could incur extra charges.

If this situation arises during a student's enrolment, ABV will inform the student about the changes and discuss the impact on their studies. ABV will work with the student to either complete the course before the transition period ends or guide them through the process of transitioning to the latest training product.

ABV OBLIGATIONS

ABV has an obligation to all students to comply with relevant legislation to protect itself, its staff, students, and visitors.

If at any time students believe ABV is not complying with its duty in relation to legislation, they are encouraged to raise the matter with their Trainer/Assessor or Executive Director – Education & Training.

ACCESS AND EQUITY

The RTO actively supports and encourages people of all abilities and backgrounds to participate in training programs. The RTO is committed to integrating access and equity principles into all services provided to students, clients, and the community. All staff recognise the rights of students and provide information, advice, and support on the services offered. Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high-quality services. The RTO provides a safe learning environment for all students, regardless of cultural background, gender, sexuality, disability, or age. All students have the right to learn in an environment that is free from discrimination and harassment and to be treated in a fair and considerate manner. The RTO is committed to complying with State and Federal Anti-Discrimination and Equal Employment Opportunity laws.

Students who have a language barrier may request that an interpreter attend the training (except high-risk courses). This must be arranged by the student at their own cost. The RTO may refer students to additional support services that they require, at the student's own cost.

Please provide details of any potential barriers to learning during the training enrolment process so that our training staff can tailor a suitable learning pathway. For more information on how the RTO fosters an inclusive, culturally safe and equitable learning environment, please refer to the Access and Equity Policy on our website.

ABV RTO

As a Registered Training Organisation (RTO), ABV must adhere to the Standards for Registered Training Organisations (RTOs) 2025. The training services provided by ABV, or on its behalf, are governed by policies and procedures designed to comply with the VET Quality Framework and the SRTOs 2025.

To offer training services, ABV is required to maintain its registration with the national regulator, the Australian Skills Quality Authority (ASQA).

ABV is authorised only to provide accredited training and assessment for Qualifications, Skill Sets, and Units of Competency listed on its scope on the National Register.

TRAINING DELIVERY

ABV recognises that everyone learns differently. Some students may be more practical, while others grasp theoretical concepts more quickly. Some may express themselves better orally than in writing. We aim to accommodate these differences as much as possible through our training and assessment materials.

If students experience difficulty at any stage, they are encouraged to ask for assistance so that we can address any potential barriers in a way that better suits their learning style. There are many strategies our Trainers/Assessors can implement to help achieve better outcomes. However, if students do not raise these concerns, they may not be addressed early enough. It is important not to wait until the end of the course to seek additional support.

Training delivery will vary depending on the mode of delivery for the course the student is enrolled in. Common training methods used by ABV include:

- One-to-one or small group mentoring by a qualified Trainer/Assessor – this may occur via phone, in the workplace, through video conferencing, by email, or a combination of these, depending on the student's mode of study and location.
- Classes, tutorials, workshops, online forums– these may be optional or compulsory depending on the mode of study.
- Completion of worksheets, role plays, case studies, scenarios, and reading materials.
- Hands on practical activities to support the learning of skills and application of knowledge.

All ABV nationally recognised training courses follow the principles of competency-based training and assessment. This means that students will be assessed against competency standards (or units of competency, elements, and performance criteria) and will need to demonstrate proficiency in the required skills and knowledge for each unit.

While ABV provides the training necessary for students to achieve competency, it is expected that students will undertake additional self-directed study and reflection to ensure they fully understand the material and are as proficient as possible in achieving competency.

ABV is dedicated to delivering high-quality training and assessment services to students. We achieve this by:

- Offering training and assessment services that align with industry needs and trends.
- Providing innovative, engaging, and high-quality training experiences.
- Adopting a student-centred approach to support individual learning needs.

- Building strong relationships with students and guiding them throughout their careers.
- Offering flexible learning opportunities to suit diverse student requirements.
- Creating a supportive, inclusive, and open learning environment.
- Ensuring all training is delivered by qualified trainers and assessors with the relevant expertise and experience.
- Continuously monitoring and improving the quality of training.
- Maintaining a positive and effective learning environment.
- Developing competent and confident workers who contribute positively to the community and industry.

ASSESSMENT

After completing a period of training, students will need to undertake a series of assessments to evaluate whether they have acquired the required skills and knowledge to achieve competency.

Assessments are conducted and marked throughout the course, with outcomes recorded to track their progress.

The Trainer/Assessor will provide students with constructive feedback to help them enhance their knowledge and skills, as well as to build their confidence and competence.

ASSESSMENT METHODS AND CRITERIA

COMPETENCY-BASED ASSESSMENT

Vocational Education and Training (VET) aims to provide people with the skills and knowledge they require to:

- Enter the workforce for the first time
- Re-enter the workforce after an absence
- Train or re-train for a new job
- Upgrade their skills
- Progress into further study including further VET or university courses

Training in the VET sector is competency based. Competency-based training and assessment requires that all parts of a unit of competency are addressed for a candidate to be deemed competent in that unit. To be found competent, students must provide sufficient evidence of their knowledge and skills. Students are evaluated as Satisfactory or Not Yet Satisfactory in each assessment task in a unit and as Competent or Not Yet Competent for the overall unit. Once the student has achieved a Competent outcome in all units required for the course they will be issued with a Statement of Attainment or a Certificate and Record of Results.

Methods of assessment used by ABV RTO include but are not limited to:

- Written theory questions
- Oral questioning
- Practical tasks
- Third party evidence
- Portfolio of evidence e.g. photographs, reports

Trainers will fully explain the requirements of each assessment before the assessment takes place and supply the date, place and time of assessment. Students have the right to indicate their readiness to undertake an assessment and to negotiate a different assessment date with the trainer if required.

RE-ASSESSMENT

Where an assessment is considered Not Yet Satisfactory (NYS) or Not Yet Competent (NYC), ABV RTO gives students re-assessment opportunities. Students can submit theory assessments and sit machinery based (RII

qualifications) / practical assessments up to two times. After this, the RTO may at its discretion grant a further re-assessment opportunity based on the circumstances and the student's needs. This will be evaluated on a case-by-case basis. The reason for granting any additional re-assessments will be recorded on the student's file.

