



ABSC Group Student Handbook

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WELCOME TO ABSC GROUP (ABSC)

ABSC would like to take this opportunity to introduce our organisation and its services, ABSC offers flexible training packages designed to motivate, educate and inspire individuals to achieve their personal goals.

By undertaking the challenge of ongoing education and professional development you are displaying a high level of commitment to your career and personal growth.

Enjoy the learning programmes you undertake, consider the trainers and staff at ABSC as a valuable resource.

Heather Munro
CEO
ABSC Group Pty Ltd

ABOUT THIS HANDBOOK

This handbook provides details of policies and procedures relevant to your studies with ABSC, as a student with ABSC you are expected to comply with the policies and procedures detailed within. If you are unclear about any matters contained in the handbook, please talk to your trainer or staff at the Brisbane office.

ABSC updates the handbook to reflect changes in the Vocational Education and Training Sector as well as internal changes. ABSC reserves the right to modify, revise or supplement policies and procedures in this handbook at its sole discretion. Students will be provided with updates for significant changes to policies or procedures during the course of their studies.

ABOUT ABSC GROUP

ABSC Group Pty (ABSC) is a Registered Training Organisation (RTO) delivering a broad range of innovative, customised training and training management systems through the delivery of face to face training, consulting services and software development specialising in e-learning solutions.

As an RTO, ABSC delivers nationally recognised and AQF accredited courses within its scope of registration and custom builds non accredited programs to client specifications.

ABSC provides a range of consulting services including staff competency assessment, training gap analysis, coaching and mentoring, training design and curriculum design and development.

ABSC partners with its clients to supply first class tailored solutions for their staff training and recruitment needs that provide the clients.

ABSC has years of experience in the development of online products and solutions for large and small organisations. Our team of specialists have delivered tailor made solutions that solve companies training and communication problems by customising our systems and training content to truly reflect the individual organisations business rules.

COMMITMENT TO STUDENTS

ABSC is committed to its students. We will:

- Provide professional development opportunities that instil a sense of ethical behaviour based on practice standards within your industry. To this end the educational programs are industry based and delivered by qualified trainers with the necessary training, professional and practical skills and experience
- Ensure that all levels and all perceived needs are catered for in regard to your career development through education and training
- Ensure all professional development and educational programs follow clear objectives and course delivery and review is continually monitored based on relevant changes within industry and educational structures, whilst taking into account student requirements
- Maintain an effective learning environment

This includes following all Equal Employment Opportunity, and Anti-Discrimination principles and legislation and making provision for those with learning difficulties and language and literacy challenges.

PERSONNEL

Before you became a student at ABSC, the Administration Team handled the enquiries relating to your training in all our product lines. They provided advice and guidance regarding the appropriate training for your needs covering all areas.

They registered your booking into your chosen course, and processed your payment.

They will also provide ongoing advice and guidance relating to any future training needs you may have.

They also make sure that everything you need to make your training happens is in place, including the room, the trainer, the materials and any other issues related to facilities delivery of training. This team also nurtures you through your current training program, monitoring the delivery and marking of assignments and assessments, and the final issue of any certificates and transcripts.

CODE OF PRACTICE AND RELATED POLICIES

ABSC is committed to operating within the Principles and Standards of the Australian Quality Training Framework (AQTF). This means that all students using the services of ABSC as their registered training organisation can be guaranteed a high level of service and training standards.

As part of our quality focus, ABSC has adopted policies for the following legislative requirements:

- Access and Equity
- Anti-discrimination
- Mutual Recognition of Qualifications issued by other Registered Training Organisations
- Privacy
- Sexual Harassment
- Workplace Health and Safety

In addition, we also have policies that govern our conduct in relation to:

- Administration
- Client Service
- External Review
- Grievance and Appeals
- Marketing
- Quality Management
- Refunds
- Training and Assessment
- Cross Credit, Credit Transfer, Recognition of Current Competencies and Recognition of Prior Learning

Each area is dealt with individually within this handbook.

A copy of the ABSC Code of Practice is available on request.

ADMINISTRATION

ABSC has set procedures and policies that govern all aspect of our administrative tasks associated with training and assessment and the record keeping thereof.

