

ACTB.

Australian College of Technology & Business P/L

**ACTB
ONLINE/DOMESTIC
STUDENT
HANDBOOK**



CONTENTS

1. Welcome from the CEO	3
2. ACTB Staff	4
2.1. The Management and Administration team	4
2.2. The Teaching Team.....	4
3. ACTB Code of Practice / Code of Ethics	5
4. College Location, Facilities & Resources Information.....	13
4.1. The Local Environment	13
4.2. Campus Locations	14
4.3. Facilities & Resources	15
4.4. Emergency & Evacuation Procedures	16
4.5. Library Resources.....	16
5. Administrative & Course Information.....	18
5.1. Contact Details.....	18
5.2. Courses	18
5.3. Course Dates	18
5.4. Public Holidays.....	19
5.5. Timetables (On-Campus Classes).....	19
5.6. Issuing of Certificates.....	20
6. Training & Assessment Methods	21
6.1. Training Delivery	21
6.2. Assessment Methods.....	21
6.3. Grading	21
7. Your Study Program.....	22
7.1. Getting Started	22
7.2. Online Systems	22
7.3. Accessing Your Course Materials (Moodle).....	23
7.4. Technology Requirements	25
8. Student Support Services.....	26
8.1. Academic Support Services.....	26
8.2. Non-Academic Support Services.....	26
8.3. External Support Services	27
8.4. Emergencies.....	27

9. Your Rights & Responsibilities	28
9.1. Student Code of Conduct.....	28
9.2. ACTB's Commitment to You.....	28
9.3. Updating Contact Details and USI.....	29
9.4. Payment of Fees and Charges.....	29
9.5. Plagiarism / Breach of Copyright	29
9.6. Complaints and Appeals	29
9.7. Workplace Health and Safety (WHS)	30
10. Financial Support / Concessions	31
10.1. Financial Support	31
10.2. Concessions	31
11. Third-Party Service Providers	32
12. Administrative Policies	33
12.1. Behaviour Policy	33
12.2. Complaints & Appeals Policy (Domestic Students).....	37
12.3. Refund Policy (Domestic/Online/Distance Education Students)	42
12.4. Copyright & Plagiarism Policy	44
12.5. Recognition of Prior Learning & Credit Transfer Policy	46
12.6. Access to Personal Information Policy.....	48
12.7. Privacy Policy	49
12.8. Work Health & Safety Policy	52

1. WELCOME FROM THE CEO

Dear Student,

Welcome to the Australian College of Technology and Business Pty Ltd (**ACTB**).

We are delighted that you have made the decision to enrol at ACTB. We hope you have a wonderful time throughout your study program with us. We are here to help you, so please feel free to ask us as many questions as you like before and after your enrolment.

We have developed this handbook to give you information on your course and the College policies and procedures. Please read all the information carefully. It will help you to familiarise yourself with the College staff, College rules and other useful tips about your course.

Once you complete the enrolment process, you will receive information about your course including contact information for your Teachers/Trainers and other administration staff who will be available for support during the College term. If you are confused or don't understand something, please remember to ask our friendly ACTB staff for assistance.

We hope you enjoy your training program at the College. While you are studying with us, please give us your feedback on your experience at ACTB as we hope to use your feedback to continuously improve the quality of our training and support for students.

With best wishes

Maddie Mohammed

Chief Executive Officer

Australian College of Technology and Business Pty Ltd.

2. ACTB STAFF

2.1. THE MANAGEMENT AND ADMINISTRATION TEAM

CEO

Maddie Mohammed, the CEO of Australian College of Technology and Business Pty Ltd, has over 14 years of teaching experience, with extensive management and teaching credentials behind her.

Maddie is deeply committed to developing and delivering high quality education and training programs for students that enrol at ACTB. Due to her extensive academic and business experience, she believes that the pursuit of uncompromising quality and excellence in service standards is the basis of long-term success for any organisation. She is passionate about ACTB and its students and is always striving to make the College an enjoyable place to be.

ACTB Administration Team

The ACTB administration staff is committed to ensuring the highest quality in student support and customer care. You can be assured that you will get the most prompt, accurate and reliable support at all times. If there is something our staff does not know, we will find the answers for you, or we will refer you to the experts in the field.

2.2. THE TEACHING TEAM

The ACTB teaching team have been selected for their knowledge, experience and skills in their particular area of expertise. The teachers are friendly, enthusiastic and approachable. All our teachers have years of hands-on experience in their respective fields, so you can learn not only theoretical knowledge, but hands on, practical skills from the experts.

3. ACTB CODE OF PRACTICE / CODE OF ETHICS

Australian College of Technology & Business ("ACTB") has a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. ACTB staff and students must adhere to all relevant ACTB policies, procedures and practices.

ACCESS, EQUITY, STUDENT SELECTION AND ADMISSION

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. ACTB will incorporate 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.

NATIONAL RECOGNITION

ACTB recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

LANGUAGE, LITERACY AND NUMERACY (LLN)

ACTB recognises that all vocational training includes language, literacy and numeracy tasks and all the College Trainers and Assessors provide:

- materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where there is doubt that the student has the necessary LLN skills to commence their course with a reasonable prospect of success, ACTB will assess the LLN skills of the student. If students require additional practice and training ACTB provides language support. If ACTB does not have specific support required by specific learners, ACTB will assist the student in identifying alternative training organisations that can provide the specialist support.

LEARNING AND ASSESSMENT POLICY

ACTB delivers learning experiences and performs assessment of student learning under the guidelines articulated by the Australian Vocational Education and Training (VET) regulator. ACTB's delivery of learning and assessment is informed by Industry Training packages. These sources are used to develop Learning and Assessment Strategies (TAS) for all qualifications.

TRAINING AND ASSESSMENT STRATEGIES

Training and Assessment Strategies have been developed for all qualifications. Each strategy contains information on:

- the Training Package
- qualification
- units of competency
- clients/target audience
- organisation/duration
- consultation
- clustering/course structure
- evidence gathering techniques
- delivery and assessment staff
- assessment validation process
- pathways

Each program will be evaluated to establish its effectiveness. Any changes required before the delivery of each training course or module will be recorded systematically and used for continuous improvement.

DELIVERY

ACTB will ensure the resources in the area(s) of recognition sought, meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuance of qualifications.

ASSESSMENT

The College is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by ACTB remains consistent with the National Assessment Principles.

ASSESSMENT PRINCIPLES

ACTB ensures that all assessment conducted is reliable, flexible, fair and valid.

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

ASSESSMENT PATHWAYS

ACTB offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition will lead to a part or a full qualification under the Australian Qualifications Framework (AQF). The main assessment pathways to a qualification can be listed as follows:

- Off-the-job training and assessment

- Recognition of prior learning/Recognition of current competence
- Credit transfer
- Simulated workplace assessment

ASSESSOR QUALIFICATIONS

ACTB ensures that all staff, involved in assessment activity, always meet the assessor requirements.

TRAINING AND ASSESSMENT RESOURCES

ACTB when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine);
- job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency that the individual has attained. ACTB ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

The latest training package details can be found at www.training.gov.au.

COMPETENCY BASED ASSESSMENT

Competency based assessment is a system for assessing a person's knowledge and skills. Assessment is based on actual skills and knowledge a person can demonstrate in the workplace or in other relevant contexts. Throughout a course a portfolio of evidence will be collected and can take the form of the following assessment methods:

- **Short Answer/Knowledge Questions** - Questions which need answers of a single word, a few words, a sentence or paragraph.
- **Project** - An exercise or research task from which time constraints have been largely removed. It usually involves the work being carried out without close supervision.
- **Group Discussion** - A means of generating information on a student's ability to listen, interpret, communicate ideas and sustain conversation.
- **Multiple Choice** - A question or incomplete statement followed by four or five options from which the student selects the best answer.
- **Case Study** - Allows opportunity for students to display process and problem-solving skills in a set of integrated tasks in a simulated context.

- **Practical Exercise** - A task which involves an application of knowledge. The work will be carried out under close supervision and may be open or closed book.
- **Observation** - Involves observing the demonstration of a student's performance.
- **Role Play/Video Recordings** - Presents students with the opportunity of displaying behavioural and interpersonal skills in a simulated context.

Assessment activities undertaken by ACTB always follow the methodology outlined below:

1. Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment.
3. The assessment requirements of the unit(s) of competence/module(s) are outlined.
4. The appeals and reassessment process are also outlined.
5. All evidence-gathering methods remain reliable, flexible, fair and valid.
6. As assessments are undertaken, ACTB Teachers/Trainers/Assessors record individual student assessment results. Sample copies of the assessment instrument are kept by the Trainer/Assessor.
7. Post-assessment support and guidance is always available to students.
8. A fair and impartial appeals process is always available, should any student require it.
9. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

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

- written knowledge questions
- scenarios/case studies (related tasks)
- simulated workplace performance
- role-play
- oral presentation
- demonstration
- graphic presentation
- projects/assignments
- oral questioning
- skills portfolio

RECOGNITION OF PRIOR LEARNING (RPL)/COURSE CREDITS

Students who consider they already possess the competencies identified in all or part of any course/qualification offered by ACTB will be encouraged to seek formal Recognition.