The nominated course trainer will provide the student with comprehensive feedback should the submitted work be deemed NYS or NYC.

ACADEMIC INTEGRITY AND PLAGIARISM

All work submitted by students must be their own. Academic dishonesty undermines the integrity of the assessment processes, the issuance of qualifications, and damages the reputation of ABV RTO. Most significantly, it reduces the knowledge and skills gained by students during their studies. Acts of academic dishonesty are deemed to be academic misconduct and are treated as a very serious matter by ABV RTO.

DEFINITIONS

We define Academic Misconduct as any conduct by a student in relation to academic work that is dishonest and includes, but is not limited to:

- Plagiarism
- Unauthorised collaboration (collusion)
- Theft of another student's work
- Artificial intelligence (AI) generated work

PLAGIARISM

Plagiarism occurs when a student submits the work of another person or using AI to generate answers as their own work or copied directly from a source without acknowledgement or referencing. The fact that a student did not intend to plagiarise does not prevent it from being considered plagiarism.

UNAUTHORISED COLLABORATION – COLLUSION

Collusion occurs when a student works with another person for a fraudulent purpose with the intention of obtaining an advantage by submitting a co-authored assignment or other work. This can occur when:

- A student works with others on an assessment that is meant to be individual
- A person/student completes an assessment in part or in its entirety for a student

PENALTIES FOR ACADEMIC MISCONDUCT

We will impose a penalty on any student who is found to have committed an act of Academic Misconduct. Penalties may include:

- Warning
- A request for resubmission
- Having to repeat a unit
- Removal from the program

The penalty applied will depend on the nature and extent of the academic misconduct and will be formally recorded on the student's file.

STUDENT SUPPORT

Where there is a perceived difficulty in achieving learning goals, the Trainer/Assessor will discuss these issues with students. Students will be provided with information about possible alternative pathways,

additional tools and resources available, and options for accessing further support. The information provided will vary depending on the individual needs of the student.

All students are provided with a range of learning support options and resources to help them achieve competency. These include:

- Academic support
- Mentoring
- One on one tutoring with trainers in house
- Modification to the delivery and assessment methodology
- Transition into a more suitable course with the RTO or recommendation on other courses
- Return training as an 'ad hoc' student
- Psychological counselling by a qualified clinical psychologist
- Assistance with transport to and from training venues
- Light lunches at selected training venues
- Support Service List

INDIVIDUAL SUPPORT NEEDS AND REASONABLE ADJUSTMENT

Students with individual support needs or other special needs can request reasonable adjustments. Reasonable adjustment refers to modifying the learning environment, making changes to the training delivery, or altering assessments or their processes to assist a student with special needs or one who is experiencing barriers due to a particular cultural or linguistic background. The RTO will offer reasonable adjustments to students as required, based on demonstrated needs, and will tailor them specifically to the individual in consultation with the student.

STUDENT WELFARE

ABV RTO is committed to ensuring the safety of all employees, students, and visitors. ABV strives to provide support to employees and students wherever possible, and when necessary, will refer them to appropriate external services for further assistance. ABV reserves the right to suspend, cancel, or withdraw a student's enrolment if there are concerns for their safety or the safety of others.

CERTIFICATION DOCUMENTATION

Once students have successfully demonstrated the required competencies through their training and assessment and met the full requirements of the Units of Competency, Qualification, and Training Package, ABV will issue the relevant Australian Qualifications Framework (AQF) certification documentation.

Certification documentation may include:

- **Qualification Testamur** – Issued when all requirements of the AQF Qualification have been met.
- **Record of Results** – Issued alongside the Qualification Testamur, listing all Units of Competency completed.
- **Statement of Attainment** – Issued for the completion of one or more Units of Competency from a VET qualification (partial completion) or a Skill Set.

Testamurs and Statements of Attainments will be provided within 30 calendar days of the student exiting their course or the student's final assessment being completed and found to be competent, as per the Compliance Requirements under the Standards for Registered Training Organisations (RTOs) 2025. Testamurs are issued under the authority of the Australian Skills Quality Authority and recognised nationally within the Australian Qualifications Framework.

Re-issuing of Testamurs and Statements of Attainment require a request in writing from the student to the RTO Administration Office for processing, and this may incur a fee.

All outstanding fees and charges, as agreed upon during enrolment, must be paid before certification documentation can be issued. Additionally, students are required to confirm their current postal address to ensure the timely delivery of their certification documentation.

CHANGES TO AGREED SERVICES

If ABV needs to make changes to the services it has agreed to provide, students will be notified in writing as soon as practicable.

Changes to agreed services may include:

- a. Contact details of the RTO,
- b. Course details, cost or duration,
- c. Changes to the course you're enrolled in,
- d. All services we offer,
- e. Change in ownership,
- f. Unexpected event that impacts your course such as a natural disaster,
- g. Closes or ceases training: we will find a suitable alternative training provider for the students, and minimise any disadvantages to students,
- h. If the third-party closes or ceases their services, we will work closely with students to find alternative services.

STUDENTS' RIGHTS AND OBLIGATIONS

STUDENTS' RIGHTS

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to the RTO Privacy Policy.
- Access the information ABV RTO holds about them.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to ABV on the client services, training, assessment and support services they receive.

STUDENT OBLIGATIONS

All students are provided upon enrolment with a copy of the Code of Conduct to be read and signed. The purpose of the Code of Conduct is to inform students of the expected standards for conduct required whilst engaged in our training programs. Breaches of the Code of Conduct will be thoroughly investigated, and penalties applied in alignment with the severity of the breach. Students should be aware that a breach of the Code of Conduct may, in serious cases, result in their removal from the training program.