Student, training and assessment records are kept in accordance with AQTF guidelines.

ABSC operates a version control system for all manuals, assessment and promotional materials.

INDUCTING NEW STUDENTS

An induction will be conducted at the start of your Course. The induction provides a run through of this manual, and other important information, in a structured way.

The following is an outline of what is covered during this induction:

- details of emergency procedures, emergency wardens, first aid, accident / injury reporting, security and occupational health and safety (for students undertaking training at an ABSC facility)
- discussion of building access (for students undertaking training at an ABSC facility).
- information on Training Packages, competency based training and assessment, vocational education and training requirements for new traineeships.
- policies for privacy, antidiscrimination, prevention of harassment, vilification and bullying, prevention of sexual harassment and handling student grievances

Students are encouraged to ask any questions relating to any of the information in this Handbook or raised during the induction session.

Registration and enrolment procedure identifies students with special needs or requests. The induction also encourages students to advise staff or trainers of any special requests. Every possible effort is made to accommodate these requests.

ENROLMENT PROCEDURES

To register for any of the ABSC's short courses, simply complete a registration form. All forms are available on the ABSC website: www.abscgroup.com or telephone ABSC and we can send one out to you. Registration forms should be completed and emailed, mailed or faxed with payment details to.

Registration will not be accepted over the telephone without payment.

Once your registration has been processed you will receive confirmation. This confirmation will outline details relevant to the particular course: venue, date and course duration.

ABSC's Cancellation and Refund Policy is also clearly outlined on page 9 of this handbook.

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training / assessment program. ABSC endorses the National Equity Strategy by incorporating the principles of equity into all programs. Students have equitable access to all programs, irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Admission procedures will therefore be free of discrimination, and if you do not meet external entry requirements, all attempts will be made to assist you to identify alternative courses of action.

COURSE / TUITION FEES

Short courses

All registrations must be paid for in advance. No registration is confirmed without payment.

Unless otherwise stated, course fees include tuition, course notes and refreshments including lunch.

Payment can be made by Cheque, EFTPOS, money order, all major credit cards.

Traineeships

User Choice Student fees will be charged in accordance with the Department requirements. Fee for Service enrolments will be negotiated prior to enrolment and invoiced as per Fee agreement.

CANCELLATION, TRANSFER AND REFUND POLICY

Short Course

Should ABSC cancel a course, all students will be entitled to a full refund or transfer of funds paid to another current or future course.

If a student needs to change or cancel your booking, the following penalties will be applicable:

- a) If a cancellation is received by ABSC up to 7 calendar days prior to the start date of the course, 100% of the course fee will be refunded, less a \$50 administration fee. If you reschedule to another course the \$50 administration fee will be waived but you will only be able to reschedule once without penalty. Any further rescheduling will incur an additional fee of \$50.00 per reschedule.
- b) If a cancellation is received by ABSC between 7 and 2 calendar days prior to the start date of the course, 80% of the course fee will be refunded. If you reschedule to another course there will be no penalty but you will only be able to reschedule once. Any further rescheduling will incur an additional fee of \$100.00 per reschedule.
- c) If a cancellation is received by ABSC 2 days prior to the start date of the course, no refund will be applicable. If you reschedule to another course there will be an additional charge of \$100.
- d) Failure to attend a class without notifying ABSC prior to the start date of the course will be considered as non attendance and the entire course fee will be forfeited.

Traineeships

ABSC will provide a refund for student fees paid pro rata against units of competency achieved or for students who notify, in writing, of cancellation within the 30 day probationary period. An administration fee of \$50.00 will be charged.

Any student may appeal the above conditions if they believe their circumstances are extraordinary. This appeal must be made in writing to the CEO of ABSC.

COURSE DELIVERY

ABSC ensures that the resources for the delivery of courses and assessments, and issuance of qualifications, meet the requirements of the relevant endorsed Training Package(s) and / or accredited course(s).

