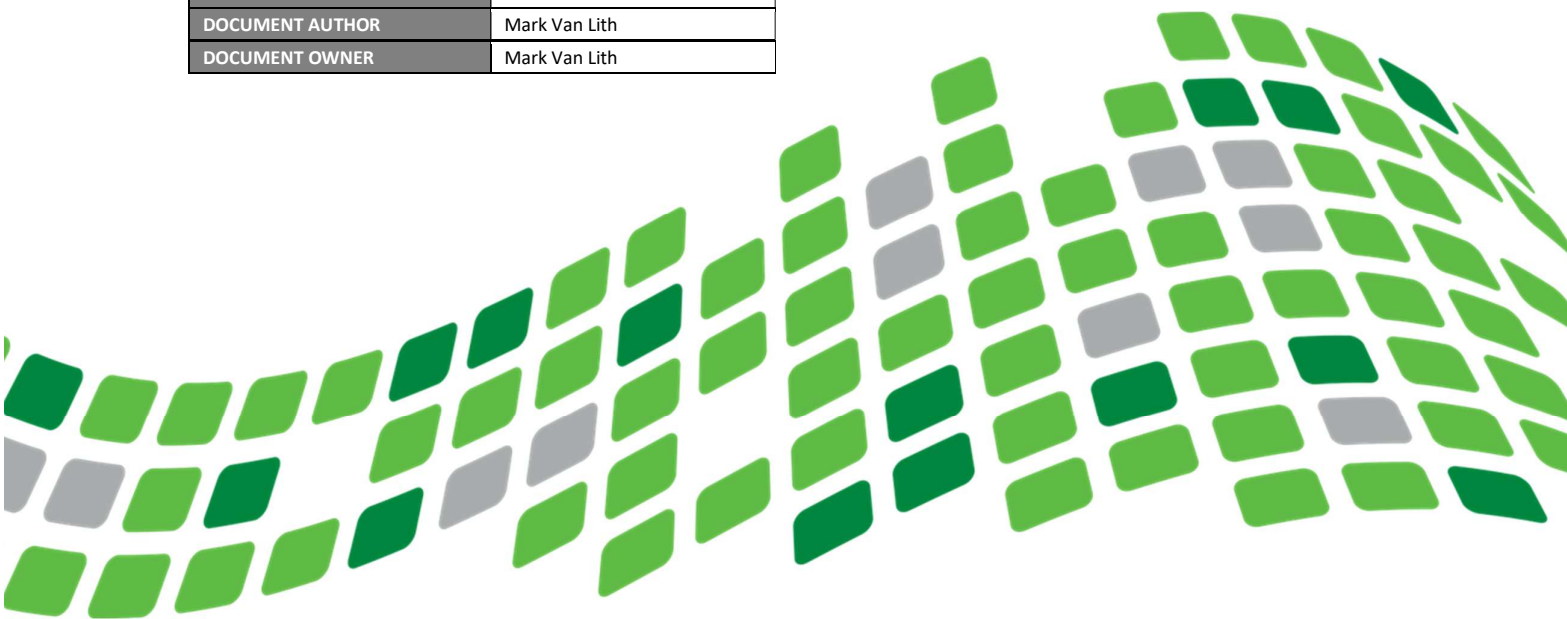
STUDENT HANDBOOK

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Approval

NAME	POSITION	SIGNATURE	DATE
Mark Van Lith	Managing Director		16/08/2023
Mark Van Lith	Managing Director		06/10/2025
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SECTION 1 INTRODUCTION

This handbook is a reference for ABS Institute of Management's (RTO ID: 51804) training programs, policies, procedures, and learning responsibilities.

ABS Institute of Management

Thank you for considering ABS Institute as your training provider. We are a Registered Training Organisation (RTO) registered by the Training Accreditation Council (TAC) and regulated under the VET Quality Framework.

At ABS Institute, we aim to provide quality training and support that is clear, practical and useful. We review our resources and processes often so they stay current and meet student, employer and industry needs.

We offer specialist programs under Self-Employment Assistance including training and coaching at multiple locations and online. To learn more, please visit our website: www.absinstitute.com.au.

As an RTO, ABS Institute follows the Standards for Registered Training Organisations (RTOs) 2025. We deliver training in line with policies and procedures that meet VET quality requirements.

Service Commitment

ABS Institute is committed to giving students quality training and assessment services.