A student is expected to:

- Attend scheduled training sessions at the required time at the start of each training day and after breaks
- Inform the RTO if unable to attend and provide appropriate evidence, e.g. a medical certificate
- Inform the trainer if taking any medication that may affect alertness
- Operate machinery and equipment in a safe manner
- Respond to any reasonable instructions from a member of staff
- Only use mobile phones during breaks and keep phones on silent mode in class
- Submit assessment work in a timely manner
- Only submit work that is original (no plagiarism or other forms of academic misconduct)
- Contribute positively in class and refrain from disrupting the class
- Use appropriate language and behaviour for a training environment
- Use RTO resources in a lawful and ethical manner and for RTO purposes only
- Respect the property and equipment provided by the RTO
- Respect fellow students and RTO staff
- Help maintain a clean and safe learning environment
- Respect the rights of all students regardless of gender, race, culture, age, religion and sex
- Comply with Work Health and Safety requirements and report any safety issues or concerns
- Always present themselves at training dressed in an appropriate manner, i.e. neat casual clothing should be worn. Students should also be aware of their own personal hygiene
- Wear suitable PPE if the course requires them to, i.e. enclosed shoes, sun protection

The student MUST NOT:

- Attend training under the influence of drugs or alcohol
- Offend, insult, abuse, discriminate or offend trainers or students
- Engage in physical violence or bring weapons of any description into the campus
- Harass or intimidate trainers or other learners
- Eat or drink in the classroom without permission of the trainers
- Enter areas of the campus which are unauthorised
- Smoke/vape on campus other than in designated smoking areas
- Willfully damage/destroy any RTO property or property belonging to a third party, including building, vehicles, equipment, and tools
- Steal any RTO property or other property belonging to a third party, including vehicles, equipment, tools, stationery, or other items

ATTENDANCE AND PARTICIPATION REQUIREMENTS

To successfully complete the training program, a minimum of 85% attendance in scheduled activities is mandatory. The cohort trainer and RTO administration staff will monitor student attendance. Daily attendance is recorded by the trainer in the SMS, and the attendance rate is assessed monthly by the administration team. RTO staff will identify students at risk of not completing their course within the expected duration. If a student's attendance falls below 85%, they will be notified by email. Courtesy emails will warn students that continued absences may lead to unsatisfactory attendance reports. Students unable to maintain progress will be informed of suspended enrolment and provided with an opportunity for enrolment extension. The extended enrolment will remain open for one year.

ALCOHOL AND DRUGS

ABV recognise that alcohol and drug abuse can affect one's ability to safely perform training and is deemed to be a work health and safety risk. ABV RTO has a zero-tolerance policy regarding the use of drugs and consumption of alcohol whilst on any of the RTO sites or training locations. We do not tolerate students attending training under the influence of drugs or alcohol. If the student is affected by prescription medications, they must cease any activities immediately and report this to their Trainer.

Students are advised that they may be subject to Random Drug Testing. Students requested to submit to a test have the right of refusal, however, they will be advised of the outcome if they chose to decline the test by the Executive Director – Education & Training.

PUNCTUALITY

Students must ensure that they arrive on time for training at the commencement of a session and after breaks. Late students may be excluded from training sessions. Continued lateness may result in disciplinary action.

CLASSROOM BEHAVIOUR

All students are expected to comply with the following rules of behaviour whilst enrolled at ABV RTO:

- Demonstrate mutual respect for staff and fellow students
- Turn off mobile devices and portable personal music players during class times
- Prepare for each class by completing the required reading
- Attend all classes except when prevented by illness or exceptional circumstances
- Arrive at classes at the scheduled time as late arrival is both disrespectful and disruptive to trainers and fellow students
- Participate actively in learning activities
- Avoid all forms of general and academic misconduct
- Provide constructive feedback when evaluating courses and trainers
- Refrain from any activities that might have a negative impact on other members of the community
- Familiarise themselves with the responsibilities required of their course
- Refrain from eating or drinking (except for water) in classrooms at any time. Food and beverages may be consumed during scheduled class breaks
- Abide by any other rules of classroom behaviours as determined by, and/or negotiated with their trainer

DISRUPTIVE BEHAVIOUR

To ensure all students are provided with an equal opportunity to learn and achieve, disruptive behaviours, including offensive behaviour and language usage, will not be tolerated. Any student who exhibits such behaviours will be asked to leave the premises immediately and risks being permanently removed from the course.

BULLYING AND HARASSMENT

In accordance with legislation and our commitment to providing a safe learning environment, harassment, bullying and intimidation, including sexual harassment, will not be accepted in the training environment. If you have any concerns, please speak with your trainer, the RTO Training Coordinator and/or Executive Director – Education & Training. Any reported cases of harassment, bullying, discrimination and/or intimidation will be taken very seriously and investigated further.

RESPECTFUL BEHAVIOUR AND ANTI-VILIFICATION CODE OF CONDUCT

The RTO is committed to providing a safe, respectful and inclusive learning and working environment for all students and staff. All members of our organisation are expected to treat others with dignity, respect and fairness at all times. Vilification, discrimination, harassment or intimidation of any person will not be tolerated.

Expected Behaviour

Students and staff must:

- Treat all people with respect, regardless of their race, religion, nationality, culture, gender, sexuality, disability, age or background

- Communicate respectfully in person, in writing, online and through social media
- Support an environment where everyone feels safe to participate in learning and work activities
- Raise concerns appropriately through organisational reporting or support processes

Unacceptable Behaviour

The following behaviours are not acceptable and may result in disciplinary action:

- Racism, antisemitism, or any form of prejudice or hatred directed toward individuals or groups
- Vilification, including behaviour that humiliates, intimidates, insults or threatens another person because of their identity or background
- Racial vilification, or publicly saying or doing something that is likely to offend, insult, humiliate or intimidate another person or group because of their race, colour, or national or ethnic origin
- Incitement to violence, encouraging hatred or hostility toward individuals or groups because of characteristics such as race, religion, nationality or similar protected attributes (this is a criminal offence and may result in criminal penalties)
- Displaying or sharing offensive symbols, images or messages that target a particular group
- Bullying, harassment or intimidation in person, online or through electronic communication

Respectful Discussion

We support respectful discussion and debate about social, political and global issues. However, these discussions must not involve harassment, antisemitism, discrimination, vilification or hostility toward any group or individual.

Breaches of the Code

Any breach of this Code of Conduct may be investigated and may result in disciplinary action in accordance with organisational policies and procedures.