ABSC affirms that it has in place and applies the following resources:

- Delivery and assessment resources appropriate to the methods of delivery and support materials, with necessary copyright authorisations
- Training personnel with appropriate qualifications and experience, including assessor requirements, as identified in the relevant Training Package assessment guidelines
- Relevant Training Package and / or accredited course documents and support materials, with necessary copyright authorisations

Delivery strategies utilised by ABSC are selected to best achieve the required elements of competency while giving full consideration to the learning preference of the student and the business needs of the employer. The provision of training may include a combination of on and off-the-job delivery and assessment.

Delivery modes may include (but are not limited to):

- demonstrations
- group participation
- individual and group projects
- learning support at work
- e-learning
- workbooks

ASSESSMENT

ABSC has demonstrable experience and skill in providing or facilitating assessments which meet the endorsed components of relevant training package(s) and / or accredited courses in the areas of recognition sought.

ABSC is committed to ensuring the achievement of valid and reliable assessment against industry competency standards, and that all assessments provided by ABSC remain consistent with the following National Assessment Principle:

ABSC ensures that all assessments conducted within the organisation are reliable, flexible, fair and valid.

ASSESSMENT PATHWAYS

ABSC offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

- Off-the job training and assessment
- Recognition of prior learning / Recognition of current competence
- Workplace assessment

Assessor Qualifications

ABSC ensures that staff involved in assessment activities meets the assessor requirements as set by:

- the assessment guidelines of training packages
- the assessment requirement of accredited courses
- the Australian Quality Training Framework (AQTF)

CONDUCTING ASSESSMENT

ABSC ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

ABSC utilises assessments for each of the modules / competencies contained in the qualifications within our scope of registration. The assessments are consistent for all methods of learning and the same assessment is provided for each module regardless of trainer.

Assessors marking the assessment papers use a marking guide, their own professional judgement and appropriate assessment techniques. In all cases, assessors are required to make judgments about the client's capacity to understand and put into practice the learning outcomes of the subject matter. This is done by gauging knowledge of the subject matter using a number of evidence gathering methods, as outlined below, that require the student to contextualise the material in a work situation.

Assessment activities undertaken by ABSC follow the methodology outlined below:

1. Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment
2. Opportunities for Recognition of Prior Learning / Recognition of Current Competence and Credit Transfer are discussed upon enrolment and induction, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined
3. The assessment requirements of the unit(s) of competency / module(s) are outlined, and any particular arrangements for the workplace training environment are arranged
4. All evidence-gathering methods remain reliable, flexible, fair and valid
5. A fair and impartial appeals process is available
6. Evaluation of assessment processes and procedures is made on an ongoing basis
7. Results are entered into a computerised Student Administration System and hard copies of assessment documents are placed in the student file. Post-assessment guidance is readily available to clients

Evidence-gathering methods commonly utilised by ABSC include, but are in no way limited to:

- demonstration / simulation
- questioning - oral or written
- third party checklist
- projects / assignments
- written tests
- portfolio

Where the student exhibits difficulty with written assessment, whether due to physical disability, problems with the written word, or using English if it is not their first language, ABSC will, where it is appropriate, consider other methods of assessment. These alternate methods may include verbal questioning, observation of skills in the workplace and the perusal of documental evidence supplied by the student and / or employer.

ASSESSMENT REQUIREMENTS

If a student is having difficulty in completing assessment items by the due date they should make an appointment with the trainer prior to the due date to discuss alternative arrangements.

All assessments must be your own work. The trainer will not accept work copied from another student or other source without appropriate referencing. Your trainer will advise you on referencing sources. Plagiarism may incur penalties of a grade of Not Yet Competent for the unit or other disciplinary action decided upon by ABSC, including automatic expulsion from the course.

For students who receive an assessment result of Not Yet Competent, an opportunity to gain competence through further training and assessment is provided.

ASSESSMENT MODERATION STRATEGY

Random samples of marked assessments are collected routinely for each subject area and each trainer. These are examined monthly and any identified issues raised with the CEO. An assessment moderation meeting is conducted once a year to ensure that a consistent approach to marking is undertaken by each trainer. This ensures that over a calendar year all trainers / assessors will have assessment tools scrutinised for all modules in which they assess. In addition, this strategy provides a uniform quality as is required for standards of competency.