We aim to:

- Offer training that meets industry needs.
- Deliver engaging and high-quality instruction.
- Prioritise a person-centred approach.
- Support students during their program.
- Enable flexible learning options.
- Create an open and supportive learning environment.
- Ensure trainers are qualified and experienced.
- Continuously monitor and improve training.
- Support student wellbeing.
- Help students build skills and confidence.

Training Programs

ABS Institute offers nationally recognised and non-accredited training. Courses may be public or customised for students and industry. Nationally recognised training must be within our approved scope of registration.

SECTION 2 COURSE INFORMATION

Accredited Training Programs

Accredited training is competency based. This means you are assessed on your ability to use the required skills and knowledge to complete workplace tasks to the required standard.

The skills and knowledge for workplace tasks are listed in Units of Competency. Units can be grouped together to make a nationally recognised qualification. You can view nationally recognised qualifications at www.training.gov.au.

Competency

The same rules apply to all students, no matter where or how they study. This includes classroom students, workplace students and students applying to have existing skills recognised.

Each Unit of Competency includes:

- Elements (essential outcomes)
- Performance Criteria – what you must show.
- Foundation Skills – language, literacy, numeracy, digital and work skills.
- Performance Evidence – what you must be able to do.
- Knowledge Evidence – what you need to know.
- Assessment Conditions – where, how and with what resources assessment must happen.

You are competent when you can show the required skills and knowledge to workplace standards. You may need to show these skills more than once, in different situations. This may include simulated workplace activities.

Evidence

Evidence shows that you can complete a task or competency to the required standard. The standard may come from the unit, employer, industry or regulations. You may need to provide more than one example of evidence.

Assessment tools will specify what evidence is needed for each unit/module. Examples include:

- Assessment tasks from your Assessor
- Observation reports
- Certificates or awards
- Samples of work or projects
- Job descriptions or reviews
- Third-party reports
- Written responses
- Tests

Your evidence should show you can:

- Perform the task to standard
- Understand why tasks are done certain ways
- Handle unforeseen problems
- Collaborate with others
- Multi-task, including safety awareness
- Follow workplace rules and procedures

Assessment

Assessment is needed to finish your course and receive certification. Your assessor will explain the assessment process during orientation and during your course. Assessment means collecting evidence to decide if you meet workplace competency standards.

During your training, you will complete various assessment tasks, such as:

- Performance observation
- Assignments
- Written activities and questioning (written/oral)
- Oral presentations
- Workplace tasks
- Projects
- Case studies
- Skills demonstrations
- Online assessments
- Portfolio submissions

You will only receive certification after you complete all course requirements. ABS Institute provides assessment resources that are clear, useful and meet national standards.

Principles of Assessment

Assessments will follow the principles below.

Valid	An assessment decision must be based on the evidence you provide. The evidence must show your own performance. For an assessment to be valid: • Assessment covers the required skills and knowledge in the unit. • Knowledge and skills are assessed with practical tasks. • Evidence shows you can use the skills in similar situations. • The decision is based on evidence that matches the unit requirements.
Reliable	Evidence is assessed in the same way by different assessors. This means results should be consistent and fair.
Flexible	Assessment is flexible and should consider your needs by: • Considering your needs. • Recognising skills you gained in different ways. • Using assessment methods that suit the unit and situation.
Fair	Your needs are considered during assessment. Where suitable, ABS Institute may make reasonable adjustments to support your needs. ABS Institute will explain the assessment process. You can question an assessment result and ask to be reassessed if needed.

Rules of Evidence and Assessment

ABS Institute must make sure that all evidence you provide meets the rules of evidence.

Valid	Your assessor must be sure that you have the skills, knowledge and other requirements listed in the unit or module.
Sufficient	Your evidence must be enough in quality, amount and relevance for your assessor to make a fair decision.

Authentic	Your assessor must be sure that the evidence is your own work.
Current	Your evidence must show your current skills and knowledge. This means evidence should be recent.

Course Assessment

Each course will include assessment tasks, such as activities or assignments. These tasks apply to all study modes. Your trainer or assessor will explain what you need to do. The requirements are also included in your learner and assessment resources.

Some courses require you to complete assessment after training. This is because competency-based learning often needs evidence of workplace performance.

