

STUDENT HANDBOOK
2022 Edition

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Welcome to Advance Business College

We are a Registered Training Organisation company based on the Gold Coast, Queensland.

We offer training in the Business, Leadership, Project Management & Accounting, and a range of short courses. A summary of each of courses we offer is on the website.

Overview of our company

Advance Business College is dedicated to delivering quality training outcomes while treating all learners fairly, without discrimination and to provide them with industry relevant skills through training and assessment.

We will continually strive to develop equitable long-term relationships with our clients and involve them in identifying any continuous improvement opportunities which would be mutually beneficial. We will encourage and value our client's requests and suggestions.

What we offer

Advance Business College's staff has extensive experience in all facets of accredited and non-accredited training in mining, construction and civil sectors. Please go to the website for a full list of the training provided by Advance Business College or call the office to discuss your options. https://advancebc.edu.au/all-courses/

Pre-enrolment

Advance Business College will ensure that students are provided clear, accurate and current information about the services offered by Advance Business College to enable them to make informed decisions whilst studying. Advance Business College ensures students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.

Course information

Detailed course information is available for all courses and cover course components, eligibility requirements, enrolment information, delivery and assessment arrangements, fees, and other relevant information.

Eligibility for enrolment

For some training you may need to satisfy certain entry requirements to be considered eligible for admission. For example, there may be pre-requisites required or specific conditions relating to subsidised programs. Information on eligibility is supplied to you in course information prior to enrolment or can be obtained from administration.

Access to funding training places

If you are eligible and receive a government subsidy under training program, you may not be able to access further training under the same programme or be eligible for other funded programs. As such, you should carefully consider your training options before committing to a subsidised training option

Before you enrol

Before you enrol in any training program with Advance Business College, you should take the time to read and understand this handbook, taking particular attention to information on fees, payments, refunds, cancellations, code of conduct, complaints and appeals.

At the back of this handbook you will find a summary of services and fees. Note that some amounts charged for some services will vary according to the time and resources required to meet the specific need identified. Quotes can be obtained for these services by contacting Advance Business College.

Student Code of Conduct

When attending a course run by Advance Business College at any place where we hold training, we ask all students to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

- All students must comply with all reasonable requests and requirements made by staff
- No student should attend any class whilst under the influence of alcohol or any drugs (prescribed or otherwise)
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment or any obscene, offensive or insulting language or behaviour, will not be tolerated. You may be asked to leave the class temporally or permanently.
- Disruptive behaviour is unacceptable and will not be tolerated. You may be asked to leave the class temporally or permanently.
- Any breaking of any State or federal law will be reported to the relevant authority (eg. Stealing, damaging property, assault etc.)

Sanctions including cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of the CEO or the trainer in charge if the CEO is absent from the building or training venue.

Your Privacy

Advance Business College understands the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act and (1998) where they apply to our dealings with you the student.

In some cases, we will be required by law to make student information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the student before sharing their details.

The relevant Privacy Principles are summarized as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
Openness	We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access	The individual will be given access to the information held about them, at their request. This includes anything held on the students file including assessment results and participation records.
Anonymity	Wherever possible, we will provide the opportunity for the individual to interact with us without having to identify themselves.
Sensitive Information	We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Confidentiality and access to records

Confidential information obtained by Advance Business College and committees individuals or organisations acting on behalf of the Advance Business College must be safeguarded. Except as required under the Standards for RTOs or by other law or contract requirement, information about students and staff is not disclosed to third parties without written consent of the student or staff member. Students and staff members are entitled to access their personal records upon request.

Students' outcomes must be retained and archived for 30 years in a form that is suitable for retrieval and transfer. Students wishing to access their own records must put the request in writing to the Training Manager.