DRESS CODE

Our students are expected to dress in neat, casual clothing. In accordance with our equity and diversity principles, please wear clothing that is modest and suitable for the training environment. Where a course requires it, students will be expected to wear relevant Personal Protective Equipment (PPE) including high vis, steel cap boots, eye protection, gloves etc. Students are informed at enrolment of any specific requirements for their course.

PERSONAL HYGIENE AND INFECTION CONTROL

Our students are expected to adhere to a high standard of personal hygiene and cleanliness whilst training with us. Good hygiene includes washing your hands regularly with soap and water for at least 20 seconds and drying them with a clean paper towel. We recommend washing your hands:

- Before and after eating
- After coughing or sneezing
- After going to the toilet, and
- When changing tasks and after touching potentially contaminated surfaces

Where it is not possible to wash your hands, it is recommended to use an alcohol-based hand sanitiser.

MOBILE PHONES

Students must refrain from using mobile phones during training. As a courtesy to the trainer and other students, phones should be set to silent mode when training is in progress. If it is necessary to take an urgent call, please leave the classroom to do so.

SMOKING/VAPING

ABV RTO policies do not permit smoking or vaping within the training areas or on RTO property at any time. If students wish to smoke or vape, they must use the designated smoking areas during scheduled breaks only.

LOST PROPERTY

For any lost property enquiries, please contact the RTO Administration Office. If students find any property, please do the right thing and hand it to your nominated trainer or the Administration Office.

STUDENT FACILITIES

The RTO provides students with sufficient facilities for success in training. Students must keep facilities (classrooms, toilets, kitchens) clean and tidy by disposing of rubbish in the bins provided.

PARKING

Parking is limited at RTO training sites. A bus service is provided at some training locations. If a student is unsure of where to park, please ask RTO administrative or training staff. Parking is at the student's own risk.

COMPLAINTS AND APPEALS PROCESS

The Complaints and Appeals Policy is based on the principles of natural justice and procedural fairness and aims to assist all students or parties to resolve disputes, settle grievances, and receive a fair hearing.

The ABV RTO ensures:

- Complaints and appeals are managed in a constructive, timely, confidential, and sensitive manner.
- The procedures for lodging complaints and appeals are clearly communicated to students, staff, third-party providers, and external stakeholders.
- Each complaint and appeal, along with its outcome, is documented in writing.
- Complainants and appellants are provided with written communication regarding the outcomes of their complaints or appeals, including the decision and reasons for that decision.
- Complaints and appeals will be managed within ten working days of lodging, with all reasonable measures taken to finalise the process as soon as practicable.
- All complaints and appeals will be acknowledged in writing and finalised promptly, with a target completion time of 30 calendar days.
- If a complaint or appeal is expected to take more than 30 calendar days, the RTO will inform the complainant/appellant in writing, providing reasons for the delay.
- All complaints and appeals will be recorded in the RTO Complaints and Appeals Register, with outcomes securely maintained.
- No RTO staff member shall disclose information to any person without the permission of the Executive Director – Education & Training. Any decision to release information to third parties can only be made once the complainant/appellant has granted permission.

Student concerns will be handled in the strictest confidence. Lodging a complaint or appeal will not affect a student's ability to continue studying or obtain other services that the student is eligible to receive.

TYPES OF COMPLAINTS

A complaint or grievance may involve the conduct of:

- The RTO, its trainers and assessors or other staff members.
- A TAG staff member - third-party providing services on behalf of the RTO; or
- A student of the RTO.

EXAMPLES OF COMPLAINTS

- Students: Course advice and enrolment, personal conflicts or safety concerns, customer service or administration issues, training/assessment materials and delivery, student progress and academic decisions, issues with certificates/statements of attainment, fees and charges, marketing, and promotional material.
- Staff: Disputes may also include issues such as harassment, discrimination, bullying, unfair treatment, workload allocation, interpersonal conflicts, allegations of misconduct, inadequate staff training, or unequal access to professional development opportunities.
- Third Party Provider (TAG) / External Stakeholders: Concerns regarding the quality of training services, assessment integrity, RTO operations, communication, or the alignment of training with industry needs.

STUDENT COMPLAINTS AND APPEALS

The RTO provides both an Informal and Formal Complaints and Appeals process to address student concerns. This policy is grounded in the principles of natural justice and procedural fairness and aims to assist students in resolving disputes while ensuring a fair hearing.

- Confidentiality: All concerns will be managed confidentially. Lodging a complaint or appeal will not affect a student's ability to continue studying or access other eligible services.

INFORMAL PROCESS

- Students are encouraged to attempt resolving the complaint directly with the parties concerned through discussion and mutual agreement.
- If needed, students may seek support with an informal complaint by discussing it with their trainer or relevant staff members.
- Students who do not wish to discuss the complaint with the trainer (or if the complaint is about the trainer), may contact the RTO via the provided telephone number or email address to seek support from the RTO Training Coordinator or Executive Director – Education & Training who may refer the matter to other staff members with the student's consent.
- Students have the option to be accompanied by a chosen third party to support them during the informal discussion.
- All informal complaints, regardless of resolution, will be reported to management for review and consideration for continuous improvement actions.
- The complaint will be recorded in the RTO QHSE system.
- If an informal complaint is not resolved through mutual agreement, the formal complaints process will be initiated.

FORMAL PROCESS

- Students dissatisfied with the informal resolution or who wish to submit a formal complaint may do so using the Student Complaint Form and submit it to the Executive Director – Education & Training.
- The Executive Director – Education & Training will respond in writing or via email to all formal student complaints within five business days of receiving the Student Complaint Form.
- If the complaint requires more than five calendar days to resolve, the complainant will be informed in writing, including reasons for the extended timeframe, and receive regular updates on the matter's progress.
- The Executive Director – Education & Training will respond to formal complaints in writing, proposing a resolution.
- The Executive Director – Education & Training will inform the complainant about their right to appeal the proposed solution and request for an independent adjudicator.

- Regardless of the complaint’s resolution, all formal complaints will be reported to the CEO for review and consideration of potential continuous improvement actions.