Presentation of Assessments/ Assignments

- All assessments should be typed.
- Handwritten assessments are accepted; however, handwriting must be clear and easy to read.
- Submit assessments by the due date. Keep a copy before you submit your work.
- All assignments/activities should be signed and dated by the student.
- We aim to mark assessments within 10 working days.
- You may resubmit an assessment once. If you are still Not Yet Competent, another resubmission may be offered for a fee. No further resubmissions are allowed.

Assessment results

You can view your assessment results and completed units in your student account.

Assessment results are confidential. They will not be given to another person unless you provide a written request first.

Reasonable adjustment

If you need support for learning or assessment, speak with ABS Institute. We will consider reasonable adjustments where they are practical. An adjustment must not lower or change the required assessment standard.

Extensions for Assessment

You are expected to submit all assessment tasks by the due date. If you need more time, speak with your assessor and apply for an extension before the due date.

Issuance of Certificates Policy

ABS Institute follows this policy to make sure Statements of Attainment and Certificates are issued correctly and consistently. We only issue certificates for courses that are on our approved scope of registration.

Policy Statement

ABS Institute will issue the correct certificate when you have completed all required skills and knowledge for your course. If you complete only part of a course, you may receive a Statement of Attainment for the units you have successfully completed.
ABS Institute will issue your qualification or Statement of Attainment within 30 calendar days after you complete all required training and assessment, provided all agreed fees have been paid and the applicable USI requirements have been met.

Types of Certifications

ABS Institute may issue four types of certification. We can only issue certificates for qualifications and units that are on our approved scope.

- **Qualification** – issued under the Australian Qualifications Framework (AQF) for nationally recognised training. A full qualification is issued after you are assessed as competent in all required units.
- **Transcript of Results** – issued with a qualification. It lists the units of competency you have achieved.
- **Statement of Attainment (SOA)** – issued under the AQF for nationally recognised training. It is issued when you are assessed as competent in one or more units. You can ask for an SOA during your training.
- **Certificate of Attendance** – issued for non-nationally recognised training. You must meet the attendance requirements to receive this certificate.

Certificates will be sent to the postal address listed in your student account or enrolment form. You must make sure your address details are correct.

Certificates will not be sent to another person or organisation unless you provide written permission first. A fee applies for duplicate or replacement certificates.

Course Delivery

ABS Institute provides qualified trainers, suitable course materials, equipment and facilities. Training and assessment methods are chosen to suit the unit of competency and student learning needs. Courses may include learning in class, online, in the workplace or through a mix of methods.

Different delivery methods may be used to help you build the skills you need. These may include:

- Practical demonstrations
- Audio/visual presentations
- Group discussions
- Trainer instruction
- Hands-on activities
- Self-paced learning

Learning works best when students take part and work with others.

- Individual projects
- Workplace-based training
- Case studies

Delivery Modes *(options)*

ABS Institute uses different ways to deliver training. Your course may use one or more of the delivery modes below.

Group training sessions

Group training means students attend training together at a set time and place. The trainer guides the session. Activities may include role-plays, group discussions and brainstorming.

One-on-one

One-on-one training means you work directly with a trainer. It may include written work, case studies and practical demonstrations.

Online

Online training uses email, the internet and online resources. Your trainer may guide you to websites and resources that support your unit of competency.

Self-paced learning

Self-paced learning means you use learning materials at your own pace. These may include workbooks, reading materials and other resources. Your trainer will support you as needed.

Flexible delivery

Flexible delivery gives students more choice about how, when and where they learn. It helps support different learning needs.

ABS Institute may offer different delivery options, such as classroom training, workplace-based training, correspondence, online learning, Recognition of Prior Learning (RPL), or a mix of these options.

Language, Literacy, Numeracy and Digital

Each training product includes language, literacy, numeracy and digital skill requirements. ABS Institute explains these requirements before enrolment. If you need support, we will discuss your options. Support must not change the required course or assessment standard.

Skills Recognition Policy

Recognition means checking skills and knowledge you may already have. It includes:

- Recognition of prior learning (RPL).
- Recognition of current competency (RCC).
- Credit transfer (CT).
- Mutual recognition (MR).

All students can apply for recognition. You must provide evidence for the unit or units you want recognised. If you can already show the required skills and knowledge, you may not need to complete the same training again. ABS Institute recognises prior skills and knowledge while keeping qualification standards. If you think you already meet the course requirements, contact our office for application information.

Definitions, Terms and Acronyms

Recognition of Prior Learning (RPL): RPL is an assessment process. It checks the skills and knowledge you already have, no matter how or where you gained them. RPL may help you gain part or all of a qualification.