All assessments are either produced centrally or purchased from a recognised supplier and are updated at each annual review or when a legislative change takes place. Copies of assessments are version controlled.

RECOGNITION OF PRIOR LEARNING (RPL)

Students who consider they already possess the competences identified in all or part of any course / qualification offered by ABSC will be encouraged to seek recognition of them.

This process is referred to as RPL. It can also be referred to as Recognition of Current Competence (RCC), and in this document we will refer to both as RPL. It is the determination, on an individual basis, of the competencies obtained by a client through any or all of the following:

- Life experience
- Previous formal training
- Work experience

RPL therefore determines the consequent advanced standing to which the client is entitled in relation to a course / qualification. The main focus of RPL is what has been learned rather than how, where or when it was learnt.

RPL focuses on both the demonstration of competence and the currency of that competence to industry standards.

If any client involved ABSC has gained competencies at work or elsewhere which are relevant to the course / qualification in which they are participating, then they may not have to study module(s) / unit(s) of competency covering that content. Clients seeking RPL must establish the currency of their skill or competence.

The processes used to determine RPL are fair to all parties and ABSC ensures that it provides adequate support to all potential applicants.

ABSC meets its obligation to recognize the AQF qualifications and Statements of Attainment issued by other Registered Training Organisation (RTO).

HOW TO APPLY FOR RECOGNITION OF PRIOR LEARNING (RPL)

People wishing to undertake RPL need to:

- Obtain the Application kit from their Trainer / Assessor
- Complete the application form, and gather as much supporting documentation as possible for each Unit of Competence required. The more evidence of your competence you can gather, the better chance of your application being successful on the first submission
- Submit the application form to the Trainer / Assessor

The application is reviewed and assessed by a qualified assessor. The results will indicate competency or that you may need to provide additional information. If required by ABSC, the trainer will negotiate a further meeting to review additional information at a mutually agreed day and time.

Any additional information required is reviewed and the results processed again.

You will be notified of the results immediately following the interview.

Please obtain a copy of the full RPL Application if you wish to apply for RPL.

MUTUAL RECOGNITION POLICY

ABSC supports recognition of other qualifications and as such assures clients that all opportunities will be provided to fulfil the principles of mutual recognition in regard to credit transfer. Credit transfer opportunities are available to students who provide evidence from an RTO that they have successfully completed a national module and / or units of competency. The evidence required comprises achievement of competency and a subsequent Statement of Attainment.

APPEAL PROCEDURES

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework.

A fair and impartial appeals process is available to clients of ABSC. If you wish to appeal your assessment result, you may discuss the issue with your trainer / assessor. If you would like to proceed further with the request (after discussions with the trainer / assessor) make a formal request in writing outlining the reason(s) for the appeal, and forward this to the CEO. Appeals must be lodged within 21 days of decision.

Every effort is made to settle the appeal to both your and ABSC's satisfaction.

ISSUING OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

ABSC will issue Statements of Attainment for all modules and / or units of competency completed as part of a qualification. Where a whole qualification has been undertaken, ABSC will issue a Certificate showing the qualification name and a nationally recognised code, together with a Transcript of Results for all the units contained in the qualification.

ABSC meets its obligation to recognise the AQF qualifications and Statements of Attainment issued by other RTOs.

If you attend a course that is not part of a qualification and is not an accredited module, a Certificate of Attendance will be issued.

Current student records are retained for a period of 12 months from the end of the appeals period.

Student statements of attainment and units of competency and qualification records are kept in archive for a period of 30 years.

LOST AND REPLACEMENT CERTIFICATES AND RESULTS

Lost or damaged transcripts and certificates can be replaced on request. Fees apply for this replacement, which may also require the extract of student records from archived records. You should allow a minimum of 7 working days to receive these. The current fee for this service is \$35.00 which includes postage and handling.

FACILITIES AND EQUIPMENT

ABSC staff is available to answer any queries you may have.

SMOKING

There is strictly no smoking in the building. Those wishing to smoke must do so outside the front entrance. Please note that under Queensland State Law smoking within 4 metres of a non-residential building entrance is prohibited.

Please dispose of cigarette butts in the ash tray provided.

