



STUDENT HANDBOOK

ABC LICENCE TRAINING PTY LTD

RTO 3399

Student Handbook

Contents

Introduction	3
Contact Information	4
Our Mission and Values	5
Governance and Legislative Requirements.....	6
Our Training Services.....	7
Enrolment	7
Privacy Policy	7
Unique Student Identifier Policy	13
Recognition of Prior Learning and Credit Transfer	15
Attendance	18
Access and Equity	18
“Language, Literacy and Numeracy” Policy	19
Reasonable Adjustment.....	21
Student Support	22
External support services.....	24
Delivery Method	25
Training and Assessment	25
Assessments.....	28
Issuing Certificates/Statements of Attainment.....	29
Records Management.....	29
Fees and Refunds	33
Complaints and Appeals	35
Rights and Responsibilities	38
Anti-Discrimination and Harassment Policy.....	40
Student Misconduct and Disciplinary Action	48
Quality Indicator Reporting	48
Marketing Policy	51
Version Control	53

Introduction

Welcome to ABC Licence Training – proudly operating as Australian Boating College and ABC First Aid. We are a Registered Training Organisation (RTO: 3399) with a strong reputation for delivering high-quality, nationally recognised training. Our diverse course offerings include Boat and Jet Ski Licences, First Aid, Safety, and Aquatic Education—empowering individuals with essential life-saving skills and practical knowledge for both land and water environments.

Since becoming a registered RTO in 1998, we've been passionate about helping Australians stay safe—whether at home, at work, or on the water. We're regulated by the Australian Skills Quality Authority (ASQA), ensuring all our courses meet the highest standards of quality, compliance, and relevance.

At ABC Licence Training, we believe that learning should be accessible, engaging, and hands-on. Our safety courses are designed to give learners real-world skills and the confidence to respond in critical situations—whether it's administering first aid, navigating waterways, or understanding vital safety procedures.

Our dedicated and experienced trainers bring each course to life with practical scenarios, up-to-date content, and a genuine passion for teaching. We continuously strive to innovate and improve our training experience, using learner feedback and industry best practice to remain at the forefront of vocational education.

When you choose ABC Licence Training, you're not just signing up for a course—you're joining a community committed to safety, confidence, and excellence.

This handbook should help you understand and make informed decisions regarding your enrolment with us if you choose to do so. We highly recommend that you read this handbook carefully as it details your rights and responsibilities as a student. If you have any questions or want further clarifications on the contents of this handbook, please contact us on contact@abcfirstaid.com.au or 1300 484 136. It is our aim to ensure that you are confident and happy with your decision to enrol with us.

We thank you for choosing ABC Licence Training as your training provider and we wish you success with your studies.

Susan Devlin

CEO - ABC Licence Training

Contact Information

Company Legal Name	ABC Licence Training Pty Ltd
RTO ID	3399
Head office location	Unit 3/67 Palmerston Cres, South Melbourne VIC 3205
Delivery Location	ABC Licence Training has third party arrangements for delivery of courses as listed on our website
ACN / ABN	080 057 923 / 43 080 057 923

ABC Licence Training wants to ensure that all our learners have access to the best of student services and may wish to contact any of the listed staff in case of emergencies. All student welfare issues, and student services are addressed by the Administration and Compliance Officer. Escalated issues may be referred to the Chief Operating Officer based on the nature of the issue.

Staff Name	Designation	Contact Details
Susan Devlin	CEO	0457 487 396 susan@abcfirstaid.com.au
Shane Neumann	Head of Growth	1300 484 136 shane@abcfirstaid.com.au
Jodie Doyle	Administration and Compliance Officer	1300 484 136 contact@abcfirstaid.com.au
Dee Heffernan	RTO Engagement Officer	1300 484 136 dee@abcfirstaid.com.au
Karl Pfeuffer	Project Manager	1300 484 136 karl@abcfirstaid.com.au
John Alagao	Quality Control	1300 484 136 John.Alagao@abcfirstaid.com.au

Our Mission and Values

PARTNERSHIP

- We are committed to supporting our co-providers and, by extension, their trainers and students as a proactive partner that is committed to delivering the best possible training outcomes

SAFETY

- Our commitment to the life-saving and critical nature of first aid and boating training makes the quality of our courses and programs of paramount importance. We aspire to deliver consistent, high-quality services and apply quality systems that support training and assessment excellence.

CUSTOMER CENTRICITY

- Our focus on meeting the needs of our co-providers, partners and students supports lifelong learning. By continually seeking to innovate and improve our training experiences, we consistently strive to set ourselves apart as a premium training provider.

INDUSTRY ENGAGEMENT

- We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry and community needs and expectations, and provide direct relevance to student training needs

ACCESSIBILITY

- We aim to provide training options and formats accessible to all Australians, no matter where they live.

Governance and Legislative Requirements

ABC Licence Training is a Registered Training Organisation and as such will at all times comply with the Standards for Registered Training Organisations 2015 as well as any relevant Commonwealth and State regulatory requirements. It is also mandatory for all our franchisees and third-party providers to comply with all the relevant laws and standards.

ABC Licence Training may terminate contracts with third parties or franchisees if any breach is identified.

Please see below a list of some of the legislations that we adhere to. This may not be an exhaustive list.

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Data Provision Requirements 2012
- Work Health and Safety Act 2011
- Privacy Act 1988
- Disability Discriminations Act 1992
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Learner Identifiers Act 2014
- Competition and Consumer Act 2010
- Australian Consumer Law 2011

Our Training Services

We have been approved by ASQA, the national regulator for vocational education and training (VET) in Australia, to deliver and assess the Units of Competency listed on our website at <https://abcfirstaid.com.au/abc-courses/> . Please refer to our website and navigate to your preferred unit (Under the Courses Tab) to ensure that there is no required pre-requisite before enrolling with us. Some units may require you to complete a pre-study assessment which may be done online or via hardcopy before commencing the course. If you have any queries or are in doubt, please feel free to contact us.

Enrolment

An enrolment can be confirmed only once the student has completed and signed the enrolment form which also confirms that they have read the terms & conditions of enrolment as well as this handbook. Once the form is completed, the student must pay the applicable fee. ABC Licence Training will issue a receipt of payment which is part of confirmation of enrolment. We highly recommend that you ensure that you have met the pre-requisite requirement (if applicable) before submitting the enrolment form and making the payment. A formal email will be sent to the learner confirming the enrolment as well as the details of the classes scheduled. We highly recommend that you check all the details on the confirmation along with your full name, date of birth and chosen program. In case of any discrepancy, please contact ABC Licence Training immediately.

Privacy Policy

Purpose

ABC Licence Training and their third parties are committed to protecting and maintaining the privacy, confidentiality, accuracy, and security of its students' personal information, in compliance with the Privacy Act 1988 and Australian Privacy Principles.

As a compliant RTO, ABC Licence Training and their third parties are required to collect certain information about its students and provide this information to external bodies such as:

- the National VET Regulator;

- NCVER (National Centre for Vocational Education Research Ltd.); and
- Other relevant regulatory training authorities

Please refer to the VET Data Privacy Notice and NCVER's Privacy Policy for further information.

ABC Licence Training and their third parties will treat any personal information only as authorised by law, and in relation to such personal information, will promptly notify the OAIC upon becoming aware of any notifiable data breach.

What personal information we collect and store

ABC Licence and their third parties collect personal information from our clients, students, suppliers, employees, contractors and job applicants. The types of personal information we may collect include contact information (such as your name, date of birth, address, email address, telephone number, fax number, emergency contact information), details and copies of your identity documentation, licences (including Driver and industry licencing), banking details.