Recognition of Current Competence (RCC): RCC applies when you have already completed a unit or module but need to show that your skills are still current. This may be needed for licensing or workplace reasons. RCC does not give you new skills. It checks that you still meet the required standard.

Credit Transfer (CT): Credit Transfer checks if a unit or subject you have already completed is equal to a unit in your new course. If it matches the required learning outcomes or competency outcomes, you may receive credit. Credit Transfer may include exemption, transfer of credit or course conversion.

Recognition Process

Recognition is an assessment process. It checks whether you already have evidence of competency for a unit you are enrolled in. Recognition is not an automatic approval. Your assessor looks at your evidence and decides if it meets the unit requirements. Evidence may come from:

- previous formal training
- work experience, and/or
- life experience.

Recognition looks at what you have learned, not only where or when you learned it. It checks whether your skills are current and meet industry standards. If recognition is granted, you may receive credit for part of your course or qualification.

You must collect and give your assessor evidence for your recognition application. The evidence must show that you meet the unit requirements. You may need to show original documents. ABS Institute will copy the documents and return the originals to you. The evidence must be your own work. If another person completed any part, you must clearly identify that part.

Recognition Decision

Your assessor must be satisfied that the evidence is relevant to the unit requirements, is enough to support an assessment decision, is your own work and shows your current skills and knowledge.

- Covers all unit of competency requirements.
- Meets any required rules or standards.
- Is authentic and can be verified.
- Shows you can complete the competency reliably.
- Meets industry and AQF standards.
- Is enough for the assessor to make a fair decision.

ABS Institute makes sure assessors make fair and consistent decisions. Your evidence will be marked as either:

- Competent (C): You meet all requirements.
- Not Yet Competent (NYC): You have not yet met all requirements.

If your result is Not Yet Competent (NYC), your assessor will explain what to do next. You may be allowed a second attempt. If you are still unsuccessful after two attempts, you may need to re-enrol. Speak with your assessor if you have any concerns.

Mutual Recognition

ABS Institute recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is called Mutual Recognition or Credit Transfer. It applies when your previous certificate or statement has the same national unit codes as the course you want to study. You must submit an application. If approved, you do not need to repeat training for those units.

Special Needs

Before you enrol, please tell ABS Institute if you have any support needs that may affect your training or assessment. This may include physical needs, disability, English language support, literacy, numeracy, digital skills, dyslexia or other learning needs.

If you have a disability or support need, you can talk with the Managing Director or Training Manager about reasonable adjustments.

The Managing Director or Operations Manager will talk with you about your needs and your ability to complete the training. Flexible delivery options may be considered to support your learning.

Trainers and Assessors

All trainers and assessors are qualified in training and assessment. They are also qualified or experienced in the vocational area they teach and assess. They have practical industry experience and keep their industry knowledge and skills current.

SECTION 3 YOUR RIGHTS AND RESPONSIBILITIES

ABS Institute delivers training at different venues to meet student needs, course requirements and learning styles. The guidelines below help create a safe, respectful and positive learning environment for everyone.

Assessment *(including the use of Artificial Intelligence)*

You must submit all assessments by the due date. If you are having trouble completing an assessment, speak with your trainer or assessor before the due date. They may be able to give support or extra time. Conditions or penalties may apply to an extension.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

ABS Institute takes assessment integrity seriously. We work to make sure assessment processes are fair and not compromised.

- **Cheating** – all assessment work must be your own. Do not use another person's work and submit it as your own.
- **Collusion** – collusion is working with another person when this has not been allowed. You must also make sure other students cannot copy your work.
- **Plagiarism** – plagiarism means copying words, ideas or work from another source without giving proper credit. This includes copying from the internet, books, articles or another person's work. It also includes changing some words but keeping the same idea without referencing. If you use another person's ideas in your own words, you must follow the referencing guidelines.