ASSESSMENT APPEALS

All assessment-related appeals must be lodged within three months of the competency decision. The Executive Director – Education & Training will investigate and provide a final decision in writing within ten business days. Valid grounds for an appeal include:

- the judgement as to whether competency has been achieved and demonstrated was made incorrectly
- the judgement was not made in accordance with the assessment plan
- alleged bias of the assessor
- alleged lack of competence of the assessor
- alleged inaccurate information from the assessor regarding the assessment process
- alleged inappropriate assessment process for the competency
- faulty or inappropriate equipment; and/or
- inappropriate conditions.

If the student is dissatisfied with the resolution, they may appeal to an independent third party at no cost to the student (unless otherwise agreed).

ASSESSMENT APPEALS PROCEDURE

Staff delivering training and assessment services on behalf of the RTO will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Provide each student that requests an assessment appeal with the required Student Appeal Form or direct them to the website.
- Communicate directly via email as soon as possible with management on any advice (written or verbal) provided by a student that they are seeking to appeal an assessment decision.

The Executive Director – Education & Training will be required to:

- Schedule a meeting with the student when a completed assessment appeal form is received from a student.
- Communicate any outcome decision by management to uphold or overturn an assessment appeal to the student in writing clearly identifying the reason for the outcome.
- All assessment appeals will be processed by management within ten business days of receipt of an appeal. All assessment appeals must be maintained on the student’s file.
- Student records will be adjusted to comply with management appeal outcome decisions.

APPEAL OUTCOMES

Appeal is upheld; in this event the following options will be available:

- RTO assessment will be re-assessed, potentially by another assessor.
- Appropriate recognition will be granted.
- A new assessment shall be conducted / arranged.

Appeal is rejected / not upheld; in accordance with the RTO Assessment Policy, the student will be required to:

- Undertake further training or experience prior to further assessment; or
- Re-submit further evidence; or
- Submit / undertake a new assessment.

OTHER APPEALS

Students may also appeal any other decision taken by the RTO (e.g. fee payment issue, exclusion from a course) by using the Student Appeal Form. In this case, RTO Management will be required to:

- Schedule a meeting with the student when a completed appeal form is received.
- Communicate any outcome decision by management to uphold or overturn an appeal to the student in writing clearly identifying the reason for the outcome.
- All appeals will be processed by management within ten business days of receipt of an appeal. All appeals records must be maintained on the student's file.
- Student records will be adjusted to comply with management appeal outcome decisions.
- Students may avail themselves of the external process should they be dissatisfied with the outcome of the internal appeals process.

EXTERNAL APPEALS

- When a student has exhausted or is dissatisfied with the internal complaint resolution process, they may seek assistance from an external agency to resolve the issue.
- Students are expected to discuss their concerns in good faith when engaging with external agencies. This means students should act honestly, transparently and constructively, providing all relevant information and fully cooperating with the external review process.
- The RTO CEO / Executive Director – Education & Training will inform the student that an independent third party will be engaged to consider the nature of the complaint or appeal and seek a resolution, at no cost to the student.
- The selection of the independent third party will be communicated to the student. The choice of the third party must be mutually agreed upon by the student and the RTO.
- The RTO CEO / Executive Director – Education & Training will provide all relevant documentation related to the formal complaint, along with the student's contact details, to the independent third party.
- The independent third party will provide an adjudication response within seven business days from the receipt of all formal complaint and appeal documentation.
- If the appeal process requires more than thirty calendar days to resolve, the student will be informed in writing, including the reasons for the delay, and will receive regular updates on the progress of the matter.
- The independent third party will contact both the Executive Director – Education & Training and the student to arrange a suitable time for further discussions regarding the formal complaint or appeal.
- All proposed solutions from the independent third party will be considered final and must be reported to the Executive Director – Education & Training and the student in writing. Both parties are required to implement the solution immediately.

EXTERNAL COMPLAINTS

If the student feels that their complaint/appeal has not been resolved, they may request a review from an independent body.

If the complaint is related to a potential breach of the Standards for RTOs, you can make a tip-off report on the ASQA Portal: <https://asqaportal.asqa.gov.au/Make-a-Report>

Please note: ASQA cannot resolve disputes between students and training providers. Their regulatory functions allow them to collect, analyse, interpret, and disseminate information about vocational education and training. ASQA does not have the legislative power to act as a student advocate.

If the complaint required a personal resolution and is related to issues such as refunds, issuance of certification or allegations of harassment, refer to the agencies below:

Agencies in WA	Issues relating to	Contact Details
Consumer Protection Agency	<ul style="list-style-type: none"> Information about seeking a refund or a cancellation of student's course fees Information about student's rights and obligations May be able to help with negotiating with the training provider 	Consumer Protection Phone: 1300 304 054
Ombudsman	<ul style="list-style-type: none"> Fees and refunds 	Ombudsman Western Australia Phone: 1800 117 000

COMPLAINTS AND APPEALS RECORDS

The RTO will maintain records of all complaints and appeals and their outcomes, which will be referenced in management meeting minutes for continuous improvement. All informal and formal complaints will be recorded in the QHSE system.

- When a student wishes to submit a formal complaint or is dissatisfied with the attempt to resolve a complaint informally (directly with staff / relevant parties), the student may submit a formal complaint to the Executive Director – Education & Training by utilising the Student Complaint Form available on the website.
- The Executive Director – Education & Training will respond in writing to all formal student complaints within 5 business days of receipt of a Student Complaint Form.
- When a complaint is recognised as requiring more than 60 calendar days to resolve, the Executive Director – Education & Training must inform the complainant in writing, including reasons why more than 60 calendar days are required and regularly update the complainant on the progress of the matter.
- The Executive Director – Education & Training shall respond to formal complaints from students in writing proposing a resolution to the complaint.
- The Executive Director – Education & Training will inform the complainant about their right to appeal the proposed solution and request for an independent adjudicator.
- Regardless of the complaint's resolution, all formal complaints will be reported to the RTO CEO for review and consideration of potential continuous improvement actions.

NON-RETALIATION AND CONFIDENTIALITY ASSURANCE

The RTO guarantees that lodging a complaint or appeal will not result in any adverse consequences or retaliation. All complaints and appeals will be treated confidentially, ensuring fairness throughout the process.