The processes used to determine Recognition are fair to all parties and ACTB ensures that it provides adequate support to all potential applicants. An application for Recognition of Prior Learning is available at the College Reception or online via the College website.

CREDIT TRANSFER

Recognition can also include the opportunity for Credit Transfer for previous study and must also be accompanied by evidence of currency in the study area.

Students may receive course credit for units completed based on evidence provided of studies undertaken under the nationally accredited framework. Students will be required to provide copies of certificates/Statements of Achievement from other providers. Where the training package has been superseded, students will have an opportunity to map their qualifications/competencies to gain the relevant credits.

RESULTS

Students are not graded but deemed Competent (C) or Not Yet Competent (NYC)

COURSE COMPLETION

On completion of a course students are required to apply for an award of their qualification. All students MUST have a Unique Student Identifier (USI). A Statement of Attainment is issued on request at any time, or automatically with the award. Please allow 8 weeks for the award to be issued.

Please note that we are able to issue formal testamurs, including Certificates and Statement of Attainment, only after all course fees has been paid in full.

APPEALS PROCESS

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 Recognition Framework.

A fair and impartial appeals process is available to students of ACTB. An appeal for a review of the assessment results must be made within 6 months from the date of the assessment feedback.

Refer to ACTB's 'Complaints and Appeals Policy' available at www.actb.com.au. ACTB will record in writing the result of each appeal.

GRIEVANCE PROCEDURES

In the event of a student wishing to lodge a complaint, a formal or informal approach will initially need to be made by the student (or a nominated representative chosen by the student) to the student's trainer/assessor. This complaint will be recorded in writing by ACTB. If, however, the complaint involves the student's teacher/trainer/assessor, a formal or informal approach will need to be made by the student (or a nominated representative) to the CEO.

Refer to section [12.2. Complaints & Appeals Policy \(Domestic Students\)](#) of this handbook.

ACCESS TO STUDENTS' RECORDS

Each student's records are available to them on request. Students' records are not available to other people unless ACTB is requested in writing by the student to allow such access.

DISCIPLINARY PROCEDURES

All ACTB students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during the training and assessment program. Any breaches of discipline will result in the student being given a verbal warning, in the first instance. Repeated breaches will result in the student having to "show cause" why they should not be excluded from further participation in the program.

Refer to section [12.1. Behaviour Policy](#) in this handbook for more information.

STUDENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All students of ACTB are treated as valued clients and are offered advice and support services, which assist students in achieving their identified goals. Students have access to the CEO/Training Manager/Student Support officers to get support or advice on general academic issues, welfare matters and difficulties.

ACTB does not offer professional welfare or guidance services on a daily basis; however, the College can arrange psychologists, professional career counsellors and guidance counsellors at an additional cost, if required.

LEGISLATIVE REQUIREMENTS

All relevant Commonwealth and State legislative requirements are to be followed by Teacher/Trainer/Assessors, administrators, and students (where applicable) in relation to:

- Work Health & Safety
- Anti-Discrimination, including equal opportunity, racial vilification, disability discrimination
- Workplace harassment, victimisation and bullying
- Privacy
- Vocational Education and Training (VET)
- Work Experience
- Copyright
- National principles for registration and mutual recognition
- Apprenticeships and traineeships

ANTI-BULLYING

ACTB has a responsibility to ensure that the rights of its students are safeguarded. These include the right to a learning environment free from discrimination and harassment.

By definition, bullying is the repeated oppression, psychological or physical, of a less powerful person or group by a more powerful person or group of persons. It may be manifested in many ways e.g., harassment (verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism, discrimination. Refer to ACTB policies via our website for more information.

4. COLLEGE LOCATION, FACILITIES & RESOURCES INFORMATION

The following information may be useful for interstate students interested in attending any of the timetabled classes at our Brisbane or Sunshine Coast training facilities.

All distance/online students are welcome to attend our timetabled classes on campus to help with their online study - see section

[5.5. Timetables \(On-Campus Classes\)](#) for more information.

4.1. THE LOCAL ENVIRONMENT

QUEENSLAND - THE SUNSHINE STATE

Queensland is one of the largest states in Australia, by population and size. It has an idyllic sub-tropical climate, with warm summers and mild winters. The population and economy are growing strongly, as large numbers of people from overseas, as well as other Australian states such as New South Wales and Victoria, move to the 'Sunshine State' for the better weather and lifestyle, and lower cost of living.

BRISBANE - AUSTRALIA'S NEW WORLD CITY

Brisbane is the capital city of Queensland, with over one million residents. The city is built around the Brisbane River, which provides a scenic backdrop for markets, restaurants, and many entertainment activities. There are a wide range of attractions which are free for all to enjoy, including Southbank parklands (featuring a man-made beach in the centre of the city!), a large museum and contemporary art gallery. Brisbane is less than one hour from some of the best beaches in the world on the Sunshine Coast (Noosa, Mooloolaba) and the Gold Coast (Surfers Paradise, Broadbeach). Well-known theme parks, including Dreamworld, SeaWorld and Movieworld, are all located close to Brisbane.

Brisbane is located in Southern Queensland, about half-way up Australia's east coast. This central location makes Brisbane a great base from which to explore the many tourist attractions located throughout Queensland and Australia, including the Great Barrier Reef and Daintree Rainforest to the north, the Australian Outback to the west, and Byron Bay and Sydney to the South. Studying in Brisbane gives students an excellent opportunity to see much of our great country.

FORTITUDE VALLEY

ACTB is located on the famous Brunswick Street in Fortitude Valley, the cultural hub of Brisbane. Fortitude Valley, about 1 km from Brisbane's CBD, is now one of Brisbane's most popular destinations. It is arts, music, food, shopping and friends, all in one lovable suburb commonly referred to as, 'The Valley'.

The Valley is a place for those who want to get away from suburbia and live in a lively new apartment, close to clubs, restaurants and dance beats. With its thriving Chinatown, multicultural cuisine, Asian grocery stores, fabulous restaurants, popular nightclubs and bars and The Judith Wright Centre, it's easy to see why young people especially are flocking to live in Fortitude Valley.

4.2. CAMPUS LOCATIONS

ACTB has campuses across two great locations, one in Brisbane's Fortitude Valley and the other in Maroochydore on the Sunshine Coast. Both locations are close to shops, bars, cafes and tons more attractions.

Relocation notification

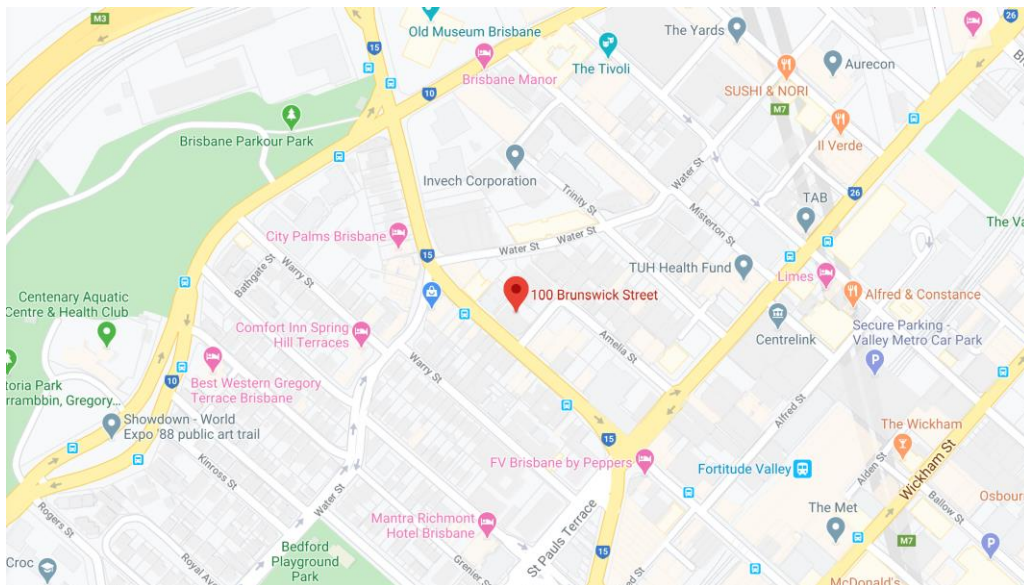
If ACTB decides to move campus, the College will notify current and future students as well as the national regulator, ASQA, of any intended move at least 30 days before the move is scheduled to occur.