The purposes for which we collect, hold, use and disclose personal information

All personal information collected by us is solely used for our business functions and activities. It may be used for the purposes of:

- responding to your requests, enquires and/or complaints;
- billing;
- to maintain your account details;
- providing you with our products or services that you have requested;
- providing you with any communications in which we think you might be interested, or which you have requested;
- letting you know about developments in our procedures, products, services, activities and programs that might be useful to you;
- meeting our employer obligations, to contact next of kin in an emergency, and to ensure that our employees and contractors have the skills, experience, qualifications and clearances required to perform services for ABC Licence Training and our customers;

- collecting feedback and information from third parties relating to our employees, contractors and suppliers' performance of services for or on behalf of ABC Licence Training;
- to consider employment applications;
- to verify your competency for certain tasks/activities;
- for emergencies.

We will take reasonable steps to ensure personal information that it keeps is accurate, up-to-date and relevant to the purposes for which it is to be used.

- The purposes for which we may disclose personal information
- ABC Licence Training and their third parties will only use or disclose a student's information, where:
 - It is required to be provided to regulatory bodies for compliance purposes;
 - ABC Licence Training believes the disclosure is necessary to lessen or prevent a serious and imminent threat to a life, health or safety or serious threat to public health or public safety;
 - The disclosure is required and authorised by, or under law; or
 - The student has provided written permission for the disclosure of their personal information.

ABC Licence Training will not transfer any personal information collected or accessed in connection with issuing GCIT cards, outside of Australia, except with the prior written consent of the Regulator; and take any steps to prevent unauthorised use or disclosure of personal information collected or accessed in connection with issuing GCIT cards.

Direct Marketing

ABC Licence Training will only engage in direct marketing practices in accordance with the law. You may contact contact@abcfirstaid.com.au at any time to request that you no longer receive any marketing information from us.

Retention of personal information

ABC Licence Training only retains personal information for periods required by law and/or our business operations. Otherwise, we will take reasonable steps to securely destroy or permanently de-identify the personal information.

Website Browsing Links to other websites

Accessing ABC Licence Training's websites will result in some information being logged including the time of access, IP address and the pages that have been viewed or accessed.

Our website may contain links to third party websites. We do not operate these websites and therefore are not responsible for the collection or handling of personal information by the operators of these websites.

Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

Our website does not use these "cookies" explicitly. However, the website may use third party code and libraries that use "cookies" to collect information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of this Service.

We use cookies to:

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.
- Keep track of advertisements.

- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies

Rights of individuals located in the European Union (EU)

In addition to the Privacy Act, individuals located in the European Union (EU) may also have rights under EU based rules known as the General Data Protection Regulation (GDPR).

The key obligations under the GDPR include Notice, Individual Rights, and Retention. Each user has a right of confirmation (to confirm whether or not Personal Information concerning the user is being processed), access (the right to request what Personal Information is stored about the user and obtain a copy of that said information), erasure (the right to request that any Personal Information concerning the user be erased without delay when no longer required, or when the user withdraws consent), rectification (the right to rectify any inaccurate information concerning the user), portability (the right to receive the Personal Information concerning the user, which was provided to us, in a readable format), object (the right to object the processing of the Personal Information concerning the user unless we can demonstrate compelling legitimate grounds for the processing which overrides the interests, rights, and freedoms of the user/data subject, or for the establishment, exercise or defence of legal claims), restriction of processing (the right to restrict processing where the accuracy of the Personal Information is contested by the user/data subject for a period enabling the controller to verify the accuracy of the Personal Information; or the processing is unlawful and the user/data subject opposes the erasure of the Personal Information and requests instead the restriction of their use instead; or we, the controller, no longer need the Personal Information for the purposes of the processing, but they are required by the user/data subject for the establishment, exercise or defence of legal claims), as set out in Articles of the General Data Protection Regulations of the EU.

How you may access and correct your personal information

Students of ABC Licence Training can request access or correction to their personal records by contacting contact@abcfirstaid.com.au. ABC Licence Training will only accept written requests and will request proof of identity before any information is disclosed or updated. It is a student's obligation to ensure that their contact details are up to date with ABC Licence

Training. We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested.

Making a complaint

If you are concerned that ABC Licence Training or a third party have breached one or more of their privacy obligations, your complaint (including a summary of the privacy concern or alleged breach and copies of any relevant documentation) shall be addressed to one of the contacts provided in the Contact Details section below. We will investigate the complaint and will endeavor to respond to you within 30 business days. We will take immediate steps to redress proven privacy concerns or breaches.

Lodging a complaint with the Australian Information Commissioner – personal information

If you do not receive a response from us after 30 days or if you are not satisfied with the response, you can then lodge a complaint with the OAIC (telephone: 1300 363 992 | at www.oaic.gov.au).

Updates

We may periodically update this policy without prior notice to you to reflect changes in our information practices or relevant laws. We will post the update policy on this website and indicate at the top of this policy when it was last updated.

Additional terms for Third Parties:

Third parties are at liberty to access their students' personal information whilst they are a training partner with ABC.

If the Agreement between the third party and ABC Licence Training is terminated, the third party will continue to have access to student information for 30 days from the date of termination.

If the third party requires access to student information after the expiration of the 30 day period, it may request ABC Licence Training to obtain the students' written consent prior to the students personal information being released. ABC Licence Training are under no

obligation to provide a student's personal information to a third-party trainer, outside of the 30 day period and without the student's written consent.

Unique Student Identifier Policy

Purpose

This policy is to assist ABC Licence Training's third parties and students to ensure the management of the Unique Student Identifier (USI) is effective, managed with accuracy, reliability, validity, and promptly.

A USI is an alpha-numerical reference number that is allocated to all students. The USI account will give students access to all the nationally recognised training records that the student has undertaken since 1st January 2015.

ABC Licence Training has obligations to ensure that the requirements of the Student Identifier scheme are met, including:

- Verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
- Ensuring that it will not issue AQF certification documentation to an individual without receiving a verified Student Identifier for that individual unless an exemption applies under the Student Identifiers Act 2014;
- Ensuring that where an exemption applies, it will inform the student before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

Policy

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. Students who have a valid USI may provide it at the time of enrolment or may opt to create one themselves. The

USI will allow students online access to their training records and results (transcript) through their online USI account.

All information collected as part of this process will be stored securely and in accordance with the Privacy Act 1988. ABC Licence Training will take all measures to ensure that any information relating to USI will only be accessed by authorised personnel. This policy is to be read in conjunction with the privacy policy and records management policy of ABC Licence Training. Further information on the Unique Student Identifier can be accessed via: <https://www.usi.gov.au/>

Procedure

- All students will be required to provide their USI at the time they enrol in a nationally accredited course.
- Student consent is obtained during the enrolment process to provide personal information to the Student Identifier Registrar (via the USI website) and the National Centre for Vocational Education Research (NCVER) and the relevant state, territory or commonwealth Department of Education (or equivalent) (via data lodgement of student details and results).
- All USI's will be verified at the time students enrol.
- It is expected most students will be able to manage their own USI through the USI website. ABC Licence Training will not apply for a USI on a student's behalf.
- The USI must have been verified before issuing a qualification or statement of attainment.
- The privacy of USI will be protected within all administrative tasks.
- A staff member will be designated to administer the USI system.
- Staff will be trained in all aspects of USI administration.

Recognition of Prior Learning and Credit Transfer

Purpose

ABC Licence Training has established this policy in accordance with the Standards for Registered Training Organisations 2015 to provide its students with the opportunity to apply for recognition of prior learning (RPL) or credit transfer (CT). All students (where applicable) have the right to access RPL and CT. This policy is applicable to the complete scope of ABC Licence Training.

Policy for RPL

As part of RPL assessment, the existing skills and knowledge will be assessed against industry standards by a qualified assessor. At ABC Licence Training, the granting of RPL will be established and maintained in accordance with:

- AQF National principle and operational guidelines for Recognition of Prior Learning Procedure; and
- Standards for Registered Training Organisations (SRTOs 2015).