HEALTH AND SAFETY

At ABV RTO, we are committed to providing a safe and healthy learning environment for all students, staff, and visitors. In the event of an incident, whether it is a workplace injury, health-related issue, or safety concern, it is essential that it is reported promptly and accurately to ensure appropriate action is taken.

RESPONSIBILITY

Trainers and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards that could cause harm to persons in their area of control or operation and take prompt action to remove or control, or, alternatively, report them to another person who has the authority and capability to do so.

RTO Management and trainers may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means they must follow all safety rules, procedures and instructions of staff, workplace supervisors or any other management personnel involved during day-to-day training activities. If you have any concerns about any WHS issue, please talk with your trainer in the first instance. This will then be escalated to the Training Manager and/or the Executive Director – Education & Training.

INCIDENT REPORTING

The purpose of incident reporting is to identify potential hazards, assess risks, and implement corrective actions to prevent future occurrences. Reporting incidents helps ensure compliance with relevant workplace health and safety regulations and creates an environment of transparency, accountability, and continuous improvement.

TYPES OF INCIDENTS TO REPORT

Incidents that should be reported include, but are not limited to:

- **Workplace Injuries:** Any injury or illness sustained during training or in the workplace.
- **Near Misses:** Any event that could have resulted in an injury, illness, or damage but was narrowly avoided.
- **Unsafe Conditions:** Any situation, equipment, or environment that may pose a risk to health and safety (e.g. wet floors, malfunctioning equipment).
- **Health Issues:** Any health-related incidents that may affect the student's or staff member's ability to safely participate in training or work tasks.
- **Environmental Hazards:** Any environmental risks, including spills, fire hazards, or unsafe materials.

HOW TO REPORT AN INCIDENT

- **Immediate Action:** If the incident involves injury or imminent risk to health and safety, the affected individual must seek medical attention immediately. First-aid kits and emergency contacts should be readily available in training areas.
- **Complete the Incident Report Form:** Once the immediate safety concerns are addressed, students or staff must complete an incident report form, which includes:
 - A detailed description of the incident, including time, location, and the individuals involved.
 - The nature of the incident (e.g. injury, near miss, hazard identified).
 - Any actions taken immediately following the incident.
 - Names of any witnesses.
- **Submit the Report:** The completed report should be submitted to the RTO Administration Office or Health and Safety Officer as soon as possible, ideally within 24 hours of the incident.
- **Follow-up and Investigation:** The RTO will review the incident report and may investigate further to determine the cause of the incident. Corrective actions will be taken as necessary, including hazard elimination, staff training, or changes to procedures to reduce the risk of future incidents.

EMERGENCY PROCEDURES AND CONTACT NUMBERS

During an emergency, ensure your immediate safety. If possible, move to a safe location away from danger. Dial the emergency service contact number and provide your location, the nature of the emergency, and any other relevant information. Stay on the line, listen to the emergency operator, and follow their instructions until help arrives. Stay calm and keep communication clear.

- Police (Emergency / Life-threatening) - 000
- Police (Assistance) - 131 444
- Fire - 000
- Ambulance - 000
- Training Manager - Stuart Lawrence - 0497 136 252
- Executive Director – Education & Training - Jegath Jisangar - 1300 436 756

STUDENT FEEDBACK AND CONTINUOUS IMPROVEMENT

ABV RTO continuously works to improve the quality of our training services.

Feedback from students is a fundamental part of enhancing our training services. A Student Feedback Form and Learner Questionnaire will be provided to students during or after their training, and we hope that students will take the opportunity to complete the forms. We also welcome feedback at any time throughout the course.

Please be assured that any comments provided as part of this process are completely confidential unless the student chooses to provide their details for follow-up and are only used for the purpose of improving the quality of our services to students.

FORMAL FEEDBACK

Students enrolled in Nationally Recognised Training may be required to complete surveys mandated by Federal and/or State/Territory Government Education Departments. For example, the National Centre for Vocational Education Research (NCVER) collects surveys from RTOs that students complete at the end of their course (ACER Learner Questionnaire).

INFORMAL FEEDBACK

ABV also gathers informal feedback from students at various stages throughout the course to better understand their experiences and identify areas for improvement. While not all suggestions may be implemented, all feedback is carefully reviewed and considered.

ABV encourages students to complete the internal Student Feedback Survey. This survey is designed to gather feedback on student satisfaction, helping ABV identify areas for improvement in training and assessment practices. Your input will ensure ABV meets student expectations and maintains high-quality standards.

CONTINUOUS IMPROVEMENT PROCESSES

At ABV, we are committed to a process of continuous improvement. We actively seek feedback from students, trainers/assessors, industry partners, third-party providers and other relevant stakeholders to ensure our training and services are always aligned with students'/industry needs and expectations. ABV strives to identify areas for improvement in training, assessment practices, and overall service delivery. Evaluating feedback from all stakeholders allows the RTO to maintain high-quality standards and make necessary adjustments to improve the learning experience for all students.

KEY LEGISLATION

ABV will inform all students of any Commonwealth, State and regulatory requirements that affect their participation in training. Students will be provided with this information at enrolment. Copies of this information will be made available to students upon request. Additionally, ABV will ensure that all students are made aware of any legislative or regulatory changes that affect them during the course of their training.