MESSAGES AND MOBILE PHONES

ABSC staff is happy to take messages for students. All messages will be passed on at the next break in training unless it is of utmost urgency. Mobile phones are to be turned off during class.

CONTACTING TRAINERS

Where applicable, trainers will provide students with their mobile phone number. Where possible, trainers will return the call within 24 hours of receiving the message.

CHANGE OF ADDRESS / NAME

Please notify ABSC of any change to your name, address, phone number or emergency contact details to ensure your results and other important information reached you.

TRAINING ROOM BEHAVIOUR AND ATTENDANCE

Class rolls are marked at the commencement of the day. ABSC is legally bound to ensure that all attendance is monitored. In addition, attendance at class is paramount to successful completion of learning outcomes and assessment materials.

It is expected that your behaviour in class ensures a positive learning and training environment.

In order to provide for such an environment it would be appreciated if the following could be adhered to:

- Mobile phones and pagers should be switched off. If you are expecting an important call, please feel free to provide the ABSC number in order for messages to be taken. Break times occur quite regularly and should provide enough opportunity for retrieval of important messages.
- Please try to avoid being late for class both at the beginning of the day and on return from breaks. It becomes quite distracting to both the trainer and other members of the class if constant interruptions occur due to late arrivals.

ABSC and its trainers retain the right at all times to refuse entry to late comers and to remove disruptive students from the classroom.

QUALITY MANAGEMENT AND FEEDBACK

ABSC abides by the AQTF Guidelines already referred to in this booklet to ensure consistency and a high level of service to all clients of our training services.

To assist us to provide quality service, all students are asked for feedback on their training, enrolment and assessment experiences. Training evaluation feedback sheets are provided to all students attending training classes or undertaking training in the workplace which assist us to determine where improvements can be made to our services.

From time to time ABSC may develop other questionnaires seeking information from students about their perceptions of our service and ideas for improvements and future development.

EXPULSION

A student may have their studies terminated by management for unlawful or serious misconduct, including but not limited to any of the following inappropriate behaviours or activities:

- disruptive classroom behaviour
- vandalism
- drug use
- damage to property
- cheating
- sexual harassment
- violence
- stealing

Where appropriate to the course of studies, a Statement of Attainment will be issued for already completed units or modules. Such students will be excluded from further studies at ABSC.

Unused student fees will be forfeited.

EQUAL OPPORTUNITY

ABSC provides equal opportunity for all employees, contractors and students regardless of sex, pregnancy, race, marital status, sexuality, age, family / carer responsibilities, disability, transgender, political conviction or religious belief.

ABSC is committed to examining all policies and practices, as they affect employees, contractors and students, to ensure the elimination of discrimination and harassment. ABSC is committed to providing a work and study environment free from vilification.

ABSC has a legal and moral obligation to provide equal opportunity in employment and a workplace free from harassment, for employees, contractors and students. The success of ABSC's program to overcome disadvantages, to eliminate discrimination and to eliminate harassment relies on the cooperation of all workplace participants.

At ABSC, responsibility rests with the CEO.

As a student, you have the responsibility to:

- Act to prevent harassment and discrimination against others at ABSC
- Respect differences among students and trainers such as cultural and social diversity
- Treat people fairly, without discrimination or harassment

Anti-discrimination

Legislation covering antidiscrimination in Australia that applies to ABSC includes:

- Anti-discrimination Act, 1991(QLD)
- Racial Discrimination Act, 1975 (Commonwealth)
- Sex Discrimination Act, 1984 (Commonwealth)
- Human Rights and Equal Opportunity Act, 1986 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)

More information can be found at www.adcq.qld.gov.au

ABSC is committed to providing programs to assist members of Equal Employment.