Students records

Advance Business College ensures the following regarding to all Academic Records:

- Application forms are completed and filed for all students. Relevant data is entered on to the electronic record keeping system;
- Competency records are maintained by trainers and forwarded to the Administration on completion of each unit;
- The date of achievement of units of competency is recorded on the Student Records file as each competency is completed and signed off by the trainer;

- When it is believed that a student has completed all competencies required for the issuing of an award a transcript is printed and sent to the Compliance Coordinator;
- Students completing one or more units but not a complete qualification will be issued a Statement of Attainment on completion of their studies or upon withdrawing from a course;
- A trainer in the program and the Compliance Coordinator must verify eligibility for an Award or a Statement of Attainment;
- Verification requires checking student module / unit completions against the qualification requirements or packaging rules in the curriculum / training package. Applicable rules will be those that applied at or after the time of enrolment up until the time of completion;
- After verification of eligibility, an Award or Statement of Attainment will be prepared and issued to the student;
- The date of issue, title of the Award or Statement of Attainment, and sequence number of the document is recorded in the Student Records file;

The student records file is backed up at the time changes are made to it and stored off-site or in a fireproof container.

Issuing Qualification(s) or Statement of Attainment

Students who satisfactorily complete the requirements of an accredited programme of study, or one or more units therefrom, will be issued with a qualification or statement of attainment as appropriate provided that their financial debt to the organisation has been paid in full. In these circumstances, issuance will occur within 30 days of relevant course documentation being received.

Where a financial debt is owed, the award may be withheld until such a time as the debt has been cleared.

Advance Business College may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the organisation cancels your award, you will be advised in writing. You must return the cancelled award to Advance Business College within 21 days of receiving written notice from the organisation. You have the right to appeal this decision through the CEO.

Collection of student feedback

All students will be asked to complete a confidential course feedback form at the completion of their course of study. We take feedback seriously and use comments and suggestions to enhance our business and training practices. You don't have to wait to complete the form if you have any suggestions for improvement of our courses, administration or any process, please see a staff member.

Certificate III Guarantee - Student Training and Employment Survey

It is a requirement that you are aware that, when accessing a Queensland Government subsidised training place you must complete a student training and employment survey within three months of

completing or discontinuing your training. This survey is usually completed and collected at the conclusion of your training however, in certain circumstances may be collected following your training or discontinuing your training. Failure to complete and return your Student Training and Employment Survey may delay the issuance of your competencies.

Student identifier Information

Advance Business College is required under the Student Identifiers Act 2014 to ensure new or continuing student are issued with a Unique Student Identification (USI). The USI enables student to track the education for life.

The USI is a requirement under Commonwealth legislation and conditions of registration for training organisations. A Student must have a Valid USI before Advance Business College can issue a student with a qualification or statement of attainment.

The USI does not cost students anything, you are able to go online and register for a USI at http://www.usi.gov.au/ and provide this number on enrolment.

- Advance Business College will only issue a VET qualification if the student has a Unique Student Identifier.
- Advance Business College will not publish the USI on any Testamurs.
- Advance Business College will only collect USI from students once consent has been approved by the individual student and all information will be treated in –confidence.

Student Identifiers will be stored in securely in the student's files and in the student management system.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of communication, mentoring and by setting the expected behavioral example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Staff are aware and students should be aware of the following definitions:

Bullying - is unwelcome and offensive behavior that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behavior over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality - refers to information kept in trust and divulged only to those who need to know.

Discrimination - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

Harassment - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

Personnel - refers to all employees of Advance Business College and any sub-contractors representing Advance Business College

Racial Harassment - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation- is punishing or treating an individual unfairly because they have made a complaint, or are believes to have made a complaint, or to have supported someone who has made a complaint

Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,

- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behavior that will not be tolerated,

- When a staff member is informed of any harassment or discrimination, they have the responsibility to take immediate and appropriate action to address it,

- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,

- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.

- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,

- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,

- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Complaints & Appeals

Advance Business College is committed to ensuring fair and equitable outcomes for all its students. To facilitate this Advance Business College undertakes to provide an effective means to resolve any concerns or complaints that may arise as a result of participating in any of its courses, including in relation to appealing assessment decisions. Although resolution mechanisms may vary depending on the nature of the complaint or appeal Advance Business College aims to ensure that each is addressed sensitively, promptly and in accordance with relevant policies, procedures, laws and regulations. All reasonable steps will be taken to respect the confidentiality of the people involved and to ensure fairness and impartiality throughout the resolution process. Below is a summary of Advance Business College's Complaints and Appeals process, the formal Complaints and Appeals policy and procedure is available from Advance Business College Administration and website.