Below is a list of key legislation relating to students and their training in Australia, along with a summary of how it impacts students and links to further information:

LEGISLATION / SUMMARY	IMPACT ON STUDENTS	FURTHER INFORMATION
<p>National Vocational Education and Training Regulator Act 2025 / This Act establishes the Australian Skills Quality Authority (ASQA) as the national regulator for vocational education and training (VET). It outlines the standards and regulatory framework that Registered Training Organisations (RTOs) must comply with to deliver training. It ensures that students receive quality training and assessment that meets national standards.</p>	<p>Students are protected by ensuring that RTOs deliver high-quality training, and it guarantees that they receive nationally recognised qualifications.</p>	<p>National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 - Federal Register of Legislation</p>
<p>Australian Qualifications Framework (AQF) / The AQF is the national policy for regulated qualifications in Australian education and training. It specifies the levels of qualifications and provides a framework for how qualifications are structured and what they should represent.</p>	<p>The AQF ensures that students' qualifications are consistent, portable, and recognised across the country. It assures students that their qualifications meet national standards and are recognised by employers.</p>	<p>Australian Qualifications Framework</p>
<p>Disability Discrimination Act 1992 / This Act prohibits discrimination on various grounds, including disability, gender, race, and other protected characteristics. It ensures that all students, regardless of their personal circumstances, have equal access to training opportunities and support.</p>	<p>Students are protected from discrimination and are entitled to access education and training in an environment free from harassment. The Acts ensure that reasonable adjustments are made for students with disabilities.</p>	<p>Disability Discrimination Act 1992</p>

<p>Disability Standards for Education 2005 / These Standards clarify the obligations of education and training providers under the Disability Discrimination Act 1992 (DDA). The DSE seek to ensure that students with disability can access and participate in education on the same basis as students without disability.</p>	<p>These Standards aim to ensure students with disability have the right to participate in activities, receive appropriate support for learning and assessment, and be treated with respect.</p>	<p>Disability Standards for Education 2005</p>
<p>Privacy Act 1988 / This Act regulates how personal information is handled by Australian Government agencies and private sector organisations, including RTOs. It establishes principles for the collection, use, and disclosure of personal information.</p>	<p>Students' personal and sensitive information is protected under this Act. RTOs must ensure that student records are kept secure, and students have the right to access their own records.</p>	<p>Privacy Act 1988</p>
<p>Work Health and Safety Act 2020 / This legislation establishes the legal obligations for workplaces to ensure the health and safety of workers, including students in work placements or practical training environments.</p>	<p>This legislation establishes the legal obligations for workplaces to ensure the health and safety of workers, including students in work placements or practical training environments.</p>	<p>Work Health and Safety Act 2020</p>
<p>Consumer Protection Laws (Australian Consumer Law - ACL) / The ACL, found in the Competition and Consumer Act 2010, provides protections for consumers, including students. It prohibits misleading conduct, false advertising, and ensures the right to remedies if services are not provided as promised.</p>	<p>Students are protected against false or misleading marketing by RTOs and can seek compensation or other remedies if services (such as courses or qualifications) are not provided as advertised or agreed.</p>	<p>Consumer Protection Laws (Australian Consumer Law - ACL) https://consumer.gov.au/australian-consumer-law</p>

RTO POLICIES, PROCEDURES, FORMS AND DOCUMENTATION

For all policies, guidelines, and resources available to students, please refer to the Student Information page on the ABV website. This page provides comprehensive details on a wide range of topics relevant to your studies, including enrolment, course suitability discussions, the special needs form, and a list of available support services. It ensures that you have easy access to all the necessary information to support you throughout your time at ABV: <https://abv.edu.au/student-information/>

SUPPORT SERVICE LIST

EMERGENCY CONTACTS

Police	131 444 or 000 <i>if life threatening</i>
Ambulance	000
Fire	000

OTHER CONTACTS

WA Poisons Information Centre	131 126
Translating and Interpreting Service	131 450

HELP LINES AND CRISIS SUPPORT

Lifeline	13 11 14 lifeline.org.au	24 hours, 7 days	access to 24-hour crisis support and suicide prevention services
Suicidal Call Back Service	1300 659 467 suicidecallbackservice.org.au/phone-and-online-counselling/	24 hours, 7 days	free professional phone and online counselling
MensLine Australia	1300 789 978 mensline.org.au	24 hours, 7 days	telephone and online counselling service offering support for Australian men
The Samaritans Help Line	0863 839 850 Youthline WA 1800 198 313 thesamaritans.org.au	8am – 8pm	anonymous emotional support
Kids Help Line	1800 551 800 kidshelpline.com.au	24 hours, 7 days	free Australian telephone and online counselling service for young people aged 5-25
Beyond Blue	1300 22 4636 beyondblue.org.au	24 hours, 7 days	support and/or information for depression and anxiety
Headspace	1800 650 890 headspace.org.au	9am – 1am AEDT 7 days	free and secure space where young people 12 - 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional
Sane Australia	1800 18 72 63 sane.org	10am – 8pm Mon - Fri, AEST	mental health Counsellors are available by phone, web chat, or email
Mental Health Emergency Response Line	Metro 1300 555 788 Peel 1800 676 822	24 hours, 7 days	assessment, specialist intervention and support for people experiencing a mental health emergency
Salvation Army	13 SALVOS (13 72 58) salvationarmy.org.au	24 hours, 7 days	alcohol and other drug services, homelessness support and accommodation, women's support

Women's Domestic Violence Helpline	Free call: 1800 007 339	support and counselling for women experiencing family and domestic violence
Men's Domestic Violence Helpline	Free call: 1800 000 599	counselling and referrals for men who are concerned about their violent and abusive behaviours, as well as men experiencing family and domestic violence

SUPPORT GROUPS

FINANCIAL AND LEGAL SUPPORT

National Debt Helpline	1800 007 007 ndh.org.au	free and confidential telephone or live chat 9.30am - 4.30 pm, Mon - Fri
Legal Aid WA	1300 650 579 legalaid.wa.gov.au	free or low-cost legal services 9.30am - 4pm, Mon – Fri (WST)
Legal Yarn	1800 319 803	free telephone information service for Aboriginal and Torres Strait Island People 9am – 4pm, Mon – Fri (WST)
Citizens Advice Bureau - Legal Advice	(08) 9221 5711 cabwa.com.au/get-legal-advice	low-cost legal advice service on a wide range of issues and prepare various simple legal documents. 9.30am - 4pm, Mon - Fri (WST)
Justice of the Peace	(08) 9425 2525 justice.wa.gov.au	
Youth Legal Service	(08) 9202 1688 youthlegalserviceinc.com.au	free and confidential legal services to young people in Western Australia 9am - 4pm, Mon - Fri