Use of Artificial Intelligence (AI): Students may use AI tools only for market research or where their trainer or assessor has expressly permitted AI use for a specific learning or assessment task. Students must follow the instructions for each task and must not use AI to generate, write, rewrite or complete assessment responses unless the task instructions expressly allow that use. Any permitted AI-assisted work must remain the student's own work and must provide valid, sufficient, authentic and current evidence of the student's competency. Students are responsible for checking the accuracy, currency, relevance and reliability of AI-generated information, acknowledging AI use and other sources as directed, and being able to explain and demonstrate the knowledge, skills, analysis and decisions shown in their work. Students must not enter personal, confidential, commercially sensitive or copyrighted material into an AI tool unless authorised to do so. ABS Institute may use further questioning, observation or another assessment method to verify authenticity and competency. Using AI contrary to assessment instructions, presenting AI-generated content as the student's own work, or failing to disclose AI use when required may be managed as plagiarism or assessment malpractice under ABS Institute's assessment, complaints, appeals and disciplinary processes.

Attendance *(for classes, appointments and coaching/mentoring)*

Attendance is recorded at each training or face-to-face session. This helps meet learning, safety, funding and compliance requirements.

Regular attendance is important so you can complete learning and assessment tasks. You are expected to attend all scheduled training sessions.

You are expected to be on time and take part in the full class. If you need to leave early, tell your trainer or assessor before the class starts.

Classes are designed to help you build the knowledge and skills you need. You may also need to complete extra reading or research. If you miss a class, it is your responsibility to catch up on missed work. If you know you will be absent, tell your trainer, assessor or ABS Institute

administration staff. Other options, such as self-paced study or another training date, may be available.

Punctuality

Please be on time for training and return from breaks on time. Being punctual shows respect and helps avoid disruption for other students and the trainer or assessor.

Behaviour and Dress Code

Students are expected to behave in a mature and professional way. You are responsible for your own learning and behaviour during training and assessment. Misconduct will not be accepted.

Misconduct includes

- Any offensive conduct or unlawful activity (e.g. theft, fraud, violence, assault);
- Interfering with another person's property.
- Removing, damaging, or mistreating ABS Institute property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation or victimisation.
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

Everyone in the learning environment must help create a positive learning experience. You are expected to respect other students and the trainer or assessor.

ABS Institute may remove disruptive students from the training environment.

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Dress code

Students must be neat and dressed appropriately during training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment.
- Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments.
- Appropriate footwear must always be worn.
- Since you will be working closely with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested.

Mobile phones

Phones must be turned off during training as a courtesy to the trainer, assessor and other students. If you need to be contacted in an emergency, tell your trainer or assessor so arrangements can be made.

Breaks

Your trainer will tell you when breaks will happen. Break times may vary, but they are usually:

- ***15* minutes** for morning and afternoon tea breaks.
- ***30* minutes** for lunch breaks.

Change of personal details

You must keep your personal details up to date with ABS Institute. If your details change, update them through your student login account.

Disciplinary Processes

ABS Institute may use student discipline processes if a student acts inappropriately, including misconduct or assessment malpractice.

If a student breaches discipline rules, they may receive a verbal warning.

Further discipline steps may include:

- The student being asked to justify why they should continue to participate in the learning group.
- Suspension from the training room.
- Expulsion from the training room; or
- Expulsion from the Training course.

Duty of Care

Under workplace health and safety laws, students must help keep the learning environment safe for themselves and others.

If you are involved in an accident that causes injury or damage, tell your trainer or assessor straight away.

If you have a health condition that may become serious during training, please tell us before your course starts. We will keep this information confidential. We only need it so we can support you in an emergency.

Emergency procedures and exit plans must be followed.

You must:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- Not wilfully or recklessly interfere or misuse anything provided by ABS Institute in the interests of health, safety and welfare.
- Cooperate with health and safety directives given by staff of ABS Institute.
- Ensure that you are not affected by the consumption of drugs or alcohol.

Evaluation and Feedback *(inc Learner Surveys)*

ABS Institute values student feedback. Your feedback helps us improve our courses and services. We encourage you to tell us what worked well and what could be improved. Feedback forms may be available at the end of training.

During your program, you may receive a survey from the National Centre for Vocational Education Research (NCVER), a government agency, or another approved organisation. You may also be contacted for audit purposes. These surveys help collect information about training quality, employment, further study and student views.

We also ask learners to complete Quality Indicator Surveys about their training experience.

Learner Support services

ABS Institute understands that personal issues may sometimes affect your training. We can help you find support services if you have special needs or need extra help to complete your learning.

Coaching, Mentoring, Advice & Guidance

ABS Institute can provide mentoring, coaching, advice and guidance. This may include help with course content, study skills and ways to learn more effectively.

Centrelink

Centrelink may be able to provide support while you study. The support you can receive may depend on your personal situation, assets and study hours.