BRISBANE CAMPUS

The Brisbane campus is located at:

100 Brunswick Street, Fortitude Valley, QLD 4006

Google Maps link: <https://goo.gl/maps/hX9VwsTJsrMeSJfq7>



Access to public transport

The Brisbane campus is located approximately 150 meters from the Fortitude Valley train station and 50 meters from major bus stops. The train station is linked to most major train lines in Brisbane, making it convenient for students to travel to and from the College easily.

Surrounding area

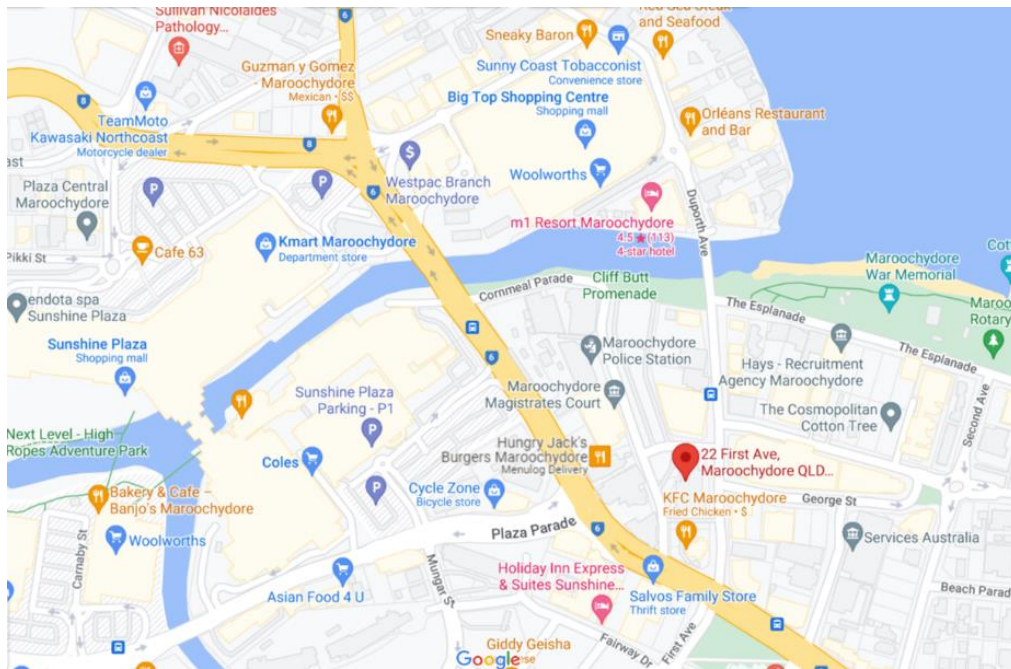
The campus is located on the famous Brunswick Street with several businesses, including printing companies, colleges, cafes, food outlets, shopping centres, entertainment venues, China Town, and other venues of interest to students, located within walking distance.

SUNSHINE COAST CAMPUS

The Sunshine Coast campus is located in the suburb of Maroochydore, approximately 100km north of Brisbane. The campus address is:

18-22 First Avenue, Maroochydore, QLD 4558

Google Maps link: <https://goo.gl/maps/hA4s3RTPgTqFCPyC9>



Access to public transport

The Sunshine Coast campus is located approximately 500 meters from the Maroochydore Bus Terminal. The bus station is serviced by various routes providing links to the surrounding suburbs, making it convenient for students to travel to and from the College easily.

Surrounding area

The campus is located near bustling Ocean Street, a local hot spot lined with restaurants, cafes, bars and live music venues. Located within walking distance of the College is Sunshine Plaza, the largest shopping centre on the Sunshine Coast, providing access to over 220 specialty stores, including leading fashion chains, gift shops, a Myer department store and various entertainment venues.

4.3. FACILITIES & RESOURCES

Both campuses have spacious training rooms, a counselling room and over 20 computers on site. All the training rooms have spacious seating arrangements (desks and comfortable cushioned chairs) and whiteboards. Projectors and laptops are available for use in the classrooms as required.

There are both male and female toilets on site, and a separate disability toilet. There are kitchen facilities with a kettle, toaster, fridge, microwave and sandwich maker.

Students have access to free wireless internet, available over the entire campus:

SSID: CollegeWifi
Password: Student2020

Additionally, the College training rooms and the computers are available for use during non-teaching times. **Please note:** Personal electrical appliances (excluding laptop and mobile phone chargers) are not to be used on campus.

4.4. EMERGENCY & EVACUATION PROCEDURES

In the event of a fire or other emergency, please do the following:

1. Immediately follow any instructions given by an ACTB staff member or emergency services personnel.
2. Evacuate the building immediately in an orderly manner as per the evacuation plan – do not stop to take belongings.
3. Assemble at the designated assembly points as per the evacuation plan.
4. Wait for further instructions from ACTB staff members or emergency services personnel.

See the Evacuation Plans displayed at the campus for more information.

4.5. LIBRARY RESOURCES

ONLINE RESOURCES

Students have unlimited wireless internet access on-campus to assist with their online research.

Computer facilities are available for students to use during College hours.

Several online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended online library collections:

- National Library of Australia <https://www.nla.gov.au/> (FREE ONLINE LIBRARY)
- <https://www.thefreelibrary.com> (FREE ONLINE LIBRARY)

HARD COPY RESOURCES

The College has a small resource library to support the specific subjects taught in class. A number of general fiction books can be borrowed through the College Reception.

As experienced educators, we recommend that students use the electronic resources and the local Council libraries for research, as is the common practice in academic and professional circles in the present times.

COUNCIL LIBRARIES

Brisbane City Council Libraries

The nearest Brisbane City Council (BCC) library is the Brisbane Square Library which is located 2km from the College. The library is located at Brisbane Square, 266 George Street, Brisbane QLD 4000.

The Brisbane Square Library opening hours are:

- Monday to Thursday 9:00am to 6:00pm
- Friday 9:00am to 7:00pm
- Saturday & Sunday 10:00am to 3:00pm
- This library is closed on Public Holidays.

It takes only 3 minutes to travel on the train from Fortitude Valley Train Station to Central Train Station, the closest station to Brisbane Square Library.

For other BCC library locations go to: <https://www.brisbane.qld.gov.au/facilities-recreation/libraries/library-locations>

Students living in Brisbane are entitled to free library membership. You will be required to take your ID card and some proof of residence in Brisbane. ACTB recommends that students become members of this library as it is very well-resourced and provides a number of other facilities to members.

Sunshine Coast Council Libraries

The nearest Sunshine Coast Council library is the Maroochydore Library which is located 2km from the Maroochydore Campus.

The library is located at 44 Sixth Avenue, Cotton Tree, QLD 4558.

The Maroochydore Library is open Monday to Saturday, from 9:00am to 5:00pm. This library is closed on Public Holidays.

For other Sunshine Coast library locations go to: <https://library.sunshinecoast.qld.gov.au/About-Libraries/Open-Hours>

5. ADMINISTRATIVE & COURSE INFORMATION

5.1. CONTACT DETAILS

For enrolment enquiries, administrative matters, student support or any other enquires please contact our Administration team and they will direct you to the appropriate person:

Phone +61 (07) 3852 6967

Email info@actb.com.au

The College office hours are Monday to Thursday, 9am - 5pm.

EMERGENCY CONTACTS

In an emergency situation, **immediately call '000'**.

Below are the official contact points for students in the event of an emergency (always call 000 first if anyone is in immediate danger or injured) or for urgent support outside of the College office hours.

If the matter is not urgent/outside office hours, please use the contact information provided above.

Maddie Mohammed CEO maddie@actb.com.au 0407 690 141	Lynn Seo Office Manager lynn@actb.com.au 0434 570 823
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5.2. COURSES

Please refer to the ACTB website (<http://www.actb.com.au/courses/>) for a full and current list of courses on offer.

5.3. COURSE DATES

Online/Distance students can start their course anytime, irrespective of the College term ("study block") dates. You will have access to your Trainer during the study blocks (refer table below).

For online students, there is no set due date for assessments, however it is strongly recommended that you complete 1 unit per month (or 1 unit within 8 weeks maximum) to ensure that you remain on track to complete your course within 12 months.

For reference, outlined below are the study block start dates for ACTB on-campus courses for 2022-2024.

	2022	2023	2024
Block 1	28-Feb-22	27-Feb-23	26-Feb-24
Block 2	04-Apr-22	03-Apr-23	01-Apr-24
Block 3	23-May-22	22-May-23	20-May-24
Block 4	27-Jun-22	26-Jun-23	24-Jun-24
Block 5	15-Aug-22	14-Aug-23	12-Aug-24
Block 6	19-Sep-22	18-Sep-23	16-Sep-24
Block 7	07-Nov-22	06-Nov-23	04-Nov-24
Block 8	12-Dec-22	11-Dec-23	09-Dec-24

5.4. PUBLIC HOLIDAYS

The below table provides a list of Queensland public holiday dates for years 2022 and 2023.