RPL assessments will be conducted in accordance with the principles of assessment and the rules of evidence. ABC Licence Training has two pathways for RPL:

1. RPL for pre-course online learning modules completed through ABC Licence Training within the last 6-months.
2. RPL for skills and knowledge acquired through previous training not related to the first pathway indicated above.

Process for RPL (Pathway One)

- ABC Licence Training will undertake a review of previous learning modules completed and will approve RPL only if the learning has been completed within the last 6-months and providing the course learning has not been updated by ABC Licence Training within this timeframe.

Process for RPL (Pathway two)

- Students must submit a RPL application to ABC Licence Training by emailing admin@abcfirstaid.com.au. A copy of the RPL Application is available on the ABC First Aid website. The submission of an application for RPL does not guarantee that an RPL application will be approved.

- ABC Licence Training will provide the candidate with information on the RPL process, required evidence, unit contents and applicable ABC Licence Training RPL fee. The training partner may also charge a fee.
- The student will be required to pay the RPL fee and lodge the application along with all the evidence to the RPL assessor.
- ABC Licence Training will acknowledge the application in writing via email to the student.
- The RPL assessment will be undertaken by a qualified assessor who meets the requirements as specified in SRTO's.
- ABC Licence Training will grant the RPL if eligible, and if sufficient evidence to demonstrate competency has been provided.
- If successful, ABC Licence Training will update student records on the student management system using appropriate codes to recognise RPL and will be reflected in the Statement of Attainment issued to the student.
- If the appointed assessor assesses the application as not successful, detailed responses will be documented on the form and the student will be advised in writing of the same.
- Copies of all documents provided as evidence will be stored in accordance with the records management policy.
- If unsuccessful, the student will be provided with information of formal training and assessment options available to them.

Policy for Credit Transfer

Students who apply for CT must supply evidence to show that the unit(s) of competency have been successfully achieved, which may include:

- Statement of Results;
- A Statement of Attainment; or
- USI Transcript.

ABC Licence Training will verify the evidence with the issuer, and we will require written consent from students to do so. Evidence must be provided prior to the commencement of the course. Where CT is being sought for units with different unit codes and there is insufficient correlation between the unit previously attained and the unit being sought, then students will be referred to the RPL application process.

Process for Credit Transfer

- Requests for credit transfer must be made in writing to admin@acbfirstaid.com.au with a completed copy of the Application for Credit Transfer form and supporting documentation. Students may email credit transfer requests directly, or the third party trainer may do so on behalf of the student.
- ABC Licence Training will review the application and advise of an outcome within seven (7) days.
- If the request for credit transfer relates to HLTAID009 Provide cardiopulmonary resuscitation unit of competency, we will grant this credit so long as the statement of attainment has been issued within the last 6 months.
- Students who have completed HLTAID009 Provide Cardiopulmonary resuscitation unit of competency within the last 6-months (with ABC) may credit transfer this unit of competency at no additional charge.
- Students who have completed HLTAID009 Provide Cardiopulmonary resuscitation unit of competency within the last 6-months (with another RTO) may credit transfer this unit of competency for a fee.
- Students are not required to complete the pre-course learning for the CPR theory component, they are not required to complete the CPR practical assessment tasks.
- Note: If ABC has released a new version of theory or practical assessment tools, students are ineligible for credit transfer.
- ABC Licence Training will charge a fee of \$50.00 for each CT request (up to 3 units). This fee is payable prior to reviewing the CT application. Fees may be paid by the third party or the student.
- Students are responsible for ensuring they renew their CPR every 12-months for their First Aid to remain current and in accordance with The Safe Work Australia First Aid in the Workplace Model Code of Practice.

Attendance

All details with regards to the training sessions including date, time and venue will be provided to the learner once the enrolment is confirmed.

ABC Licence Training expects its learners to complete the pre- study component either online or submitted in hardcopy at least 24 hours prior to the scheduled training session. The pre-study component is mandatory for some units and hence if it is not completed by the learner then he/she may not be able to attend the training session.

No refund will be applicable in such instances. Students are requested to be at the training venue at least 15 minutes prior to the start of training. Failure to be on time will prevent you from attending the training session and non-attendance will be marked in our records.

No refund will be applicable in such instances as well. If you wish to withdraw your enrolment, please send us the request in writing at least 24 hours before the scheduled session. Please refer to the fees and refund sessions to determine if you may be eligible for a refund.

Access and Equity

Purpose

This policy outlines ABC Licence Training's commitment to provide fair and equitable access and opportunity to all its staff, third parties, approved trainers and students regardless of their age, sexuality, gender, ethnic background, marital status, religion, political convictions, physical disability, or intellectual impairment. ABC Licence Training will not discriminate or tolerate discrimination or harassment.

Policy

ABC Licence Training will ensure that equity principles for all are implemented and the right to equality of opportunity without discrimination.

We will promote opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives.

Process

To achieve these aims, ABC Licence Training, third parties' approved trainers will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups;

- Ensure access and equity issues are considered during curriculum development;
- Ensure the requirements of individual students are accounted for in the strategic and operational planning processes;
- Provide students with the opportunity to be involved in the planning and decision-making processes on matters that affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high-quality support services that account for the diversity of clients and the needs of people under-represented in VET;
- Seek to provide opportunities for all people to achieve outcomes that meet their learning outcomes.

Where any queries relate to training support, students may contact the third-party provider as outlined in the enrolment confirmation email. Any other queries or comments with respect to access and equity can be sent by email to ABC Licence Training at contact@abcfirstaid.com.au.

“Language, Literacy and Numeracy” Policy

Purpose

Language, literacy and numeracy skills are critical to almost all areas of study and work and ABC Licence Training recognises its importance for students in being able to participate actively and effectively in any course of study.

The LLN (“Language, Literacy and Numeracy”) policy is implemented by ABC Licence Training to guide an appropriate training and assessment strategy for students who may be experiencing difficulties in language, literacy and/or numeracy.

Policy

ABC Licence Training and trainers will take measures to ensure that the individual needs of students enrolling in our courses are identified and assistance is offered where possible. ABC Licence Training is committed to maintaining a learning environment that supports the

learning needs and skill development of its students. ABC Licence Training uses Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels.

Procedure

For a student that may require LLN assistance, the student will:

- Complete the enrolment process where the student will have an opportunity to self-identify any learning needs or barriers at the time of completing their enrolment;
- If the need for assistance is initially identified by either the student or by ABC Licence Training or third party in the student's enrolment, an LLN assessment is offered to the student;
- The student may elect to complete the LLN assessment for ABC Licence Training or third party to determine the appropriate study assistance or provide an individual learning plan (Learner Support Plan) for the student;
- Once the LLN assessment is completed by the student, ABC will implement a strategy to accommodate the student's learning needs as far as practicable. This may include but is not limited to the following:
 - One on one discussions with the student
 - Flexible assessment methods
 - Adapting tasks to allow for more practice
 - Provision of resources for the development of LLN skills
 - An embedded LLN support plan

If it is considered necessary by either ABC Licence Training or third party, a referral may be made for the student to access external language, literacy and numeracy support services that are beyond the support available within ABC Licence Training.

Students may be advised to visit: <https://www.dese.gov.au/skills-education-and-employment/providers>

All records relating to the LLN assessments including feedback will be kept securely and confidentiality will be maintained at all times.

Students have the right to appeal against a decision made with respect to the LLN assessment outcome in accordance with the Complaints and Appeals Policy of ABC Licence Training.

Reasonable Adjustment

Purpose

ABC Licence Training understands that all students may not be capable of demonstrating competency in the same manner and it is our responsibility to ensure that our students have the access and opportunity to complete their chosen program irrespective of their circumstances. ABC Licence Training will take all steps to provide equitable access to all its students and ensure that they are not disadvantaged in any way during their learning journey.