You should contact your local Centrelink office to discuss your own circumstances and options.

Language, Literacy, Numeracy and Digital

Talk with us if you need support with language, literacy, numeracy or digital skills. We can discuss options that may help you develop these skills.

Learning Materials

You will receive your training and assessment materials online through our Learning Management System, Canvas. We will confirm these details when you enrol.

Making the Most of your Training

Your training is an important opportunity. You are responsible for taking part and making the most of your learning. To help you succeed, you should:

- Attend all training sessions and complete all required reading and learning activities.
- Prepare before each training session.
- Take part in activities, work with other learners and respect other people's views.
- Make sure you understand what each assessment requires.
- Provide clear and suitable evidence for your assessment.
- Keep track of your progress.
- Complete and submit all assessments on time using clear language.
- Contact your trainer or assessor if you do not understand a learning activity or assessment task.

Security

Do not leave laptops, handbags or other valuables unattended. The building may be secure, but you are responsible for your own belongings. ABS Institute is not responsible for items that are lost or stolen.

SECTION 4 POLICIES AND PROCEDURES

Access, Equity and Inclusivity Policy

ABS Institute supports fair access, diversity and inclusion. We aim to provide a positive learning environment for all students. We give students fair access to training, assessment, resources, facilities and support.

Appeals Policy

ABS Institute provides a clear and fair process if you want to appeal an assessment decision.

You can appeal if you believe the assessment was unfair, incorrect or not handled properly. You must have a valid reason for the appeal.

Appeals must be made within seven calendar days after you receive your result. You may appeal verbally or in writing.

We will confirm in writing that we received your appeal. We will keep the appeal confidential and review it fairly. A qualified assessor or panel who was not involved in the original decision will conduct the review.

Making an appeal will not affect your current or future enrolment. If the issue is not resolved, you may ask for an independent third-party review. Any costs will be explained first.

Grounds of appeal

Valid reasons for an appeal may include:

- The assessment decision was made incorrectly.
- The assessment decision did not follow the Assessment Plan.
- You believe the assessor was biased, not competent, or gave wrong information about the assessment process.
- The assessment process was not suitable for the competency.
- The equipment was faulty or not suitable.
- The assessment conditions were not suitable.

Appeal Process

To appeal, complete the Appeals Notification Form on the ABS Institute website under Forms & Templates. Send it to feedback@absinstitute.com.au.

Appeal Outcomes

After review, the appeal may be upheld or not upheld.

a) If the appeal is upheld, the assessment may be reviewed again, recognition may be granted, or a new assessment may be arranged.

b) If the appeal is not upheld, the original decision remains. You may need more training, more evidence or another assessment.

Complaints

ABS Institute provides a fair and confidential complaints process.

You can raise a concern or complaint about training, assessment, support services, third-party services or another learner's behaviour.

Complaint principles

- Complaints are managed fairly, respectfully and confidentially.

- We will acknowledge your complaint in writing and try to resolve it as soon as possible.
- We will speak with the people involved and respect their rights.
- Only people who need to be involved will take part in the process.
- If needed, the Managing Director or an independent party will make a final decision.
- If the complaint is not resolved, you may ask for an independent third-party review. Any costs will be explained first.
- If we cannot finish the complaint process within 15 working days, we will write to you. We will explain the reason for the delay and keep you informed about progress.
- Making a complaint will not affect your current or future training.

Lodging a Complaint

To make a complaint, speak with your trainer, assessor or the Managing Director.

You can also use the feedback forms on the ABS Institute website.

Course Fees

ABS Institute has a fair process for course fees, refunds and payment options. Details are available on our website under Fees & Charges.

Flexible payment options

You can pay course fees by cash, credit card or direct deposit. Some payment methods may include a surcharge.

Cancellation & Transfers

Enrolment cancellation / withdrawal / deferral / amendment

If you want to withdraw, cancel, defer or change your course, complete a Refund Request Form if fees are involved. Forms are available on our website.

Student Transfers

a) **Transfer to another course date** – You can ask in writing to move to another course date. You must request this at least one week before the course starts. Transfers depend on course availability.

b) **Transfer to another delivery mode** – You can ask in writing to move to another delivery mode for the same course. You must request this at least one week before the change. An administration fee may apply. Transfers depend on availability.