Holiday	2022	2023
New Year's Day <i>(observed Public Holiday)</i>	Mon, 3 January	Mon, 2 January
Australia Day	Wed, 26 January	Thu, 26 January
Good Friday	Fri, 15 April	Fri, 7 April
Easter Saturday	Sat, 16 April	Sat, 8 April
Easter Sunday	Sun, 17 April	Sun, 9 April
Easter Monday	Mon, 18 April	Mon, 10 April
Anzac Day	Mon, 25 April	Tue, 25 April
Labour Day	Mon, 2 May	Mon, 1 May
Royal Queensland Show – Ekka <i>(Brisbane Area Only)</i>	Wed, 10 August	Wed, 16 August
Queen's Birthday	Mon, 3 October	Mon, 2 October
Christmas Day <i>(observed Public Holiday)</i>	Tue, 27 December	Mon, 25 December
Boxing Day <i>(observed Public Holiday)</i>	Mon, 26 December	Tue, 26 December

5.5. TIMETABLES (ON-CAMPUS CLASSES)

ONLINE & DISTANCE STUDENTS ATTENDING ON-CAMPUS CLASSES

Online/Distance students are welcome to attend any timetabled classes on-campus. For this service of attending timetabled classes, please be aware there will be an Administration Fee payable. Please

contact our office for further information.

On-campus class timetables vary each term ("study block"). The College opening hours are 9am-5pm with classes scheduled between these hours. Generally, classes are held on Monday and Tuesday, with Trainer support available on another weekday.

5.6. ISSUING OF CERTIFICATES

Certificates indicating course completion can be requested via the following process:

1. Students who have completed their qualification are required to complete a form to request the issuance of a certificate for the qualification.
2. Upon receipt of the completed form, ACTB administration staff check the student records and identify all the units of competency satisfactorily completed by the student. They also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff follow up with the relevant trainer/s and/or student to locate any missing marked assessment/s.
3. ACTB administration staff also check if the student has paid their fees in full. Certificates are not issued until all relevant fees have been paid in full.
 - The above process is completed within 21 days, as far as possible.
 - The student can collect the certificate originals from the office or request for the originals to be mailed at a nominated address.

Alternatively, if a student has NOT completed a form requesting the issuance of a certificate/ Statement of Attainment, the following process will apply:

1. The Administration staff identify all the students who have completed their qualification at the end of each term.
2. The ACTB administration staff check the student records and identify all the units of competency satisfactorily completed by the student. They also ensure that all the student's marked assessments and portfolio of evidence is included in the student file. If any completed assessment record is missing, the administration staff follow up with the relevant trainer/s and/or student to locate any missing marked assessment/s
3. The ACTB administration staff also checks if the student has paid their fees in full. Certificates/ Statement of Attainment are not issued until all relevant fees have been paid in full.
 - The above process is completed within 30 days from the course end date.

In cases, where a student has completed additional units of competency due to clustering of units or timetabling by ACTB, the student may request a separate 'Statement of Attainment' for the units of competency completed. There is no charge for this service.

6. TRAINING & ASSESSMENT METHODS

6.1. TRAINING DELIVERY

Your training may be delivered via some or all of the following methods (see your Course Overview for details):

- Face to face (on campus or in the workplace)
- Online
- Distance

6.2. ASSESSEMENT METHODS

You may be assessed using some or all of the following methods:

- **Observation**
Trainers (or 3rd Parties, such as workplace managers) directly observe performance in the workplace or in the classroom in simulated role plays, presentations, or demonstrations of practical skills
- **Questioning**
Written or oral exams, quizzes, tests
- **Written Assessment**
Case studies, reports, workbooks/logbooks, assignments, research projects, workplace documentation

You will receive advanced notice of the content and requirements of assessment tasks at the start of your course and/or unit, and opportunities to practice your skills before you are assessed.

If you are confused or unsure about the requirements of an assessment task, please contact your Trainer as soon as possible and they will assist you.

6.3. GRADING

Students either get 'Competent' or 'Not Yet Competent' (NYC) for each Assessment. No grades, marks or percentages are awarded.

7. YOUR STUDY PROGRAM

7.1. GETTING STARTED

When your enrolment has been confirmed you will receive a Welcome email and login details for ACTB's online systems that are relevant to your study program. Refer to Section [7.2. Online Systems](#) for an explanation of the different systems we use.

You will also receive your course materials which will be made available to you either:

- online through our Moodle site, or
- via email to your nominated email address

Tip: The quickest way to get started with your study, is to read through the Welcome message included with your course materials as this will help you understand the course requirements and provides an explanation of the different materials you will be using to complete the course modules/units.

UNDERSTAND THE STUDY PROGRAM

In general, each qualification requires you to complete 8 or 10 units of competency.

Each unit of competency has its' own course materials, which will include a 'Study Guide' (or Student Workbook) and an 'Assessment Pack'. These are the two main documents you need for each unit, however there may also be other supporting materials provided.

The **Study Guide** contains all the learning content for the unit (usually PDF format).

The **Assessment Pack** contains all the assessment activities you are required to complete for the unit.

LOCATE COURSE MATERIALS

If your course requires you to access the ACTB Moodle site, please follow the steps outlined in Section [7.3. Accessing Your Course Materials \(Moodle\)](#) below. If your course materials have been emailed to you, please follow the instructions in the email.

If you are using the Moodle site, you may find it useful to download and save a copy of the Study Materials and Assessment Documents for each unit to enable you to work offline.

7.2. ONLINE SYSTEMS

If you are studying with ACTB, you will use various online applications to complete your studies, even if you are a face-to-face/on-campus student. Login details for these applications will be emailed to you once your enrolment is complete. If you need help navigating or using any of these applications, please call (07) 3852 6967 or email admin@actb.com.au.

STUDENT MANAGEMENT SYSTEM

The **ACTB Student Admin Portal** allows you to:

- View and edit your personal information, such as contact details
- View course/unit grades, results and feedback from Trainers
- View class timetables and schedules
- View announcements from ACTB
- Access important documents such as handbooks, enrolment forms and policies & procedures

LEARNING MANAGEMENT SYSTEM

The **ACTB Moodle** site provides access to course/unit-specific learning materials and information. Through this system you will be able to:

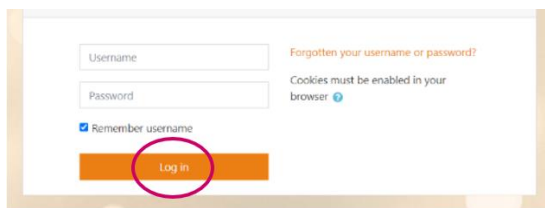
- Access your course learning materials, such as online textbooks, workbooks, videos, quizzes, animations, webinars etc
- Access, complete and/or upload your online assessment items (such as online exams or assignments)
- Book or schedule practical assessment tasks that must be completed in person (such as observation tasks)
- Contact your Trainers and fellow students via forums and chat rooms

7.3. ACCESSING YOUR COURSE MATERIALS (MOODLE)

Accessing your online/distance course materials is easy. Once your enrolment is complete, you will receive an email with your login details for the **ACTB Moodle** site.

You will need to follow the steps outlined below:

1. Go to the ACTB Moodle site and enter your *Username* and *Password* (all details provided to you via email), then click **Log in**.



The screenshot shows a login interface with the following elements:

- Username input field
- Password input field
- Remember username checkbox (checked)
- Log in button (circled in red)
- Forgotten your username or password? link
- Cookies must be enabled in your browser notice

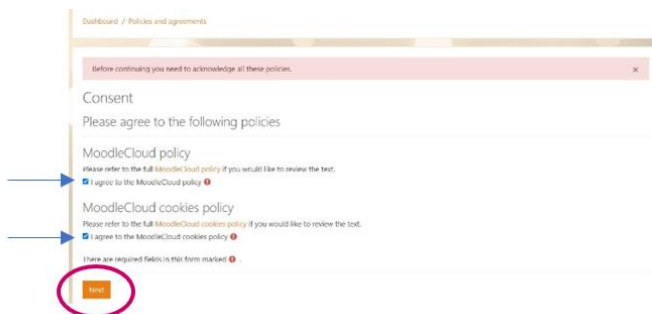
- The first time you log in you will need to **read** and agree to the *MoodleCloud Privacy Policy* and the *Cookies Policy* before you can proceed any further.



- Once you have read each Policy, click **Next** at the bottom of the screen.