Opportunity (EEO) groups to overcome past or present disadvantage. EEO groups are people affected by past or continuing disadvantage or discrimination. These groups are:

- Women
- Aboriginal people and Torres Strait Islanders
- Members of racial, ethnic and ethno-religious minority groups
- People with disability

ABSC considers the following ways of improving employment access and participation for EEO groups:

- Carrying out needs-based employment programs
- Making workplace adjustments for people with a disability (see below)
- Training managers to identify and implement workplace change which supports EEO groups' participation
- Providing training and development for members for EEO groups
- Establishing EEO group networks
- Offering language programs

Disability

Employees, contractors and students with disabilities are encouraged to discuss with ABSC any 'reasonable adjustments' to the work and study environment which they consider being necessary or would assist them in the performance of their duties or studies. For adjustment relating to ABSC, employees, contractors and students should contact the CEO.

Careful consideration will be given to any proposal of this nature, and, where reasonable and reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for the Organisation to accommodate those proposals and where some other adjustment or treatment may be justified in line with statutory provisions.

Monitoring and review

ABSC monitors the EEO status of employees, contractors and students working and studying at ABSC. This monitoring and review process is linked with the ABSC Continuous Improvement Process.

Outcomes of EEO monitoring are used to help determine programs and special measures for people in EEO groups. The effectiveness of these programs are also monitored and reviewed as part of ABSC's Continuous Improvement Process.

Complaints

All complaints regarding discrimination will be treated seriously and investigated promptly, confidentially and impartially. Students can lodge complaints by following the Corporate Learning Centre Grievance Procedures.

If your complaint is not resolved you can seek advice from the Anti-discrimination Commission on 1300 130 670.

PREVENTION OF HARASSMENT, VILIFICATION, AND BULLYING

All employees, contractors and students have an equal opportunity to work and study at ABSC. ABSC will not tolerate behaviour which is harassing, vilifying or bullying within ABSC.

It is against the Anti-discrimination Act, 1991 (Qld) for employees, contractors and students in educational institutions to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV / AIDS status or transgender. Federal anti-discrimination legislation also applies to staff, contractors and students.

ABSC is committed to providing an environment which recognises and respects the diversity of employees, contractors and students within the Corporate Learning Centre. ABSC is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

ABSC recognises that harassment, vilification and bullying demeans and infringes the rights of individuals and groups, damaging the work and study environment. Harassment, vilification and bullying will not be tolerated at ABSC. ABSC will ensure that complainants of harassment, vilification and bullying will not be victimised for making a complaint.

Complaints

All complaints of harassment, vilification or bullying will be treated seriously and investigated promptly, confidentially and impartially. Students can lodge complaints by following the ABSC Grievance Procedures.

Responsibilities

The CEO is responsible for ensuring that the work and study environment is free of harassment, vilification or bullying actions and behaviour by:

- Ensuring that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work / study environment
- Requesting that any behaviour which could be considered harassment, vilification or bullying cease immediately

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviour
- Supporting the person saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and / or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO should be contacted.

SEXUAL HARASSMENT

In addition to ABSC's policies on EEO, and on preventing harassment, vilification and bullying, ABSC has a separate policy for preventing sexual harassment and handling complaints.

ABSC deplores all forms of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all managers and staff. Employees, contractors and students are expected to comply with the policy.

All new trainers and employees are informed of ABSC's policy on sexual harassment at induction, where it is stressed that all complaints will be treated seriously.

Complaints

ABSC recognises the sensitive nature of complaints of sexual harassment. If students do not feel comfortable raising the matter with their trainer / assessor, they may raise the matter with the CEO.

The following actions may be taken by the person to whom the matter is disclosed:

- Students who are victims of minor sexual or racial harassment are advised to try an informal approach in the first instance. By either speaking directly to the harasser or in a letter, students can make it clear that the behaviour is unacceptable, that it is causing distress and that it must stop.
- Where informal methods fail, or serious harassment occurs, students are advised to bring a formal complaint. The complaint should be made in writing and, where possible, the name of the harasser, the nature of harassment, dates and times when harassment occurred, names of witnesses to any incidents of harassment and any action already taken by the complainant to stop the harassment. The complaint should be sent to the CEO.

Investigation of complaints

As soon as a complaint of sexual harassment is made, action is taken to separate the harasser and complainant during the course of the investigation.

The CEO will carry out an investigation as quickly as possible. This will include interviewing the complainant, the harasser and any witness. Any statements by witnesses will be made available to the complainant and harasser. Any person interviewed in the course of the investigation may be accompanied by a colleague of their choice at the interview. Requests for support of an external person may also be acceptable.