RTO Cancellation of courses

ABS Institute may cancel a course if there are not enough enrolments. Students will be told as soon as possible. If ABS Institute cancels a course, students will receive a full refund within seven days.

Refund Policy

Refunds are paid according to the refund policy below.

ABS Institute aims to keep fees competitive and refund decisions fair.

- Most courses are government funded. If a refund applies, it will be processed within seven days after we receive a refund application.
- For withdrawal requests, ABS Institute may offer another course date before processing a refund.
- To ask for a refund, you must provide written notice by letter, email or the refund form.
- Refunds cannot be given once a student has started a course or unit.
- No refund is given if you do not achieve the qualification after assessment.

- Refunds are not available for recognition of prior learning assessments after enrolment when relevant resources and services have been supplied.
- ABS Institute does not accept liability for loss or damage if a student withdraws from a course.
- If ABS Institute cancels a course, all enrolled students will receive a full refund and, when possible, will be offered an opportunity to attend another scheduled course.
- If a course is cancelled by ABS Institute, refunds will be processed automatically without requiring an application from students.

Commencement dates

- For online students, the start date is the date online access is provided.
- For classroom students, the start date is the first day of the course.

Equal Opportunity Policy

ABS Institute supports equal opportunity for students and staff. Discrimination, harassment and bullying are not allowed.

Rights and Responsibilities

ABS Institute supports equal opportunity and a learning environment free from harassment, vilification and bullying.

ABS Institute will:

- Communicate to employees, contractors, and students that harassment, vilification, and bullying are not acceptable in the work or study environment.
- Require any behaviour classifiable as harassment, vilification, or bullying to stop immediately.

All staff, contractors and students must help prevent harassment, vilification and bullying. This includes:

- Not participating in such behaviours.
- Supporting individuals who reject these behaviours.
- Serving as a witness if a complaint is made regarding harassment.

As a student of ABS Institute, you are expected to:

- Take action to prevent harassment, discrimination, or victimisation.
- Acknowledge and respect differences among staff, students, and contractors, including cultural and social diversity.
- Treat others impartially, avoiding discrimination, harassment, or victimisation.
- Decline participation in such actions.
- Support individuals who oppose such behaviours.
- Act as a witness if a complaint is filed by someone experiencing harassment.

Discrimination

Discrimination means treating someone unfairly because of a personal characteristic protected by law. This includes age, sex, pregnancy, disability, race, colour, ethnicity, nationality, marital status, sexuality or gender identity.

There are two types:

- **Direct discrimination** means treating a person less favourably because of a characteristic protected by law.
- **Indirect discrimination** happens when the same rule applies to everyone but unfairly disadvantages people with a protected characteristic.

Harassment, Vilification and Bullying

All employees, contractors, and students are entitled to equal opportunities. It is illegal for anyone to be harassed at work or study due to sex, pregnancy, race (including colour,

nationality, descent, ethnicity, or religion), marital status, disability, sexuality, HIV/AIDS status, or transgender identity. Federal anti-discrimination laws protect staff, contractors, and students.

Harassment: Unwanted behaviour that humiliates, offends, or intimidates others based on their race, sex, pregnancy, marital status, disability, sexuality, or age.

Vilification: Public actions that incite hatred, serious contempt, or severe ridicule toward individuals or groups because of race or sexuality.

Bullying: Intimidating, degrading, or humiliating actions, such as verbal abuse, isolation, exclusion from activities, repeated put-downs, aggression, threats, or mismanaged conflicts, regardless of roles or relationships.

Complaints

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially and impartially.

Legislation

ABS Institute follows relevant laws and regulations. These laws also explain some of your responsibilities as a learner.

Commonwealth Legislation: www.legislation.gov.au

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988, including the Australian Privacy Principles
- Fair Work Act 2009
- Copyright Act 1968

Western Australian Legislation

- Equal Opportunity Act 1984 (WA)
- Work Health and Safety Act 2020 (WA)
- Workers Compensation and Injury Management Act 2023 (WA)
- Disability Services Act 1993 (WA)
- Fair Trading Act 2010 (WA)
- Working with Children (Screening) Act 2004 (WA)

Privacy Policy

ABS Institute follows the Privacy Act. We collect and store student information safely. We use this information to manage enrolment, training, assessment and records. Students can ask to access their own records.

We collect information when you ask about a course, enrol, and complete training and assessment. We may use your information to contact you about courses, events, surveys or service improvements. Feedback is kept confidential.