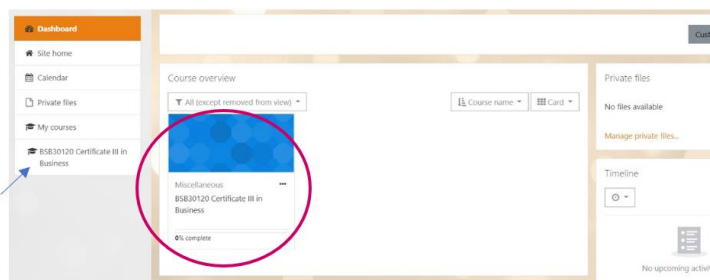


- To acknowledge that you agree to the MoodleCloud policies, **mark both checkboxes** on the *Consent* page and click **Next**.



- The student Dashboard page will appear. Your course materials can be accessed by clicking on the **Course Tile** in the *Course overview* section of the dashboard.

Alternatively, click the course name located under the *My courses* heading in the menu on the left of your screen.



Your Course page will appear. This is where all your course materials are located, including assessments.

7.4. TECHNOLOGY REQUIREMENTS

In order to successfully study with ACTB, whether you are a face-to-face student or an online/distance student, you must have regular and reliable access to a computer/device with the following software (minimum requirements):

- Web browser (e.g., Safari, Chrome, Microsoft Edge/Internet Explorer)
- Email program (Apple Mail, Microsoft Outlook, Gmail etc)
- Stable internet connection (high-speed, capable of streaming video)
- Adobe Acrobat Reader (or similar, to view PDF files)
- Microsoft Word, Excel and PowerPoint (or software that enables viewing and editing of these file types)

If you require assistance with any technical issues during your study, please contact us at admin@actb.com.au and we will be happy to assist.

All students are welcome to access the computers and other resources at ACTB's campuses.

Online/Distance Students: Please note that hard-copy versions of online materials are available at an extra cost of \$21.95/unit plus postage.

8. STUDENT SUPPORT SERVICES

As your first point of contact for everything from student welfare to course selection, Maddie Mohammed (College Director), is the official point of contact for students. You can contact Maddie via the Administration team at admin@actb.com.au or phone (07) 3852 6967 during office hours.

You can also contact your Trainer with any course-specific queries or concerns. Your Trainer's contact details will be provided to you at the start of each course and/or unit.

8.1. ACADEMIC SUPPORT SERVICES

ACTB wants you to succeed in your studies. If you ever feel like you are struggling with your study load, please let us know as early as possible so we can work out a strategy to assist you and enable you to make satisfactory course progress.

You can email your Trainer or schedule an appointment with the College Director via our administrative staff.

Academic support services include:

- **Trainer drop-in hours:** Designated times (outside of timetabled class times) where your Trainer will be available, on-campus, to answer your questions and provide assistance.

Scheduled chat sessions with Trainers are also available for online students (you can also always contact your Trainers by email, at any time).

- **Consultations with the College Director:** Schedule a meeting with the College Director and/or your Trainer so we can work out strategies to assist you.

These may include extra tuition hours, temporarily adjusting your course load, supplementary or modified assessment, and other strategies as needed.

8.2. NON-ACADEMIC SUPPORT SERVICES

If you are struggling with non-academic issues, including attendance, work, or other issues, please let the College Director know. Please do not hesitate to contact us via admin@actb.com.au or phone (07) 3853 6967 – we are here to help with any problems that you may be experiencing.

We will attempt to assist you as best we can, and if our help is not enough, we will put you in contact with external support services that may be able to assist you.

8.3. EXTERNAL SUPPORT SERVICES

If you need urgent support or assistance with personal issues, general welfare or mental health or you do not wish to discuss such matters in College staff, many charities and other organisations in Australia run counselling hotlines that you can call free-of-charge.

- Lifeline 13 11 14
- Beyond Blue 1300 224 636
- Salvation Army 1300 363 622
- Kids Help Line 1800 551 800

8.4. EMERGENCIES

FOR ANY EMERGENCY, IMMEDIATELY CALL '000'.

Below are the official contact points for students in the event of an emergency or for urgent student support:

Maddie Mohammed CEO maddie@actb.com.au +61 (07) 3852 6967 +61 407 690 141	Lynn Seo Office Manager lynn@actb.com.au +61 (07) 3852 6967 +61 434 570 823
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9. YOUR RIGHTS & RESPONSIBILITIES

9.1. STUDENT CODE OF CONDUCT

To ensure that your educational experience at ACTB is both safe and successful, you as a student are required to meet certain standards of behaviour, as outlined in our Code of Conduct.

Below is a brief summary of the key expectations that ACTB holds in relation to student's conduct whilst studying with us.

For more detailed information, please see section [12.1. Behaviour Policy](#) (or download a copy of the policy from our website).

1. Treat fellow students and ACTB staff with respect at all times
2. Obey all reasonable instructions given by ACTB staff
3. Do not distract others during class or prevent them from participating in classroom activities
4. Do not plagiarise or cheat on your tests, assignments, or classwork
5. Behave appropriately while on ACTB property:
 - Do not willfully damage or destroy ACTB property or facilities
 - Speak in English only while on campus
 - Speak at a reasonable volume (i.e., do not yell if it is not required)
6. Report any concerns about the behaviour or actions of other students or ACTB staff to ACTB management as soon as practicable
7. Refrain from smoking while on campus
8. Refrain from appearing at ACTB while under the influence of alcohol and/or drugs

9.2. ACTB'S COMMITMENT TO YOU

The Australian College of Technology and Business Pty Ltd agrees to:

- treat you in a fair and equitable manner
- respect your rights and privacy
- provide a supportive and safe learning environment
- provide counselling and support services
- allow you access to your personal records on request
- give feedback on your academic progress

9.3. UPDATING CONTACT DETAILS AND USI

You must ensure that ACTB has your current contact details (including email address, contact phone number, and residential address).

If any of your details change, please update ACTB within seven (7) days. You can update your own details through our Student Admin Portal. See Section 7.2. Online Systems for more information.

You must provide your Unique Student Identifier (USI) to ACTB. You can create or retrieve your USI via www.usi.gov.au.

9.4. PAYMENT OF FEES AND CHARGES

Students are required to pay all course fees as per the signed enrolment documentation. Students are advised to read the Refund Policy carefully prior to enrolment (see section 12.3. Refund Policy (Domestic/Online/Distance Education Students)).

All fees/fee instalments **MUST** be paid by the due date. If your course fees are overdue for more than one week, please note that your enrolment and online access to your course may be suspended till the applicable fees are received.

9.5. PLAGIARISM / BREACH OF COPYRIGHT

Students are not permitted, during the course of their studies or whilst using the resources of the College, to plagiarise (copy/cheat) the work of another (whether they be another student, the author of a text or work obtained from the Internet) or to breach copyright laws. For full details, please read the full policy in section [12.4. Copyright & Plagiarism Policy](#).

Students and staff are only permitted to run software on computers on College property which has been purchased or licensed to ACTB.

Students found to be in deliberate breach of this policy shall be deemed to have failed the assignment or project submitted and may be subjected to disciplinary action.

9.6. COMPLAINTS AND APPEALS

If you feel that ACTB has made a decision, academic or non-academic, that is unfair to you, you are entitled to access the complaints and appeals process.

For detailed information, refer to section [12.2. Complaints & Appeals Policy \(Domestic Students\)](#)

9.7. WORKPLACE HEALTH AND SAFETY (WHS)

The College will take appropriate steps to ensure compliance with WHS requirement in order to minimise any harm/injury to students, staff and visitors. Please read the College WHS policy in section [12.8. Work Health & Safety Policy](#) for further details.

Workers and students have responsibility for:

- Compliance with this policy
- Supporting the maintenance of a safe environment
- Following safety instructions
- If you see anything dangerous, inform Reception immediately
- Make sure you know where the fire exits are in the building - the fire exits are clearly labelled on each floor of the building and your Trainer will show you where the nearest one is located.

During your time at ACTB you may be asked to take part in an evacuation of the building. This may be a practice, or a real emergency evacuation and you must follow your Trainers/Fire Wardens' instructions to evacuate the building and assemble at the designated meeting spot.

10. FINANCIAL SUPPORT / CONCESSIONS

10.1. FINANCIAL SUPPORT

Students may be eligible for social assistance payments if they study with ACTB. See the [StudyAssist](#) website for more information.

10.2. CONCESSIONS

Students studying full-time on-campus may be eligible for concessional public transport. Contact [Translink](#) for further information.

Your enrolment at ACTB may entitle you to student discounts/incentives from various organisations. If you would like an ACTB Student ID card, please contact us.

ID cards for online and distance students cost \$10.