Policy

Where possible, ABC Licence Training, its third parties and trainers will modify the learning environment or make changes to the training delivered to assist a student with a disability. ABC Licence Training reserve the right to determine a reasonable adjustment is not appropriate in the circumstances or that the student is unable to pass the unit of competency where competency is not able to be achieved. ABC Licence Training is not required to allow any reasonable adjustment which would mean the evidence requirements of the unit of competency have not been met.

Process

If a student discloses a disability or impairment on their enrolment form, ABC Licence Training or the third party provider will request information relating to such disability or impairment (including medical or health information) to ascertain whether a reasonable adjustment may be required for the student to complete a unit of competency. All information provided by the student will be treated in accordance with the Privacy Act 1988.

Upon the provision of that information from the student, ABC Licence Training will determine if it is possible for the student to complete the competency unit/s with a reasonable adjustment, which the student can elect to take up at their discretion.

If the student does not wish to disclose the necessary information to ABC Licence Training, ABC Licence Training will take steps necessary to consult with the student and accommodate them as much as practicable in the absence of that information to ensure the successful completion of the competency where possible.

If a student does not take up the reasonable adjustment proposal or is unable to gain competency in the enrolled unit with reasonable adjustment as determined by the Assessor, the student will be unable to gain competency and will be advised of same.

Examples of reasonable adjustments that may be considered, include but are not limited to the following:

- Extra time or extensions for assessments
- Padding under the knees during CPR assessments
- Ergonomic chair/desk
- Use of an interpreter

Student Support

Purpose

ABC Licence Training endeavours to engage with their prospective students to clearly identify the learning support needs of the individual and provide adequate advice to the student about the training product appropriate to their needs. ABC Licence Training is committed to providing its students with the appropriate level of ongoing support and additional assistance required to meet specific students' needs.

Policy

ABC Licence Training will in its process of assessing student needs, take into consideration the student needs on an individual case by case basis.

Student support services may include but are not limited to the following:

- LLN support;
- Academic support and counselling;
- Learning and assessment programs contextualised to the workplace;
- Reasonable adjustment;
- Disability support; and/or

- Specialised study support strategies.

Procedure

Current or prospective students are encouraged to speak to ABC Licence Training if they identify a need for support to successfully complete their study with us.

During the course of training, if a student finds it difficult to achieve the learning goals, then they are encouraged to speak to the third party.

ABC Licence Training and their third parties:

- Will ensure all such requests will be assessed and considered in a fair manner and where applicable, will provide an individual learning plan or access to certain services;
- May request supporting documentation from the student to assist with the assessment and best possible solution to provide additional support to the student. All information collected will be confidential and will be maintained as per the requirements of the Privacy Act 1988;
- The student will be provided with information about additional tools and resources available which will help and guide the student.
- Will ensure where possible, any additional support will be provided to enable a student to participate and achieve a successful training outcome in the same way as any other individual student regardless of whether support services were required;
- Students will be notified in writing if there will be any additional costs of the additional support, prior to such support being undertaken.

Support services may include:

- Additional one on one support with the trainer/assessor
- Language, Literacy and Numeracy (LLN) support relevant to the course content
- Applying reasonable adjustment to training and assessment practices e.g. learning materials in alternative formats e.g. large print
- Access to online course content in addition to attending face to face classes

- Flexible scheduling for assessment e.g. the student can select an assessment time that is most suited to their situation
- Learning resources – including videos, presentations, text books and external industry training website links
- Assistive technology e.g. large print resources, translator, visual aids etc.
- Information and communications technology (ICT) support for ABC First Aid's online delivery
- Telephone and email support for students engaged in online learning
- Any other services that ABC First Aid considers necessary to support students to achieve competency that is within ABC First Aid capability to provide

In the event ABC Licence Training are unable to meet the needs of the student, we may consider a referral to an external organisation which will be better equipped to provide the student with additional support.

External support services

- Referral to external language, literacy and numeracy programs and other training programs e.g. Adult Migrant English Program or Living and Learning Centers in your local area (additional cost may apply)
- Referral to offsite counselling services including but not limited to:
 - a) Lifeline: 13 11 14
 - b) Beyond Blue: 1300 22 46 36

Delivery Method

ABC Licence Training delivers its courses through our third-party providers. ABC Licence Training ensures that all our course delivery partners are highly trained and experts in their respective fields. All third-party arrangements are notified and authorised by ASQA.

ABC First Aid provides the platform, materials and compliance intellectual course materials, website, online learning system and IT bookings system to enable the co-providers to deliver the training.

If relevant for the course they are undertaking, learners have the option of choosing to do the theory portion of the course via a set of multiple-choice questions that are administered online or in hardcopy. If they do not wish to do this, their option is to complete a Verbal Assessment Tool in class with the instructor. Once the pre-study has been successfully completed, the learner will attend their chosen program at one of our training centres.

Please refer to our website to see the list of training centres closest to you.

Training and Assessment

Purpose

ABC Licence Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ABC Licence Training is required to implement an assessment system that ensures assessments (including recognition of prior learning) comply with the assessment requirements of national Training Packages and VET Accredited courses within its scope of registration.

Policy

ABC Licence Training and third parties will ensure:

- That all students have access to suitable and required resources, facilities and equipment to complete their training in the enrolled unit, with all third parties required to complete an annual equipment / facility checklist;
- All assessment options and processes implemented are in compliance with competency-based assessment and Training Package requirements and are adhered to, in full by all trainers and assessors;

- ABC Licence Training and their third parties will monitor the progress of each student to ensure that further support is not required for the individual student to gain the required competency. The training and assessment process for students may differ based on special considerations, reasonable adjustment, recognition of existing skills or prior learning;
- All assessments ensure the integrity of the VET system;
- Assessment complies with the Principles of Assessment (POA) as prescribed in the Standard for RTOS;
- Evidence submitted for assessment is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the Standard for RTOS;
- All assessments are conducted by individuals who meet the necessary requirements as noted in the Standards for RTOs; and
- All trainers and assessors are committed to ensuring that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant Training Package, industry expectations and standards;

Procedure

Assessment Method

The assessment method for each unit may differ and may also use more than one method of assessment. The choice of assessment methods will be informed by a range of factors including the evidence guide requirements in the unit of competency, the assessment guidelines in the applicable training package and the scope and nature of the skills and knowledge being applied.

Assessment methods may include:

- Direct observation checklists with instructions for demonstration;
- Simulated exercises or role-plays; and
- Questioning of required knowledge (verbal and/or written).

ABC Licence Training will also ensure that it takes into consideration the need to have their assessment modified to make it appropriate for satisfying individual student needs which include but are not limited to reasonable adjustment.

Training and Assessment Process

The process for assessment is the steps the assessor takes when gathering evidence of a student's competence. Information pertaining to assessment is provided to the students to guide them to complete the assessment activities. Assessment information will include the expected outcomes of the assessment and required evidence.

- The typical assessment process a trainer will undertake, is as follows:
- Prepare for assessment;
- Provide clear instructions to the students;
- Plan and prepare the evidence-gathering process;
- Collect the evidence and make the assessment decision;
- Provide feedback on the assessment;
- Record and report the result;
- Review the assessment process; and
- (If necessary) participate in the reassessment and appeals process.

All evidence and assessment records including feedback will be retained as per the records management policy of ABC Licence Training.

Reassessment and Appeals Process

- Where a student has undertaken an assessment and it has been marked as Not Satisfactory (NS):
- The student may be allowed to re-sit the test/or have a re-assessment.
- If the student is allowed to re-sit the test or have a re-assessment, the assessor will provide detailed feedback with the areas of improvement which will also substantiate the reason for the NS outcome;
- If the student is deemed NS after 2 attempts, they will be advised to re-enrol in the unit.
- The assessor must provide detailed feedback and information to the student on the complaints and appeal process.