General concerns/issues

Where a problem or issue arises, students are encouraged to raise the matter with person concerned or local administration staff who may be in a position to resolve it quickly and informally. Where this does not result in a resolution, or is not appropriate, students should consider discussing the matter with the Training Manager who can advise on how to proceed. Should this not lead to a satisfactory resolution, a formal complaint may be lodged. To be regarded as such, this must be done in writing on a student complaint/appeal form available from administration. Once lodged, the complaint or appeal will be referred to our CEO, who will direct the process of investigating the matter and ensure the student is properly informed along the way. Mediation may also be arranged as part of the resolution process. Once investigations and decision-making have concluded, all parties will be notified and the student provided with a written account of the outcome detailing the decisions taken. Where the investigation results in the complaint being substantiated, the CEO will direct relevant members of staff to immediately implement corrective actions to redress the situation.

Students may appeal any decision resulting from this process or seek to involve an external agency such as the Australian Skills Quality Authority - https://www.asqa.gov.au/ or Queensland Training Ombudsman. A National Training Complaints Hotline is also available: 13 38 73.

Decisions and complaint handling

A decision taken by the organisation may be appealed within 20 working days, where reasonable grounds exist for doing so. This includes decisions taken in relation to the outcome of a previously

lodged complaint, or a decision where an enrolment is deferred or cancelled. The appeal must be lodged in writing on a student complaint/appeal form available from administration.

Once lodged, the CEO will direct the process of determining the validity of the appeal. Where appropriate, a meeting may be called to enable discussion of aspects of the appeal and to assist in reaching a conclusion. Once the outcome of the appeal has been determined, all parties will be notified and the student provided with a written summary of the decision taken and the reasoning behind it. Where the appeal is validated, the CEO will direct relevant members of staff to immediately implement corrective actions to redress the situation.

Students dissatisfied with the outcome of the appeals process may request a review of the appeal decision by an independent party.

Appeals against an assessment decision

Advance Business College has a process for re-evaluating assessment outcomes if the student is unhappy with the outcome. All re-assessments involve an assessor who is independent of the initial assessment which is subject to the appeal.

If you are unhappy with the outcome of assessment you should first approach your initial assessor and make sure that the reasons for being unsuccessful are understood. Once that has been done or you are still not sure why the assessment was unsuccessful, contact any other staff member to discuss the procedure for lodging the appeal.

Advance Business College will deal with any appeal in an effective and timely manner, aiming to resolve all appeals within 10 working days of the appeal being lodged in writing by the student.

- Each assessment appeal must be lodged in writing and the outcome of the resolution will be made in writing;
- Any person who lodges an assessment appeal will be given the opportunity to present their case in an unbiased and independent environment. The independence of the party or panel must be mutually agreed;

- We will act upon any substantiated assessment complaint or appeal and may see the result as an Improvement Opportunity for us.

The CEO is responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant appeal or complaint form as required.

All appeals and complaints including their resolutions are reviewed at our management meetings and, if appropriate, will result in a continuous improvements activity.

Legal Requirements

We are subject to a range of legislation relating to training and assessment as well as general business practice including matters such as your safety, privacy, and rights to name a few.

There are also a number of legislative requirements that you will be made aware of throughout your course.

This legislation is continually being updated and all staff are made aware of any changes through our internal improvement processes. If you want to view current legislation follow the links by clicking on the heading below.

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act (1998) including the National Privacy Principles
- Skilling Australia's Workforce Act 2005
- The National Vocational Education and Training Regulator Act 2011

State Based Legislation (Queensland)

- Fair Trading Act 1989 (advertising and marketing)
- Coal Mining Safety and Health Act 1999
- Work, Health and Safety Act 2011 and Regulations (2011)
- Further Education and Training Act 2014 (Apprentices and trainees)

Fees, Charges & Terms

Course fees are available on enquiry by contacting Advance Business College or supplied in pre-enrolment information sent to prospective students. Course fees (or a proportion thereof) are payable upon enrolment confirmation and cover the following:

- Participation in the course for the agreed duration of the program
- All course learning materials, necessary resources and equipment unless otherwise stated in the course information supplied
- Processing of RPL applications corresponding to advertised course components
- Processing of direct credit applications for relevant units (full qualifications only)
- Access to advertised support programs
- Marking of assessments