ABS Institute only shares information with third parties where required by law or permitted under the Privacy Act 1988.

For more details, refer to the ABS Institute Privacy Policy.

Student Enrolment Policy

You can enrol in our programs through the ABS Institute website.

After we receive your enrolment or application, we may arrange a review or interview. This helps us check your course needs, eligibility and support needs.

- Review course requirements to advise the best options for delivery and completion.
- Determine eligibility for government funding.
- Confirm applicable fees (if required);
- Assess language, literacy, numeracy and digital needs if necessary.
- Advise on police/working with children checks or other licences.

Once enrolled, you will receive written confirmation with the venue, date and course duration.

ABS Institute recruits students in an ethical, fair and responsible way. We use the same application and approval process for all applicants. We check whether each applicant meets the course, workplace, competency, Training Package and program requirements. Entry to a program depends on the applicant meeting the requirements below:

- Meeting the relevant funding body entry criteria,
- Satisfying any prerequisite qualifications or work experience,
- Fulfilling any age requirements specified for particular courses.

Student enrolment depends on available places and meeting eligibility requirements. If a program is full, you may be placed on a reserve list or offered another date. Enrolments are processed in order of application. Students must have suitable language, literacy, numeracy and digital skills.

ABS Institute informs applicants who do not meet entry requirements about suitable pre-entry training options to help them achieve eligibility.

Student Records

ABS Institute keeps your personal details and training records in a confidential student file. We store the file securely in a locked cupboard or a secure SharePoint folder. Only authorised staff who need the information for training or assessment can access it. We will not give another person access unless you provide written consent or disclosure is required by law. Contact the Managing Director if you want to access your records.

Unique Student Identifier

A Unique Student Identifier (USI) is a personal education number. It helps you access your VET training records online.

ABS Institute will:

- Check each USI with the Student Identifiers Registrar before using it.
- Issue qualifications or Statements of Attainment only when the student has a verified USI, unless a valid exemption applies.
- Request approval to apply for a USI on behalf of students who do not have one.
- Inform students where an exemption applies, either before completion of enrolment or commencement of training and assessment (whichever occurs first), that results from training will not be accessible through the Commonwealth and will not appear on authenticated VET transcripts prepared by the Registrar.
- Maintain the security of Student Identifiers and related documentation under its control.

Further information about the Student Identifier scheme is available at: www.usi.gov.au

Workplace Health and Safety (WHS) Policy

ABS Institute aims to provide a safe and healthy place for students and staff. Safety is everyone's responsibility. We follow workplace health and safety laws and work to improve safety across our facilities.

The Managing Director ensures the wellbeing of staff, students, contractors, and visitors by:

- Maintaining safe equipment and work systems.
- Keeping the workplace safe and healthy.
- Providing suitable welfare facilities.
- Offering necessary WHS information, training, and supervision to staff and contractors.
- Sharing relevant safety information with students.
- Embedding continuous improvement in WHS practices.

Duty of Care

ABS Institute aims to provide a safe and healthy work and learning environment for staff, students and contractors.

ABS Institute's WHS responsibilities:

- Oversee effective implementation and regular review of the WHS policy.
- ABS Institute will follow relevant WHS laws and approved codes of practice.
- Ensure established management-staff consultation procedures are followed.
- Monitor WHS policies and outcomes to maintain and improve risk controls, aligning with ABS Institute's continuous improvement processes.
- Ensure a WHS management system is in place.

Staff, contractor, student and visitor responsibilities

- Fulfil duties to themselves and others.
- Cooperate with all WHS processes.
- Comply with ABS Institute WHS policies and procedures.
- Do not bypass or misuse WHS systems or equipment.
- Report unsafe conditions to the Managing Director.

Accidents, Injuries and Near Misses

Report all incidents, injuries and near misses straight away to your trainer, assessor or administration staff. ABS Institute will provide first aid or medical help when needed. We will also review what happened and take steps to help prevent it happening again.

Investigating incidents and accidents

The Managing Director investigates incidents and accidents after any immediate injury support is provided. The investigation may include:

- Interviewing those involved and witnesses.
- Applying risk management to identify hazards and control failures.
- Considering recommendations from those involved.
- Analysing findings and documenting action plans for review.
- Communicating approved outcomes and next steps.

Conclusion

ABS Institute wishes you a positive learning experience. We hope your training supports your personal growth, work skills and career goals.