Assessment Validation

ABC Licence Training will implement a plan for the ongoing validation of assessment practices and judgements for each training product on its scope of registration.

Assessments

ABC Licence Training will ensure that all the assessments meet the assessment criteria of the training package or accredited course on which the program is based.

ABC Licence Training will ensure that the assessment tools used meet the rules of evidence and the assessments are in line with the principles of assessment. The rules of evidence are validity, sufficiency, authenticity, and currency. The principles of assessment are fairness, flexibility, validity and reliability.

The assessment methods for each unit may differ and may use more than one method of assessment. Some of the commonly used assessment methods are observation, written test etc.

Once the learner completed all the assessments tasks required for the unit; the assessor will assess the completed work and provide the outcome as well as feedback. If deemed competent then a Statement of Attainment will be issued to the learner in due course. If the learner has not successfully completed all the required tasks; the assessor will provide detailed feedback with the areas of improvement required to gain competency.

The learner will be provided with 2 attempts to retake/resit the assessment tasks. If the learner is unable to demonstrate competency after the re-assessments; an outcome of Not satisfactory will be marked by the assessor. The learner in such instance can re-enrol into the unit/program to undergo further training and achieve competency.

Students also have the right to appeal against the outcome provided if they wish to do so.

Issuing Certificates/Statements of Attainment

Upon successful completion of the assessment for the enrolled unit/program; ABC Licence Training will issue a Statement of Attainment to its learners. ABC Licence Training will email a copy of the Statement of Attainment to the student as soon as possible. This is conditional upon the student being deemed competent in the enrolled unit of competency, all fees payable to ABC Licence Training have been paid and a valid USI was provided by the learner.

All Statement(s) of Attainment(s) issued by ABC Licence Training will meet the requirements of AQF and can be identified by a unique number which will appear on the document. You/your employer etc. may also verify one of our issued SOAs via our website using the 'verify certificate' option.

ABC Licence Training will charge a fee of \$25 (including postage) if a hard copy of the Statement of Attainment is requested. There may be charges for replacement SOAs in hard copy. Copies of the Statement(s) of Attainment(s) issued will be stored in an electronic format by ABC Licence Training for a period of 30 years.

Records Management

Purpose

ABC Licence Training is required to collect and disclose information regarding its students to NCVET and to relevant regulatory training authorities. In addition, ABC Licence Training are required to securely retain and be able to produce in full at performance assessment (audit) if requested to do so, all completed student assessment items for each student for a period of six months from the date on which the judgement of competence for the student has been made.

The purpose of this policy is to ensure that ABC Licence Training has a Records Management System that is fully compliant with the regulatory requirement for RTOs. ABC Licence Training will also ensure that all records and documents of its students will be stored securely in the Training Hub and in accordance with the Privacy Act 1988.

Policy

ABC Licence Training and all third parties will collect information from its students at the time of enrolment via its student enrolment form as well as during training. The records collected will be stored securely and be accessed only by authorised personnel. Records may be stored electronically. All electronic data will be backed up regularly and stored in back-up drives.

The following records will be retained by ABC training:

- Student enrolment;
- Record of student payment;
- Record of complaints and appeals along with the outcome (if any);
- Completed assessment of the student;
- Testamurs, Record of Results & Statement of Attainment; and
- Assessment Tools.

ABC Licence Training will take sufficient measures to retain records electronically in a manner that safeguards them against unauthorised access, and which ensures that copies of records can be produced if requested.

Procedure

Retention Period

- Student enrolment: ABC Licence Training will retain the enrolment for a maximum of 2 years from the completion of the program.
- Record of student payment: All records of student payment will be retained electronically for a minimum of 7 years.
- Record of complaints and appeals along with the outcome: All records including the complaints/appeal form along with the written outcome will be maintained electronically for a maximum of 2 years from the completion of the program. All complaints and appeals will be recorded in the complaints and appeals register which will be retained for a maximum of 2 years.

- **Completed assessment of the student:** All completed assessment items which include actual piece(s) of work completed by the student or evidence of that work for each unit or module will be retained for six months from the date the decision on competence of the individual unit or module was made. The retained evidence will be detailed enough to demonstrate the assessor's judgement of the student's performance against the required standard. In an instance where the assessment is retained in an LMS or cloud-based system, ABC will ensure that it has ownership and control over those records for the duration required.
- **Testamurs, Record of Results & Statement of Attainment:** ABC Licence Training will retain copies of record of results, testamurs and statements of attainment issued to its students for a period of 30 years in an electronic format. The retained records will be sufficient to be able to reissue any of the said documents during this 30-year period. The data retained will also include information which will allow ABC Licence Training to verify the student such as, their USI, date of birth, or address.
- **Assessment Tools:** ABC Licence Training will always maintain a copy of its updated assessment tool in an electronic copy. Older versions of the assessment tools will be retained for a period of 6 months from the date of update.
- **Management Records:** ABC Licence Training will maintain other records such a quality indicator reports, qualifications register, survey reports etc. These will be retained for a maximum of 2 years.

GCIT cards

ABC Licence Training will securely store GCIT cards, which includes the following:

- a locked storage location that is not able to be easily removed by a person without approved access to the storage location
- limited and controlled access to the storage location
- a documented process for the management of cards
- a register that tracks when cards are received from the Regulator into secure storage, removed from secure storage, who received or removed them, and for what purpose.

Records Retention-General Induction Construction Training Queensland

ABC Licence Training shall keep records (either hard copy or electronically) of all aspects of GCIT for five years, including but not limited to:

- the serial number of each GCIT card issued
- the name, date of birth, residential address and contact details of each person that has been issued a GCIT card
- the date of issue of each GCIT card
- any evidence supporting the issue of a replacement GCIT card
- all student training and assessment materials
- evidence of resources used in GCIT assessment activities
- student EOI
- decisions by the RTO to refuse to issue or replace a GCIT card

Cessation of Operation

In the unlikely event ABC Licence Training ceases its operations, then we will comply with our responsibility to transfer all digital records to ASQA to confirm the training and assessment each student has completed within 28 days of ceasing operations.

All authorised third parties who act on behalf of ABC Licence Training will also cooperate with ASQA at all times.

Documents Destruction

ABC Licence Training will destroy all documents after the retention period has passed in accordance with this policy. Where the documents are hard copy, the documents must be shredded. ABC Licence Training may opt to do the shredding within its property or engage a third party to do so. If and when a third party is engaged, ABC Licence Training will request a certificate or confirmation that the documents provided were shredded successfully. This confirmation will also be retained in the archives register as evidence.

Fees and Refunds

Purpose

ABC Licence Training has an obligation to provide all relevant fee information regarding fees that must be paid as well as payment terms and conditions including deposits and refunds prior to enrolment or commencement of training and assessment, whichever comes first.

IMPORTANT INFORMATION

All student fees are paid directly to the third party and not ABC Licence Training. All student fees, whether for enrolments or gift vouchers, are exclusively collected by third parties. ABC Licence Training does not receive direct payments on behalf of students.

Gift vouchers purchased from third parties are for services offered directly by such third parties at the time of purchase. All enquiries related to gift vouchers or enrolment fees must be paid directly to relevant third parties.

The redemption of purchased gift vouchers should be carried out directly through the third party delivering the service. ABC Licence Training assumes no responsibility for refunds or the provision of an alternative course date in the event that the third party ceases to be associated with ABC Licence Training.

Policy

ABC Licence Training and their third parties will provide all information regarding fees and charges as well as the refund policy at the time of enrolment. This will ensure that the student is in a position to make an informed decision regarding their enrolment.