All people involved in investigations are expected to respect confidentiality.

The outcomes of the investigation will be confirmed in writing to both the complainant and the harasser and will be final.

Action where sexual harassment is found

Where it is concluded that sexual harassment has taken place, the harasser will be given the opportunity to defend or explain their actions. Harassment is such a serious issue that a student found to have sexually harassed an employee, contractor or another student may be expelled from training, without refund.

Employees found guilty of harassment will be subject to internal disciplinary procedures and may be dismissed. Contractors found guilty of harassment may have their contracts terminated.

Where expulsion, termination of contract or dismissal is not justified, ABSC will take action to ensure that the victim is able to continue working or learning (in case of students). After discussion with the victim, the harasser may be removed from running or participating in the particular training that the victim is participating in. In the case of employees, the harasser may be transferred to a different work area or other arrangements may be made to minimise contact between the two parties.

Students, employees and contractors may appeal against these penalties under the grievance procedures.

PRIVACY

What is the purpose of the Privacy Act?

The main purpose of the Privacy Act is to establish a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information. The Act has special protection for sensitive information. Personal information is information that can identify a person such as names, addresses, photographs, etc. Sensitive information is information about a person's racial or ethnic origin, political opinions, religious beliefs, memberships of a trade union, professional or trade association, sexual preference, criminal record, and health information.

Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Consumers can ask to see the information collected and for it to be corrected if it is wrong.

Who does the Act apply to?

The Act came into effect for private sector organisations from 21 December 2001 if they have \$3Million annual turnover, or 21 December 2002 if the organisation gets a benefit, service or advantage from the collection and disclosure of personal information.

The ABSC Approach

Confidentiality of student information is considered essential at ABSC. ABSC will act in accordance and compliance with the Privacy Act 2001 with regard to confidentiality of student information, at all times. ABSC will only collect information from students that is required for training purposes and records. Such information will be available if requested, by the individual student. Information will be used only for the purpose for which it was collected, unless the individual's consent is obtained for any other use.

Under certain circumstances, ABSC is bound by law to disclose enrolment details for the purposes mentioned in the Queensland Vocational Education, Training and Employment Act 2000. Also agencies, such as Commonwealth and State Government Departments, are granted access to enrolment details. If you have any objections to this access, you must notify the CEO of ABSC within 10 days of receipt of your Student Handbook.

For further information students can access the website
www.privacy.gov.au/act/privacyact

CHILD PROTECTION

From time to time ABSC has students enrolled in courses or programs who would be classified as 'minors'. ABSC is responsible for ensuring that such children are protected, while learning at ABSC, from any type of abuse.

Any person convicted of a serious sex offence will not be permitted to either work or seek work in a position within ABSC that primarily involves direct contact with children, where that contact is unsupervised.

ABSC has a responsibility to ensure that it has effective and timely grievance management, investigation, disciplinary and reporting systems in relation to allegations of child abuse.

Existing employees and contractors

ABSC obtains a copy of their blue card from all existing employees and contractors working in positions that primarily involve direct contact with children, where that contact is not directly supervised.

Recruiting new employees and contractors

REINSW is committed to the following actions in relation to hiring new employees or contractors:

Obtaining a copy of the blue card from any person engaged in either a paid or unpaid position which primarily involves direct contact with children, where that contact is unsupervised

Child Protection Act can be found at

www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf

OCCUPATIONAL HEALTH AND SAFETY

ABSC is committed to providing a safe and healthy work environment for its staff, students, contractors (such as trainers) and visitors. ABSC encourages all workplace participants to regard accident prevention and working safely as a collective and individual responsibility.