11. THIRD-PARTY SERVICE PROVIDERS

ACTB engages third-parties to provide various services for or on behalf of ACTB, including:

- Sales and Marketing

Where third-parties provide these services on our behalf, you will be clearly notified of the services that are being provided, and the details of the third-party that is providing the services. Details are also on our website.

The activities of the third-party service providers are governed by service agreements between the third-party and ACTB. These service agreements include sections dealing with monitoring and quality assurance of the third-party's activities by ACTB. ACTB retains ultimate responsibility for ensuring the activities of our third-party partners comply with applicable legislation, regulations, and codes of practice, including the Standards for RTOs 2015 and ESOS Act 2000/National Code 2018.

If you have any questions or concerns about the activities of third-parties engaged by ACTB, please contact us.

12. ADMINISTRATIVE POLICIES

12.1. BEHAVIOUR POLICY

Students and staff at ACTB have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. When enrolling at ACTB, students must agree to accept and abide by policies and procedures, follow rules and regulations, and participate in studies as directed by the program.

Compliance with these expectations is required by all students. Failure to do so may result in cancellation of your enrolment.

- Work towards achieving goals set within training plan and completion by anticipated completion date
- Abide by copyright and plagiarism laws and legislation
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your Trainer and Assessor
- Respond to communication (emails, phone calls etc.) from ACTB staff
- Attend meetings when requested by ACTB staff
- Inform your Trainer and Assessor in advance of any intended absences, illness or other reasons
- Inform your Trainer and Assessor if you have a medical condition that may affect your participation within a course or affect those with whom you may be training
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare
- Contribute to the orderly, effective and safe functioning of ACTB
- Follow the Workplace, Health & Safety ("WHS") policies and procedures
- Comply with all lawful directions given by staff while on ACTB property or engaged in ACTB controlled or sponsored activity
- Comply with ACTB's commitment to the prevention and elimination of unlawful discrimination
- Abstain from bullying, harassing, and any other unlawful activity or behaviour whilst on ACTB property or engaged in ACTB controlled or sponsored activity, including the online environment
- Access and use only that ACTB property to which they are entitled to have access and are qualified to use and to use it in a careful and responsible way
- Pay fees or late assessment fees on the specified date

UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour includes, but is not limited to, the following:

- Disobeying any reasonable direction by a ACTB staff member
- Failure to maintain contact with, and respond to contact by, ACTB
- Acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- Failing to return library or other loaned ACTB property by the required date
- Viewing or distributing offensive material via the internet, email or other means
- Discrimination, harassment and victimisation
- Bullying and intimidation
- Racist or sexist comments
- Behaving in a disruptive manner, such as swearing, yelling or using offensive language
- Using mobile phones during classes
- Illegal use of drugs or alcohol
- Stealing, vandalising or causing wilful damage to ACTB property
- Endangering the safety of yourself or others
- Assaulting or attempting to assault anyone while on ACTB premises
- Inappropriate possession of guns, knives or other weapons while engaging in ACTB activities
- Non-payment of fees
- Unsatisfactory course progress

Consequences of Unacceptable Behaviour

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A Trainer or staff member can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens ACTB property, you may be suspended by the CEO / College Director. Information about the grounds on which a student's enrolment may be deferred, suspended or cancelled is provided in this handbook, available on the website or in print from ACTB upon request.

ACADEMIC MISCONDUCT

In a study environment, cheating means to act dishonestly in any way so that the Trainer and Assessor accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned. Plagiarism is to copy work without acknowledging the source and is a form of cheating. ACTB will not tolerate plagiarism or cheating, and a penalty may be imposed if you are accused of either.

It is considered cheating to:

- Use notes or other resources without permission
- Hand in someone else's work as your own (with or without that person's permission)

- Hand in a completely duplicated assignment
- Take work without the author's knowledge, e.g., copying information from the internet without referencing
- Allow someone else to hand in your work as their own
- Have several people write one assessment and hand in multiple copies, all being represented (implicitly or explicitly) as individual work
- Use any part of someone else's work without the proper acknowledgement, e.g., referencing
- Steal documents from a Trainer and Assessor

It is not considered cheating to:

- Discuss assignments with Trainer and Assessors or other students to understand what is required
- Hand in work done alone or with the help of others
- Get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- Discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- Submit one assignment from a group of students where this is explicitly permitted or required
- Use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing
- Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes

Penalties

If you are suspected of cheating, the Trainer and Assessor will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, the Trainer and Assessor will notify the CEO and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you. Once you have provided your information, the CEO may come to one of two decisions:

If it is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

If it is a serious offence and you will be deemed not yet competent in the unit. Repeated offences of cheating – minor or serious – will result in failure of the unit plus a record on your student file, together with the reason.

You will be advised of all penalties in writing.

What if I don't agree with the decision?

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the Academic Manager within one week of the penalty being imposed. Please refer to ACTB's Complaints and Appeals Policy for details.

If you do not abide by the Student Code of Conduct, your enrolment may be suspended or cancelled.

12.2. COMPLAINTS & APPEALS POLICY (DOMESTIC STUDENTS)

PURPOSE

The purpose of this policy is to ensure that complaints and appeals are resolved appropriately and as quickly as possible.

SCOPE

This policy and procedure applies to all staff, contractors and volunteers of ACTB. Trainer/assessor staff and all staff working with students, in particular, should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

PRINCIPLES

ACTB will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers.
- ACTB will maintain the student's enrolment during the complaint process.
- The complainant is provided with information about the complaint's procedure.
- ACTB will respond to any complaint or appeal the student makes regarding their dealings with ACTB, its education agents or any related party that ACTB has an arrangement with to deliver the student's course or related services.
- All complaints are assessed in a professional, fair and transparent manner.
- The complaint process is commenced within 10 working days from the date of complaint.
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will maintain absolute confidentiality at all times.
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 20 calendar days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.
- A written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome, is retained for a period of five years after the student ceases to be an accepted student at ACTB.

DEFINITIONS

- Complaint – Dissatisfaction with a service offered by ACTB
- Appeal – Dissatisfaction with a decision made by ACTB
- Working days – Weekdays (Monday to Friday, inclusive), not including public holidays or weekends
- Mediation – a process in which a trained independent third party (mediator), assists the parties to identify and assess options in order to negotiate a mutually acceptable resolution.

RESPONSIBILITIES

The CEO / College Director is responsible for implementing and ensuring compliance with this policy.

TYPES OF COMPLAINTS

Complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors, Teachers or other staff
- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- An agent recruiting students for ACTB
- A third-party delivering services on ACTB's behalf
- A student or group of students of ACTB
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

PROCEDURES FOR ALL ACADEMIC AND NON-ACADEMIC MATTERS

1. INTERNAL COMPLAINTS AND APPEALS

The internal complaints and appeals processes are conciliatory and non-legal.

1.1. Complaints against other Students

Grievances brought by a student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct.

1.2. Informal Complaints/Appeals Resolution

- In the first instance, ACTB requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students should contact their Trainer/Teacher in the first instance to attempt mediation/informal resolution of the complaint.
- Students should continue to attend classes (if applicable) while the complaint is being processed
- If students are not satisfied with the outcome, they should contact the College Director who will attempt to resolve the matter.
- If the complaint is about the College Director, it can be directly brought to the CEO's attention.
- If the matter cannot be resolved through an informal mediation process, the matter will be referred to the CEO in writing and Internal Formal Complaints Handling & Appeals Process (see 1.3. below) will be followed.

1.3. Formal Complaints Handling & Appeals Process

- The process of this grievance procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- The student must notify ACTB in writing of the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the CEO.
- Complaints and appeals processes are available to students at no cost.
- Each complainant or appellant has the opportunity to present their case to the CEO.
- Students and/or the College may be accompanied and assisted by a support person at all relevant meetings
- The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the CEO.
- ACTB undertakes to finalise all grievance procedures within 20 calendar days.
- However, should detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.

- If more than 60 days are required, ACTB will advise the complainant in writing, the reasons for why more than 60 days are required. ACTB will regularly update the complainant or appellant of the progress of the matter.
- For the duration of the appeals process, the student's enrolment and attendance must be maintained. If the student chooses to access ACTB's complaints and appeals process, ACTB will maintain the student's enrolment while the complaints and appeals process is ongoing
- Once the CEO has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained securely on the student's file. A copy will also be retained securely in the internal 'Complaints and Appeals Register'.
 - a. If the grievance procedure finds in favour of the complainant, ACTB will immediately implement the decision and any corrective and preventative action required and advise the student of the outcome.
 - b. If the student is not successful in the ACTB internal complaints handling and appeals process, ACTB will advise the student within 10 working days of concluding the internal review of the international student's right to access an external complaints handling and appeals process at minimal or no cost.