ABC Licence Training will offer a fee structure to its students based on their choice of units/program which may vary from course to course. The quoted fee will include administration fee, course fee, access to any specialised equipment or facility necessary for the completion of the program and a copy of the statement of attainment for the enrolled unit/program.

ABC Licence Training takes measures to ensure that all prepaid fees from individual students, or prospective students are protected, such that any prepaid fees are no to exceed \$1,500, and will ensure all requests for refund will be considered and decided upon in a fair and transparent manner.

Course fees are due and payable at the time of enrolment unless otherwise agreed by ABC Licence Training in writing. ABC Licence Training reserves the right to not issue any final certifications or Statements of Attainment until all applicable fees are paid in full.

Procedure

Where a refund is sought by a student:

- All refund requests must be submitted in writing to the third party along with any supporting documentation;
- If the refund request is approved, then the refund payment is processed within 14 days from the date of the request by the third party. Refunds will be paid electronically into the bank account nominated in writing by the student. Please note an administration fee may apply for processing refunds in accordance with the table below.
- In the event that the request for a refund has been denied by the third party then the student is advised of the outcome in writing;
- A student may access the complaints and appeals policy if they wish to seek a further review of the decision made;
- Escalation for a refund can be made by contacting ABC Licence Training at admin@abcfirstaid.com.au and submitted with supporting documentation, with a request for a refund to be considered within seven (7) days. All refunds are at the discretion of the CEO.

If the resolution of the complaint is not satisfactory, the student may contact the ACCC.

Refunds Schedule

Please refer to the table below:

Fee Refund Scenario	Refund Policy
Request to withdraw from the program 24 hours or more before the scheduled session	Full refund of total fees paid minus a \$25 Administration Fee
Request to withdraw less than 24 hours prior to the scheduled session	No refund will be issued. You may re-book at a discounted price of 20% off the full course fee.
Request to withdraw at any stage during the scheduled session	No refund will be issued.

Complaints and Appeals

Purpose

ABC Licence Training and its third parties understand their obligation to protect the rights of students and are committed to managing and responding to allegations involving the conduct of our marketing, administration, training and assessment processes, the conduct of our students, as well as conduct of third parties or staff, who deliver or market or recruit on our behalf.

All complaints and appeals will be treated as an opportunity for improvement and will contribute to our internal policies and procedures.

Policy

ABC Licence Training will ensure that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner in accordance with this policy.

Students are informed of the Complaints and Appeals Process on our website and in the Student Handbook.

Confidentiality is maintained throughout the processes outlined below.

Process

Should a student wish to make a complaint (“the complainant”), against a third party, staff member or other student (“the complaine”), the complaint will be addressed as follows:

- The complainant (where possible) is encouraged to approach the complaine or the third party with their complaint. The third party will record the complaint in writing and endeavour to satisfactorily resolve the complaint.
- If the complainant is unable to approach the complaine or the complaint is unable to be satisfactorily resolved, a formal complaint may be made to ABC Licence Training by email to contact@abcfirstaid.com.au, with the outcome to be provided to the complainant in writing within 28 days.

The Assessment Appeals Process

ABC Licence Training will consider all appeals against assessment decisions in accordance with the following:

- Students are entitled to two (2) attempts of each assessment;
- Within seven (7) days of the date the results are received, the student will contact the approved trainer for feedback, and to arrange a mutually convenient time to undertake a second attempt of the assessment;
- The approved trainer will endeavour to provide a mark to the student within seven (7) days of the student's second attempt of the assessment;
- If the student wishes to appeal the mark from the second attempt, the student is to email contact@abcfirstaid.com.au within seven (7) days of receiving the marks for their second attempt.
- Within seven (7) days from this email, ABC Licence Training will arrange for an independent Trainer/Assessor remark the assessment, with such independent remarking to occur within seven (7) days. Fees payable for the independent Trainer/Assessor are payable by the student and ABC Licence Training will advise of such fees prior to arranging the assessment remark;
- If the student does not pass the assessment following independent remarking, the appeal should be put in writing in the Appeals Form via email to contact@abcfirstaid.com.au within seven (7) days from the date the student has received their mark;
- On receipt of the Appeals Form, a meeting with ABC Licence Training is arranged. This meeting can be face to face or by phone and the student can elect to have a representative present. A memorandum of the meeting is prepared by ABC Licence Training which sets the reasons for the appeal, agreed proposed solution and agreed timeframe in which the Appeal will be addressed. Both parties are to sign this memorandum.

Complaints and Appeals: Alternative Contacts

If in the Appeal or Complaint are unable to be resolved by the above processes, alternative avenues of complaint may be made to the following:

- For non-training issues such as disputes over refunds or charges:
 - Office of Fair Trading (in the relevant state)
 - For complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015:
 - The Australian Skills Quality Authority (ASQA). ASQA's Complaints Process is available here
 - For any Work Health and Safety issue:
 - WorkCover
 - Phone: 1300 362 128

Record Keeping

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached.

In the case of Assessment Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be retained in the student file.

We will retain such records for periods required by relevant records-keeping laws.

Monitoring and Improvements

All complaints and appeals are used to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at Staff/Management Meetings as a standing agenda item and processes are developed and implemented accordingly to mitigate the risk of future complaints or appeals.

Rights and Responsibilities

Purpose

This policy is implemented by ABC Licence Training to promote a learning environment for all of its students which is safe, supportive and compliant with all legal and ethical responsibilities of the RTO.

Policy

Students at ABC Licence Training are expected to follow our Code of Conduct contained in the Student Handbook.

All students have the right to:

- Receive exceptional quality of training, assessment and support that aims to meet the individual requirements in accordance with the SRTOs 2015;
- Be treated with respect at all times by fellow students and staff;
- Receive training in an environment that is free from harassment, discrimination and victimisation;
- Have their personal details records kept securely in accordance with the Privacy Policy;
- Have access to the information ABC Licence Training holds about them;
- Have access to a fair and prompt complaints and appeals process;
- Receive clear and accurate information about their training and assessment arrangements and progress; and
- Be informed of any change/s to agreed services, and how it affects them as soon as practicable.

A breach of the code of conduct may lead to disciplinary action against the student.

Students are advised of their rights and responsibilities at the time of enrolment with ABC Licence Training. All students have rights and responsibilities which they need to adhere to:

All students, throughout their training and involvement with ABC Licence Training, are expected to:

- Treat all staff and students with respect and not take part in any action that may offend or threaten others;
- Refrain from discriminating, harassing or threatening any other person either through their conduct, actions or words;
- Refrain from drinking alcohol and/or smoking in the training environment;
- Contribute to the learning environment in a positive manner and complete all assigned tasks on time;
- Always provide true and accurate information as may be requested from time to time;
- Follow all safety policies and procedures as directed by staff and report any perceived safety risks the student may identify;
- Provide all requested information to ABC Licence Training and their third party in their enrolment form and thereafter as may be required to deliver the program and issue a final statement of attainment; and
- Make payments for their training within agreed timeframes, where relevant.

Anti-Discrimination and Harassment Policy

Purpose

The purpose of this policy is to provide guidance in relation to the equal treatment of staff, third parties, approved trainers and students. ABC Licence Training believes in providing an environment free of discrimination, harassment or bullying of any sort, and one that promotes mutual respect for the rights of each individual.

This policy applies to all study- and work- related activities, including studying or working from home, business travel, work functions and when using social media (including any personal use, and whether used during or outside of study work hours).

Policy

ABC Licence Training have a zero-tolerance policy against:

- Discrimination
- Harassment
- Bullying
- Vilification

Your Obligations

You must comply with this policy, and all Federal, State and Territory laws relating to bullying, harassment, sexual harassment, discrimination (including sex discrimination), victimisation and conduct that may cause a workplace environment to be hostile on the ground of sex.