ABSC recognises its corporate responsibility under the Qld Workplace Health and Safety Act 1995. The CEO has a key responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, managers have a duty to provide and maintain, as far as practicable, a work environment that is safe and without risk to health. This includes to:

- Provide and maintain safe equipment and systems of work
- Provide, monitor and maintain systems for safe use, handling, storage and transportation or equipment and substances
- Maintain the workplace in a safe and healthy condition
- Provide adequate facilities to protect the welfare of all employees and students
- Provide information, training and supervision for all staff and contractors, helping them to integrate OHS into their work areas and roles
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner
- Check OHS system compliance via ongoing auditing
- Integrate continuous improvement into REINSW's OHS performance

Occupation Health & Safety Act can be found at

www.legislation.qld.gov.au/LEGISLTN/CURRENT/w/workplhsaA95.pdf

Reporting injuries

All injuries must be reported to the Training Coordinator, who is responsible for ensuring that reporting requirements are met.

Reporting near misses

Students are also encouraged to report near misses. These are situations where injuries or accidents could easily have occurred or were narrowly avoided.

Near misses should be reported to the Training Coordinator, who is responsible for:

- Investigating the cause of the near miss
- Implementing preventative strategies

The Training Coordinator reports regularly to the Management Review Group on the incidences of near misses.

First aid

ABSC is committed to providing a comprehensive and accessible first aid service for staff, students, contractors and visitors.

- Nominated First Aid Officers provide initial treatment to injured or ill employees, contractors, students or visitors, consistent with their level of training and competence.

All Nominated First Aid Officers must:

- Hold a Senior First Aid qualification or higher
- Renew the above qualification every 3 years or sooner as dictated by legislation

ABSC ensures that all Nominated First Aid Officers meet this minimum requirement and will ensure that appropriate recertification is obtained.

SECURITY

ABSC is committed to ensuring the security of employees, students, contractors and visitors and of ABSC property and premises. ABSC expect all individuals to maintain security and take care of their personal safety. The Brisbane office is equipped with sensors and security alarms to ensure added security for students and staff. Anything or anyone of a suspicious nature should be advised to the trainer or an ABSC staff member.

EMERGENCY PROCEDURES

ABSC is committed to establishing and maintaining effective emergency procedures for its premises. Emergency procedures are designed to protect the safety of people on ABSC premises. As such, the cooperation of all employees, contractors, students and visitors is essential.

Emergencies are abnormal or dangerous situations that require immediate attention. Such situations could include:

- Major accident
- Fire and / or explosion
- Bomb threat
- Radiation emergency
- Hold up
- Earthquake
- Hazardous material spill or leak

All emergencies should be advised immediately to reception giving the following information:

- Nature of emergency
- Location
- Any casualties
- Whether emergency services have been contacted

The CEO should also be advised, and the following steps should be taken while waiting for evacuation orders:

- Alert everyone in the area
- Switch off machinery
- Turn off air conditioning
- Follow instructions of management or Emergency Warden in charge
- Remain calm and do not take risks
- Be ready to proceed in a safe and orderly manner down the fire stairs

Once evacuation orders are received:

- Leave the building immediately via nearest exit
- Proceed to assembly area for the building
- Remain in the assembly area until advised that the emergency is over
- Do not re-enter the building until advised it is safe to do so by the Emergency Warden (in the case of fires) or emergency response personnel (in the case of other emergencies).

COMPLAINTS PROCEDURES

All students have the right to express a concern or problem they may be experiencing when undergoing training at ABSC.

If you have a concern and wish to lodge a complaint, initially make a formal or informal approach to your trainer / assessor.

If the problem is not resolved, the complaint procedures are as follows:

1. All complaints must be made in writing and addressed to the CEO.
Complaints to be assessed by the CEO, who will then make the decision in regard to the response required and the personnel responsible for replying
2. In cases where complaints require further consultation, or assessment, or mediation contact will be made within 24 hours to provide a progress report.
All complaints must be responded to in writing within 48 hours of receipt
3. If you are dissatisfied with the outcome of the mediation you may appeal the decision by requesting an external independent agent

All grievances will be treated with confidentiality and will in no way be detrimental to the initiator.

All attempts will be made by ABSC to resolve the grievance with all parties involved.

ABSC GROUP CONTACT DETAILS

Street Address: 139 Gotha Street
Fortitude Valley QLD 4006

Postal Address: PO Box 1440
Fortitude Valley QLD 4006

Phone: 07 3852 6747

Fax: 07 3852 6837

Email: info@abscgroup.com

Website: www.abscgroup.com