2. EXTERNAL COMPLAINTS AND APPEALS

2.1. External Complaints

- If you have a complaint about the quality of training and assessment being delivered by ACTB, you may be eligible to submit a complaint to Australian Skills Quality Authority (ASQA).
- You can also contact your local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading') who can provide you with information about your rights and options.

2.2. External Appeals / Mediation

- If a student is not satisfied with the outcome of the internal appeal, they may request mediation or appeal to a suitable external body.
- Mediation is arranged through [LEADR](#) or another suitable and mutually agreeable organisation.
- Depending upon the nature of the matter, students can contact one of the following bodies, or another suitable external body¹ of their choice:

¹ The person or body which hears the external complaint or appeal must be independent of, and external to, the registered provider. In order to be considered independent and external, the person or body would generally:

- be separated in structure from both parties involved in the complaints and appeals process
- have no personal or professional interest in the outcome of the complaints or appeals process
- have no influence on the policy setting of the provider
- be financially and administratively independent of the provider; and
- not have the same directors or managers as the provider.

- [Queensland Civil and Administrative Tribunal \(QCAT\);](#)
- [Queensland Government Department of Justice Dispute Resolution Branch](#)
- [Queensland Training Ombudsman](#)

RECORD KEEPING / OTHER INFORMATION

ACTB will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence, for continuous improvement purposes.

Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file and a copy in the ACTB Complaints & Appeals Register for a period of five (5) years after the student ceases to be an accepted student at ACTB.

The Complaints & Appeals Register is to be managed and maintained by the CEO. Complaints/appeals must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaints & Appeals Register as soon as possible, no later than two (2) working days after the outcome is determined.

The Complaints & Appeals Register is to be saved electronically in ACTB's management file.

12.3. REFUND POLICY (DOMESTIC/ONLINE/DISTANCE EDUCATION STUDENTS)

PAYMENT OF FEES

All fees must be paid prior to the commencement of the course or as per an agreed payment plan accepted in writing by the student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars.

Students will not be permitted to commence or continue their course until all outstanding fees have been paid. ACTB reserves the right to cancel a student's enrolment for non-payment of fees, where fees are overdue by more than 14 days.

ACTB reserves the right to change fees at any time, subject to the relevant authority's approval.

REFUND POLICIES

Refund of course fees will only be granted in accordance with the refund policies set out below.

Application fees are non-refundable under any circumstances, except in the unlikely circumstances where ACTB is unable to provide the course.

Refund of course fees for students will only be granted in accordance with the refund policy set out below.

Full Refund

ACTB has a fee refund policy for situations where special circumstances exist. We will make a full refund of course fees paid in the following circumstances:

- **Provider Default**
 - In the unlikely event that ACTB is unable to deliver your course in full, you will be offered a refund of all the course fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.
Alternatively, you may be offered enrolment in an alternative course by ACTB at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
 - ACTB reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if the course is postponed by more than four weeks, and if a student is unable to enrol in a similar course at ACTB all fees will be refunded within 14 days.
- **Student Withdraws/ Cancels Enrolment**

If the student withdraws from, or cancels their enrolment in writing within 7 days from

the date of enrolment, any pre-paid fees, less \$200 Administration fee will be refunded. The 'date of enrolment' is the date noted on the confirmation of enrolment email sent to the student. In effect, the student has a 7-calendar day cooling-off period.

No Fee Refund

If a student withdraws from or cancels a program or course from 7 calendar days after the date of enrolment, ACTB will not refund any of the fees paid for that unit, program or course semester.

REFUND PROCESSES

Claiming a Refund

All applications for refunds in accordance with this Refund Policy must be made in writing by completing an 'Application for Refund Form' (available from the ACTB Administration team) and submitted to the Enrolment Officer. Prospective students who are overseas should contact Student Administration.

Approval of Refund

All refunds must be approved by the Chief Executive Officer (CEO). Exemptions to any of the abovementioned cases may only occur where the student has extenuating, or compassionate grounds as determined by the CEO.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the bank account nominated in writing by the student, within 28 days of approval. ACTB will provide the student with a statement detailing the calculation of the refund.

Appeals

Please refer to ACTB's 'Complaints and Appeals Policy' if you wish to appeal the decision related to your refunds.

NOTE: "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

12.4. COPYRIGHT & PLAGIARISM POLICY

INTRODUCTION

This Policy is designed to inform students of their responsibilities when conducting assignments, research or projects in relation to plagiarism and copyright laws.

SCOPE

This policy applies to all students of ACTB when conducting research, projects or other assessments using secondary data.

RESPONSIBILITIES

It is the responsibility of ACTB management and trainers to educate students in relation to the avoidance of plagiarism and respect of copyright and methods for citing sources of information and to communicate the terms of this policy, including consequences of breach.

GUIDELINES

Students are not permitted to plagiarise the work of another (whether they be another student, the author of a text or work obtained from the Internet) or to breach copyright laws.

Students and staff are only permitted to run on computers on College property software, which has been purchased or licensed to ACTB

Students found to be in deliberate breach of this policy shall be deemed to have failed the assignment or project submitted and may be subjected to disciplinary action.

Trainers/ Assessors should help students to understand the ethical and legal issues relating to plagiarism and assist them to develop an efficient approach to keep track of, and properly cite, their sources of information.

Copyright laws are based on the underlying social principle that people should have the right to compensation for their creative work. A 'work' (text, music, picture, etc.) is automatically protected by copyright from the moment it is created: no copyright notice or registration is required. The Copyright Act recognises that it is in the public interest to allow some people to use copyright material without seeking permission from the copyright owners or their representatives. This is called the "fair dealing defence". The purposes allowed are:

- research and study;
- criticism or review;
- reporting the news;
- giving legal advice; and
- participating in judicial proceedings.
- Additionally, the dealing must be 'fair'. Fairness is judged by:

- whether the amount of information copied is less than 10% of the total work;
- the purpose and character of dealing;
- nature of material;
- effect on the market for the material;
- commercial availability of the material; and
- amount and sustainability of the part used.

12.5. RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER POLICY

PURPOSE

The purpose of this procedure is to ensure all students are offered and, where evidenced, granted credit transfer and recognition of prior learning prior to enrolment.

SCOPE

This procedure applies to any staff involved in the processing of marketing, taking student enrolments, responding to student inquiries, administrators of the Credit Transfer and Recognition of Prior Learning (RPL) process and Trainers/Assessors.

CREDIT TRANSFER

All Australian Qualification Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by ACTB unless prevented by licensing or regulatory requirements.

Credit Transfer Procedure

1. The CEO / College Director is to ensure that student information and relevant marketing material contains advice that ACTB will recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.
2. The CEO / College Director is to ensure that the Staff Handbook includes appropriate references to credit transfer and reinforces this policy during Staff orientation/induction sessions.
3. Participants are required to complete a Release of Information Form, which will allow ACTB to verify the Qualifications and/or Statement of Attainment with the issuing RTO.
4. The CEO / College Director is to verify the AQF Qualifications and/or Statement of Attainment presented for recognition by contacting the issuing Registered Training Organisation.
5. Participants seeking credit transfer for Qualifications or Statements of Attainment awarded by another Recognised Training Organisation must present the original documents for sighting and a certified copy of original documents. Copies of the Qualification or Statements of Attainment which have been verified with the issuing RTO are to be kept on the individual Participant's file.
6. Verified AQF Qualifications and Statements of Attainment are to be fully recognised and appropriately recorded on the students' file.
7. AQF Qualifications and Statements of Attainment unable to be verified will not be recognised and the student will be asked to provide further verifiable evidence if possible.
8. Non-verified claims for Credit Transfer are to be recorded on the individual student's file, together with details of any requests for further information and / or counselling undertaken.

9. The RTO will not provide Credit Transfer for a fully qualification issued by another RTO.

RECOGNITION OF PRIOR LEARNING (“RPL”)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

All students are to be made aware of the ACTB policy on RPL prior to enrolment. RPL is available for limited courses only for international students.

1. During orientation all students are to be advised of the procedures for applying for RPL
2. Applications for RPL are to be made on the appropriate form and submitted to the Assessor together with all relevant supporting information for assessment.
3. The CEO will review each application and a decision will be made as to whether RPL can be granted.
4. If such a decision cannot be made then the applicant may be required to provide more information, e.g., more details, verification of experience, etc.
5. The applicant may be invited to attend an interview with an RPL Assessor and/or industry expert and may be accompanied by his/her employer or support person.
6. An initial assessment and/or a request for further information will be made within fourteen (14) working days of the receipt of the application.
7. An applicant may appeal against a decision in accordance with the Complaints and Appeals policy.

12.6. ACCESS TO PERSONAL INFORMATION POLICY

INTRODUCTION

Students of ACTB can request access to records of their own personal details, training participation, course progress, assessment and certification at any time.