SUPPORT FOR MENTAL HEALTH, HEALTH ISSUES, CRISIS, SEXUAL ASSAULT

Health Direct	1800 022 222 healthdirect.gov.au	24-hour health advice
WAAC	(08) 9482 0000 Country Callers: 1800 671 130 waac.com.au	confidential and anonymous phone line that you can call for information about HIV, STIs and other sexual health issues.
1800RESPECT	1800 737 732 Text: 0458 737 732 1800respect.org.au	National sexual assault, domestic violence counselling (telephone and online) 24 hours, 7 days

ALCOHOL AND DRUG SUPPORT

Alcohol and Drug Support Line	(08) 9442 5000 Country Callers: 1800 198 024 drugaware.com.au	for information and confidential counselling, support and referral 24 hours a day
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Alcoholics Anonymous	1300 22 22 22 aaperthwa.org	Speak confidentially with a qualified alcohol and other drug counsellor 24 hours a day
WA Quitline	13 78 48 Text: 0482 090 634 quitlinewa.org.au/quitline-wa/	Confidential advice and information service for people who want to quit smoking 8am – 8pm, Mon - Fri
Parent and Family Drug Support Line	(08) 9442 5050 Country Callers: 1800 653 203	Information and confidential counselling, support and referral 24 hours a day
SEXUAL HEALTH AND LGBTQ		
Qlife	1800 184 527 qlife.org.au	Anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. 3pm - 12am, 7 days
The Freedom Centre	(08) 9482 0000 freedom.org.au	Support and information and by maintaining a safe social space with healthy attitudes towards sexuality, gender, sex, respect, empowerment, self-esteem and education.
CHILDCARE, CHILDREN AND FAMILIES		
Child Care Access Hotline	1800 670 305 childcarefinder.gov.au	Information on childcare services, types of care available and government help with the cost of child care 8am – 6pm, Mon - Fri
Australian Red Cross WA	1800 733 276 redcross.org.au	
Family and Relationships Advice Line	1800 050 321	Providing information about family relationships at all stages 8am - 8pm AEST, Mon - Fri 10am - 4 pm, Sat
Ngala Parenting Line	(08) 9368 9368 Country Callers: 1800 111 546 ngala.com.au	Free telephone support service for parents and caregivers of children aged 0 to 18 years who live in WA 8am – 8pm, Mon – Sun (incl. PH)
HOMELESSNESS		
WestAus Crisis & Welfare Services	(08) 9582 9920	Clients may be referred to an appropriate Crisis accommodation, assessed and offered Westaus crisis/transitional accommodation (if vacancies permit) or assisted with information in seeking private rental options. 9am - 4pm, Mon - Fri westauscrisis.org.au/homeless
Entry Point Perth	6496 0001 1800 124 684 entrypointperth.com.au	Free assessment and referral service assisting people who are homeless or at risk of homelessness in WA to access accommodation and support options 9am - 7pm, Mon – Fri 9am - 5pm, Sat

Crisis Care	1800 199 008	arranging help including temporary accommodation, protection for children, financial aid, counselling and support services
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COMPLAINTS AND DISCRIMINATION

Equal Opportunity Commission	(08) 9216 3900 1800 198 149 eoc@eoc.wa.gov.au	provide a means of redress to individuals who allege unlawful discrimination
Wageline	1300 655 266 commerce.wa.gov.au/labour-relations/contact-wageline	8.30am - 4.30pm, Mon, Wed, Thu and Fri 9am - 4.30pm, Tue
Fair Work Ombudsman	131 394 fairwork.gov.au	information and advice about pay and entitlements, free calculators, templates, help resolving workplace issues, investigates and enforces breaches of workplace laws 8am - 5.30pm, Mon-Fri

DISABILITY

People with Disabilities WA Inc	(08) 9420 7279 Text: 0488 798 615 Country Callers: 1800 193 331 pwdwa.org	Advocating for the rights of people with disability in Western Australia
Disability Advocacy for Diverse Communities	(08) 9388 7455 1800 659 921 edac.org.au	advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families. 9am - 5pm, Mon - Fri
Citizen Advocacy Perth	(08) 9445 9991 capw.org.au	a not-for-profit organisation funded by the federal government, which aims to promote, facilitate and support advocacy for people with intellectual disability
Australian Dyslexia Association	In the event of an urgency: Text: 0410 850 185 dyslexiaassociation.org.au	assistance for people with Dyslexia
DSF Literacy and Clinical Services (The Dyslexia-SPELD Foundation of WA inc.)	(08) 9217 2500 dsf.net.au	advice and support to families and educators on successful literacy acquisition, evidence-based practice, and the strategies most likely to improve literacy outcomes for all students
Office of Disability	1800 176 888 disability.wa.gov.au	information, support and services to people with disability, their families and carers
Life Without Barriers	1800 935 483 SMS relay number 0423 677 767 lwb.org.au/disability/	disability services and programs 9am – 4:30pm, Mon – Fri (AEST)
Senses WA	1300 111 881 senses.org.au	information, support and services to people with disability, their families and carers

VisAbility	1800 847 466 (08) 9311 8202 visability.com.au	support for people living with blindness or vision impairment 8:30am – 4:30pm, Mon – Fri (WST)
Deaf Connect - Perth	1800 893 855 deafconnect.org.au	services for all members of the community in four different areas; interpreting, support services, NDIS advocacy and navigation, and Auslan and training
LANGUAGE, LITERACY AND NUMERACY (LLN)		
Read Write Now!	1800 018 802 read-write-now.org	volunteer tutors provide free one-on-one assistance for adults to help improve Reading; Writing; Spelling; and Maths
Adult Migrant English Program (AMEP)	131 881 immi.homeaffairs.gov.au/settling-in-australia/amep/service-providers	free English language tuition through the Adult Migrant English Program (AMEP). You may be eligible for AMEP if you are a migrant or humanitarian visa entrant.
Be Connected	1300 795 897 beconnected.esafety.gov.au	Help for seniors with using computers, word processing web use, sending emails 9am – 5pm, Mon – Fri (AEST/AEDT)
Reading Writing Hotline	1300 655 506 readingwritinghotline.edu.au	Assistance with LLN - national telephone referral service for adult literacy and numeracy