You must not engage in any conduct which may be considered a breach of this policy or relevant laws. You may be personally liable for your behaviour (including criminal liability) if you engage in, or assist someone else engage in, unlawful conduct.

This is the case even if a person does not object to the behaviour. The fact that a person does not object to inappropriate behaviour at the time does not mean they are consenting to the behaviour.

Everyone has a role to play in preventing and responding to unlawful behaviour. This is entirely consistent with our existing workplace health and safety obligations to protect each other from harm to our health and safety, including psychological harm.

Without exception, everyone is expected to behave in ways that are safe, respectful and inclusive. People who speak up about or report concerning behaviours they see or know of, make a valuable contribution to the health and safety of our workplace and student environment by supporting someone who may be subjected to the behaviour and preventing escalation or repeat behaviour.

Bullying

Bullying refers to repeated and unreasonable behaviour directed towards a person that creates a risk to health and safety.

Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of actions over a period of time.

Unreasonable behaviour is any behaviour that a reasonable person having regard to the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening.

Bullying can occur face to face and through electronic means such as social media or other digital platforms (including video calls). Bullying does not have to be intentional.

If someone is being bullied due to a personal characteristic protected by anti-discrimination laws, it may also be a form of unlawful discrimination.

Examples of Bullying

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages and social isolation. Bullying can range from obvious verbal or physical assault to psychological abuse.

Behaviours that may constitute bullying include:

- yelling, screaming or other offensive and demeaning language;
- coercion;
- psychological harassment;
- intimidation;
- assigning meaningless tasks unrelated to the job;
- giving employees impossible tasks;
- deliberately changed work rosters to inconvenience particular employees;

- undermining work performance by deliberately withholding information vital for effective work performance;
- constant unconstructive criticism.

What is not Bullying

In workplace, reasonable management action taken by supervisors or managers to guide and direct the way work is done is not bullying. Some examples of actions that constitute reasonable management action are:

- raising and managing performance issues;
- discussing the way work is performed;
- giving feedback or correction about performance;
- setting performance goals and standards;
- performance management processes;
- implementing organisational changes or restructuring;
- talking with an employee about inappropriate behaviour;
- taking disciplinary action as a result of performance or conduct issues;
- termination of employment;
- consulting or conducting mediation between employees.

Harassment

Harassment is unwanted, unwelcome or uninvited behaviour that makes a person feel humiliated, offended or intimidated.

The following are some examples of behaviour that may be regarded as harassment:

- taunting/name calling
- unwelcome practical jokes
- threatening someone
- mimicking someone's accent
- offensive language
- displaying offensive screen savers, email jokes or viewing inappropriate websites

- unwanted physical contact

A single incident is enough to constitute harassment – it does not have to be repeated.

Discrimination

Discrimination is treating or proposing to treat someone unfavorably because of a personal attribute that is protected by law.

Protected attributes

Protected personal attributes include the following:

- race, colour, descent, national, ethnic or ethno-religious origin;
- age;
- religion;
- marital or relationship status;
- sex, sexual orientation, intersex status or gender identity;
- disability;
- family or carer responsibilities;
- pregnancy or potential pregnancy;
- breastfeeding;
- political opinion;
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity;
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

Forms of Discrimination

Discrimination can occur both directly and indirectly.

Direct discrimination is when a person or group is treated less favourably than another person or group in a similar situation because of a personal attribute protected by law. An example may be refusing to employ someone because of their age based on an assumption that they are too old to learn new skills.

Indirect discrimination is when an unreasonable policy, requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a protected attribute. An example may be requiring all employees to work a 12-hour shift which indirectly disadvantages employees with family or carer responsibilities. For a requirement to be considered indirect discrimination it must also be unreasonable.

Sexual Harassment

Sexual harassment is a specific form of harassment. It includes an unwelcome sexual advance, unwelcome requests for sexual favours or other unwelcome conduct of a sexual nature where it is reasonable to expect that a person would feel offended, humiliated and/or intimidated.

A single incident is enough to constitute sexual harassment – it does not have to be repeated.

Sexual harassment can be physical, spoken or written. Examples include:

- sexually suggestive behaviour, such as leering, staring or suggestive comments or jokes;
- comments about a person's private life or the way they look;
- deliberately brushing up against someone, touching, fondling or hugging;
- displaying offensive screen savers, photos, calendars or objects;
- repeated unwanted requests;
- inappropriate advances or requests for sex;
- sexually explicit posts on social networking sites;
- insults or taunts of a sexual nature;
- intrusive questions or statements about a person's private life;
- behaviour that may also be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment does not include behaviour that is based on mutual attraction, friendship, and respect. If the interaction is welcome, invited, reciprocated or consensual it is not generally sexual harassment.

Hostile workplace environments

Subjecting another person to a hostile workplace environment on the ground of sex is unlawful.

Sexual harassment may occur where a workplace environment or culture is sexually charged or hostile, even if the conduct is not directed at a particular person. In such an environment, people of one sex are made to feel uncomfortable or excluded by the workplace environment.

Examples of a hostile work environment include displaying obscene or pornographic materials, general sexual banter and innuendo and offensive jokes.

Personal relationships

If people, including those in consenting relationships, behave in sexually inappropriate ways at work, it can create a sexualised atmosphere that is unwanted by others in the workplace.

Some personal relationships need to be disclosed as they give rise to perceived, potential and/or actual conflicts of interest, for example, where one person has significant influence over the other's opportunities, remuneration and progress; where there is significant power imbalance between parties (i.e. seniority differences); where the relationship is potentially disruptive to team dynamics or has potential reputational implications for the organisation.

Full and early disclosure of these relationships to your Manager and HR is required so that any implications can be understood and parties can work together on any action that may be required to resolve any actual or potential conflict.

Sexual harassment may arise in situations where a personal relationship ends and the intimate behaviour of one of the people is no longer welcome. Support should be sought from your Manager as soon as possible if you are concerned about your behaviour or the behaviour of your former partner.

Sex-based harassment

Sex-based harassment is any unwelcome conduct of a demeaning nature by reason of the person's sex in circumstances where a reasonable person would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

Examples include:

- displaying or circulating sexist, misogynistic or misandrist material;
- asking intrusive personal questions based on a person's sex;
- making inappropriate comments and jokes to a person based on their sex;
- making sexist, misogynistic or misandrist remarks about a specific person;

- requesting a person to engage in degrading conduct based on their sex.

Bystander

A bystander to sexual harassment is someone who witnesses an occurrence of sexist or sexually harassing behaviours, or who hears about it after it has occurred. ABC supports, encourages and enables bystanders to act and call out unacceptable behaviours, including when sexual harassment is witnessed.

Examples of someone who may be a bystander to sexual harassment can include:

- an employee who witnesses a colleague making disparaging or offensive comments to another employee;
- a witness to an unsolicited or unwanted sexual advance made by a colleague toward another employee or contractor;
- an employee that has identified a workplace process or policy that unreasonably discriminates against a particular sex or demographic of employee;
- an employee who hears the use of sexually inappropriate or discriminatory language used at a social event;
- an employee who hears about an incidence of sexual harassment and wants to take further action.
- If you see sexual harassment happening or hear about it, you may choose to become an active bystander by taking one or more of the following steps:
- If you feel safe and comfortable doing so, tell the other person that you object to their behaviour and ask that it stop;
- If you feel safe and comfortable doing so, you could make a comment to diffuse the situation, eg “What decade are you living in?”; “Sorry, what was that you said about men?”, or by leaving a long, uncomfortable pause after the inappropriate comment is made;
- Talk to the person experiencing harassment. One of the best things you can do is to listen and ask them what support they need. You can also help them find information so they can decide what to do next;
- You should report sexual harassment to your manager or our Human Resources, who will help you while also considering any privacy concerns of the person you are reporting on behalf of.