Please refer to Privacy Policy for detailed information

KEY LEGISLATION

- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Privacy Act 1988 (Privacy Act) including the Australian Privacy Principles
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- ESOS Regulations 2001 Clause 3.06

PROCEDURES

1. Access by students to their personal records is available upon request to the Administration staff.
2. Students are required to send an e-mail requesting for information or change to their personal details or fill out a Personal Details form. This information will then be stored on the student file and / or the Student Management System.
3. The Administration Staff will conduct an identification check to verify the student
4. Access to the student file will be granted only after the administration staff has verified the student's identification.
5. Access will be provided within 2 working days, or earlier if practicable
6. There is no fee for accessing personal records.

12.7. PRIVACY POLICY

INTRODUCTION

ACTB is required to collect, use, store and disclose a range of personal information on students, employees and a range of other stakeholders. ACTB is committed to maintaining the privacy and confidentiality of all student and personnel records. ACTB complies with the Privacy Act 1988 (C'Wlth), including the 13 Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'Wlth).

LEGISLATION

- The Privacy Act 1988 (C'Wlth)
- The Australian Privacy Principles (APP), 2014 (C'Wlth)

SCOPE

This policy applies to all students, ACTB staff & employees and contractors.

RESPONSIBLE PARTIES

The **CEO / College Director** is responsible for the control and issuance of this policy.

PRIVACY POLICY

1. Open and transparent management of personal information
 1. ACTB will publish this policy on its website
 2. The policy will be included in ACTB's Student Handbook, Staff Handbook and made available on request.
2. Anonymity and pseudonymity
 1. Individuals have the option to not identify themselves when dealing with ACTB, for example when requesting information on a course, website enquiries or anonymous complaints/feedback.
 2. Individuals who wish to undertake nationally recognised training with ACTB will be required to disclose information of a personal nature as outlined in this policy.
3. Collection of solicited personal information
 1. ACTB will collect information you provide on enrolment into a nationally accredited course or on commencement of employment with ACTB. ACTB may also collect information you provide on websites, enrolment forms, course materials and assessments.
 2. ACTB may sometimes collect information, with your consent, from your employer, a job services provider or other organisations where students may engage in placement for training and assessment purposes.
 3. ACTB collects information of a personal and sometimes sensitive nature.

Information ACTB collects may include: full name, date of birth, residential address, contact details, demographic information, ability/disability, employment details, educational background, indigenous background, concession status language, literacy and numeracy skills and educational/course progress. ACTB may also collect information on your next of kin or parent/guardian.

4. Dealing with unsolicited personal information

1. ACTB only collects, uses and stores information which is directly related to the provision of training and assessment (for students) and information directly related to the employment or engagement of contractors (for employees and contractors).
2. Information which is received that is not related to training and assessment or employment with ACTB is destroyed in a safe and secure manner.

5. Notification of the collection of personal information

1. Students and employees are notified when information is collected or sourced from third parties. Such notifications are expressed in enrolment forms, assessment tools and other written documents or implied in such circumstances such as workplace observations.

6. Use or disclosure of personal information

1. ACTB only uses information for the provision of training and assessment and is required to disclose this information to a number of organisations such as:
 - i. Registering bodies such as the ASQA (National), VRQA (Victoria) or TAC Western Australia),
 - ii. Government funding bodies in each state and territory and/or Commonwealth Government
 - iii. Apprenticeship Centres,
 - iv. Employers and Job Services Providers,
 - v. External auditors and our consultants,
 - vi. The Australian Taxation Office,
 - vii. Other entities required by law and in accordance with the Privacy Act 1988.
2. ACTB will not disclose any personal or sensitive information to a third party except for the direct provision of training and assessment or in emergency and life-threatening situations.
3. In addition, ACTB may release Information collected about you throughout your enrolment as required under law and in order to meet our obligations as a CRICOS Registered Training Organisation, to the Commonwealth Government, including the Tuition Protection Scheme (TPS) and/or designated State and Territory agencies, including the Department of Immigration; or legal institutions, in accordance with the Privacy Act 1988.

7. Direct marketing

1. Your personal information will never be sold to any marketing company or third party,

2. ACTB may use your personal information to market directly to you only for the provision of further training and assessment with ACTB.
 3. ACTB will only use your information if you have provided consent to use your information for this purpose and you have opted-in to this type of communication.
8. Cross-border disclosure of personal information
1. ACTB will not disclose your personal information to any entity outside of Australia unless you have provided your express written consent,
 2. All records will be kept in Australia.
9. Adoption, use or disclosure of government related identifiers
1. ACTB is required to collect, in some circumstances, government related identifiers. ACTB will not use these identifiers for any reason or purpose except for the explicit reason it is required (eg. Concession numbers, Tax File Numbers, Drivers Licence Number, etc) and will not use these numbers as an identifier of individuals.
 2. ACTB will only disclose government related identifiers where required by law or express consent has been given to disclose this information.
10. Quality of personal information
1. ACTB collects information and ensures it is accurate, up to date and complete,
 2. ACTB will take all reasonable steps to ensure that the information provided from individuals is correct and any third-party information received can be verified for accuracy, currency and completeness.
11. Security of personal information
1. All personal and sensitive information is kept safe and secure at all times, only people who are authorised may access this information,
 2. Personal and Sensitive information is protected from unauthorised access, interference, misuse, loss, modification or disclosure.
 3. Destruction of personal and sensitive information is carried out by commercial document destruction companies or secure shredding or secure electronic deletion.
12. Access to personal information
1. Individuals may request copies of information which is kept about them at any time free of charge. ACTB may charge for printing and postage in some circumstances.
 2. All requests for access to personal information must be in writing and the individual must be able to identify themselves and verify their identity prior to any information being disclosed,
 3. All requests must be made to the CEO / College Director
13. Correction of personal information
1. Individuals who feel that the information ACTB uses and stores is inaccurate or incomplete may request to have the information updated and corrected. Such corrections must be in writing.

12.8. WORK HEALTH & SAFETY POLICY

INTRODUCTION

The Work Health and Safety Act 2011 places a duty of care on ACTB as a Person Conducting Business or Undertaking (PCBU) to ensure the health and safety of all employees and non-employees, i.e., students, visitors, volunteers and members of the public, who use the ACTB Campus. This places a significant obligation to incorporate workplace health and safety as part of the overall management function. The Act also places an obligation on employees and non-employees to act responsibly and perform duties associated with their work in accordance with instructions and standards applied by this policy, the Act and the relevant Regulations or Codes of Practice.

PURPOSE

The purpose of this policy is to ACTB ("the PCBU") as employer to comply with its obligations pursuant to the *Work Health and Safety Act 2011* and to provide a framework whereby the employer may encourage and assist its employees to comply with their obligations pursuant to the *Work Health and Safety Act 2011* as well as contractors, external customers and members of the public.

The policy is also designed to assist and facilitate the formulation of appropriate conditions, work practices, information, education and supervision to enable staff and students to work in a risk free, safe and healthy workplace.

LEGISLATION

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Work Health and Safety Code of Practice 2011
- Work Cover Act 1996

SCOPE

This policy applies to all workers and students at ACTB.

POLICY

ACTB will use a consultative and cooperative approach with staff to ensure the health and safety and wellbeing of all ACTB staff, students and visitors at the ACTB campus. Breaches of this Policy will attract penalties both from the employer and under the *Work Health and Safety Act 2011*.

RESPONSIBILITIES

The CEO will:

- investigate any issues which may be causing work-related injury/stress.
- take action to ensure the workplace health and safety of persons at the workplace.

Workers and students have responsibility for:

- Compliance with this policy
- Supporting the maintenance of a safe environment
- Follow safety instructions.

WHS ASSESSMENTS

WHS assessments must be conducted at least once every twelve months.

The CEO must:

- Ensure the nominated Workplace health and Safety Officer conducts the assessment during normal working hours;
- Take appropriate action to rectify any unsafe workplace health and safety conditions and practices;
- Keep assessments, investigations and recommendations and other matters recorded and maintained for five years.

Criteria for assessment

In accordance with the Act the set of eight approved criteria are:

<i>Hazard identification, risk assessment and control</i>	That the organisation ensures that hazards are identified, risks assessed, control measures implemented then monitored and reviewed for effectiveness.
<i>Work environment</i>	That a safe and healthy work environment is provided and maintained.
<i>Noise</i>	That exposure to "excessive noise" is prevented.
<i>Plant</i>	That safe plant is provided and maintained.
<i>Electrical</i>	That the electrical risks are controlled.
<i>Hazardous substances</i>	That risks arising from the use, handling and storage of substances are controlled.
<i>Manual tasks</i>	That controls are in place to prevent or minimize musculoskeletal disorders.
<i>Information, instruction, training and supervision</i>	That information, instructions, training and supervision are provided to ensure health and safety.