- A bystander's action will depend on the situation, however the priority should always be personal safety and the safety of the person who is being harassed.

Victimisation

Victimisation is subjecting or threatening to subject someone to a detriment because they are involved in a complaint relating to unlawful bullying, discrimination or harassment. You must not engage in victimisation of any person who is involved in a complaint under this policy. It is also victimisation to threaten someone who may be involved in investigating a complaint.

Victimisation does not include taking action against someone who has made false complaints or provided false information.

ABC takes a zero-tolerance policy to any victimisation that may occur towards a bystander due to them taking any action in the form of reporting any occurrences of sexually inappropriate behaviour or related events, as well as if that behaviour is 'call out' after an occurrence has been witnessed.

Reporting Process

Where staff, job applicants, third parties, approved trainer, students or anyone interacting with our work environment feel they are being discriminated against, harassed, bullied and/or vilified (or have witnessed any such incidences), they must:

1. Immediately report the matter to ABC Licence Training by email at admin@abcfirstaid.com.au. The privacy of the individual making the report will be respected at all times and all details of the investigation will remain confidential;
2. All complaints/allegations will be promptly investigated by ABC Licence Training within seven (7) business days. Where additional time is required to investigate the matter, ABC Licence Training will provide written advice and reasons for extension;
3. Any individual who is found in breach of this policy may be subject to disciplinary action including but not limited to expulsion for students or dismissal of staff, third parties or approved trainers; and

4. Any individual investigated or subject to disciplinary action will have the right to access the Complaints and Appeal Policy in respect of any decision made.

Student Misconduct and Disciplinary Action

ABC Licence Training expects all its learners to abide by the student code of conduct and has zero tolerance towards disruptive or unrespectful from its learners. The assessor/trainer may under certain circumstances try to resolve the situation by giving a verbal warning in the first instance. If the behavior is repetitive then the learner will be asked to leave the training venue. In such instances, the learner will not be eligible for a refund.

They may access the Complaints and Appeal process if they wish to do so. The following circumstances maybe included as student misconduct:

- Physically or verbally assaulting any person or persons on our training premises.
- Destruction or damage to our property or premises including venues of our third-party providers.
- Colludes, plagiaries or cheats in assessment tasks.
- Behave in a way that either discriminates or harasses any of our staff or students.
- Attend the training environment intoxicated.
- Consumes illegal drugs or alcohol on our premises including third party training venues.
- Failure to comply with reasonable instruction or supervision.

Quality Indicator Reporting

Purpose

Under the Data Provision Requirements 2020, all Registered Training Organisations (RTOs) registered with ASQA are required to ask their students and employers for feedback and send us a summary of it every year.

ABC Licence Training is committed to ensuring quality training and assessment services and will engage in seeking learner and employer feedback regularly.

Feedback from students and employers is an important measure for both providers and for ASQA. This helps providers to focus on quality, continuous improvement and ongoing compliance with the Standards, while contributing to national benchmarking.

Policy

This policy & procedure supports the ASQA directive to collect and report data against the Quality Indicators. The Data Provision Requirements 2012 requires RTOs to provide an annual summary report to ASQA against the quality indicators.

This Policy and Procedure will ensure that ABC Licence Training is able to meet these reporting requirements and also assist their continuous improvement processes to strengthen training and business performance. It is also able to assist the RTO be able to act in a responsive manner to all identified issues and areas of concerns.

Procedure

Data Collection & Collation

We will ensure that all students are actively encouraged to provide feedback on their experience in undertaking a course with ABC Licence Training, and use the feedback to suggest improvements and identify areas of concern.

The following activities are undertaken to ensure that the Quality Indicators are being met and support the continuous improvement and quality process.

Learner Engagement & Employer Satisfaction

ABC Licence Training must endeavor to gain feedback from student's using the 'Learner Questionnaire' and employers using the 'Employer Satisfaction Survey'

The 'Learner Questionnaire' is completed by all students upon completion of their course of study i.e. upon issuance of the SOA. ABC Licence Training will issue a copy of the survey to each student via Training Hub, whereby a link to the survey is emailed to the student. The 'Employer Satisfaction Survey' is emailed to employers upon the completion of the training.

All completed and returned surveys will be reviewed by the appropriate delegate. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed by the appropriate delegate and presented at the monthly meetings.

A copy of all completed Learner Engagement & Employer Satisfaction surveys will be maintained for a period of 12 months as evidence of the data collection process.

At the completion of each calendar year the CEO (or appropriate delegate) is required to collate all data for the year. All data must be reported to ASQA by the applicable due date. Data must be submitted as per the required process as set out by ASQA.

A copy of all reports submitted to ASQA shall be stored in the 'Quality Indicators Folder'.

Marketing Policy

Purpose

ABC Licence Training and their third parties are committed to ensuring that all its current and prospective students are in a position to make informed choices about all of our services and training products within our scope of registration.

The Marketing Policy of ABC Licence Training has been developed to support our requirement to provide accurate and ethical information and maintain integrity in all our marketing and promotional materials. All marketing materials and practices for ABC Licence Training are authorised by an appropriate delegate and checked for compliance prior to being disseminated.

Policy

ABC Licence Training will also undertake regular checks to ensure that all co-provider websites and marketing materials adhere to the requirements under SRTOs 2015 which also includes the use of ABC Licence Training logo as their RTO logo, in accordance with ABC Licence Training's Marketing Guidelines.

Procedure

In order to ensure that all Marketing and Advertising materials are compliant, ABC Licence Training will undertake the following from time to time:

- All materials will be developed and/or published in accordance with ABC Licence Training's Marketing and Advertising Guidelines, to be audited by ABC Licence Training from time to time;
- Ensure that no misleading information is provided in any of its marketing materials and information provided accurately represent the training and assessment provided;
- Review its training scope on training.gov.au to ensure the accuracy of units including but not limited to changes in training requirements or pre-requisites;
- Undertake a review of all student and training information to ensure that it is compliant and up to date with the relevant requirements under the SRTOs 2015 and AQF;

- If and when a new marketing material or practice is developed, an implementation plan will be initiated to ensure a smooth transition and all old versions will be destroyed; staff and all third parties will be made aware of these changes.

In the event that ABC Licence Training or third parties use student testimonials for marketing and PR purposes, we will ensure that appropriate consent is sought and recorded for compliance purposes.

A nominated staff member will contact the party via telephone, email or in person to request a testimonial.

The nominated staff will also explain the testimonial request and give all details as far as practicable with respect to the time, place, audience, reason and intention for using the testimonial. ABC Licence Training will ensure that the testimonial is solely used for the purpose as explained to the client and a consent is received in writing before the use of the testimonial.

Misleading and deceptive conduct

All materials need to be accurate and not contain incorrect information. Consumer protection laws prohibit businesses from making statements or claims that are false, misleading or deceptive (or are likely to mislead and deceive) about their products or services.

Examples of conduct which is likely to constitute misleading or deceptive conduct:

- misrepresentation about availability, nature or terms and conditions of services;
- false or misleading testimonials and reviews.

Misleading claims made by others in comments on social media or otherwise on internet

A business can also be held responsible for posts or public comments made by others on its social media pages which are false or likely to mislead or deceive consumers.

Examples of comments made by others which is likely to constitute misleading or deceptive conduct

A business may be held accountable in the following scenario: a fan of a business posts on the business's social media page untrue comments about their competitor's product. The business knows that the comments are untrue but does not delete the comments.

Version Control

Date	Version	Change made	Author
July 2022	V1.0	Staff and units of competency updated	E Liston
September 2022		Staff and units of competency updated	S Devlin
July 2023		Updated policies, updated logos	J Doyle
March 2024		Updated staff contacts	J Doyle
April 2025		Updated policies, staff contacts, template	J Doyle