Payment of course fees does not entitle the student to:

- Select or vary elective units or defined course components (although employers and individuals are welcome to negotiate specific training needs prior to delivery taking place)
- Course extensions
- Supplementary training or support not previously advertised or negotiated

- Resubmission of assessment items following three unsatisfactory attempts
- Reassessment or reenrolment in a subsequent course following failure to complete a course to the required standard or timeframe

Subsidised training

Most Advance Business College courses are delivered on a fee for service basis, funded by participants through the payment of the course fees. However, some courses may have approval for funding options. Eligible participants enrolling in these subsidised programs will normally be charged a reduced fee, non-eligible students can still participate in these programs but would be required to pay the full fee.

Enrolment & payment

Prospective students are required to complete an enrolment application form (see enrolment section below), provide relevant personal details and other essential information, and have their eligibility confirmed in order for their application to be accepted. All new students must also demonstrate that their Language, Literacy and Numeracy levels are appropriate to the course level and content, the LLN Assessment can be done online (see LLN section).

Applicants are then asked to pay any applicable course fees (or part thereof – see section on fee payments and payment plans) or obtain a purchase order from their employer or employment consultant where applicable. Enrolment is not confirmed until payment is received.

Payment Options

Standard payment options include:

- In person – by cash, debit/credit card (Visa/Mastercard)
- Over the phone - using debit/credit card (Visa/Mastercard)
- Online – by electronic payment (through Paypal)
- Payment plan – instalments via Zippay or as per prior approval
- Payments involving purchase orders
- Employer or jobs services provider purchase orders may be lodged in person, by post or by email. Confirmations must include the name and contact details of the person to be invoiced.

Fee Payments

For all enrolments, the full course fee must be paid unless:

- A payment plan is agreed prior to enrolment (see below)
- The student is eligible for concession
- The student is eligible for a reduced fee as a condition of approved funding
- The total fee exceeds $1,500.00, in which case no more than $1,500.00 will be collected prior to commencement, with the balance payable in instalments of no more than $1,500.00 each over the duration of the course
- Payment is to be made by an employer or job service provider, in which case enrolment will proceed upon receipt of an approved purchase order

Payment Plans

A payment plan must be arranged where the full cost of a course is greater than $1,500.00, Advance Business College is unable to take payments in advance greater than this amount. For courses costing less than $1,500.00 you may be able to arrange a payment plan if you are unable to pay the full course fee in one payment. This option must be negotiated with Advance Business College administration.

Outstanding/Overdue Payments

If your repayments become overdue or you have a financial debt to the organisation, you may not be eligible to undertake further assessment, continue in the course or enrol in further study. Also, certificates and Statements of Attainment will not be issued until all outstanding fees are paid. If non-payment of invoice is grater that 90 days then the matter will be referred to a debt collection agency if prior agreement or agreement has not been discussed and approved by Advance Business College.

Re-enrolment

You must re-enrol and pay the required fee if you require additional training or assessment as a result of failure to complete a course or meet submission deadlines for assessment items.

Changes to services

Advance Business College aims, at all times, to minimise disruption to students undertaking training. Where unforeseen and unavoidable circumstances may disrupt or affect training activities, Advance Business College will advise students of any changes or new arrangements at the earliest opportunity. This may include changes to timetables, personnel, or revisions to course materials, third party arrangements, or any other change that affects participants. Please ensure that your contact details are up to date to facilitate communication.

Cancellations & refunds

Individual or Company bookings will attract a 50% cancellation fee if a course is cancelled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given (see refund policy).

Should Advance Business College need to cancel/reschedule any course, attendees are entitled to any fees paid to be fully refunded or transferred to a future course. Ideally, 48 hours' notice will be given to attendees however in cases where this is not achievable as much notice as possible will be given.

A 100% cancellation fee will be charged if any required documentation/materials the student is required to bring to facilitate training and assessment is not available when required.

Refund Policy

Where a student wishes to cancel or transfer an enrolment, and written advice to this effect is received at least 48 hours prior to course commencement, fees paid will be refunded less a $50 charge for administration.

Students wishing to cancel an enrolment less than 48 hours prior to their course commencing, or at any time after commencement, are not entitled to a refund. Clients are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

Clients will receive a full refund, with no associated administration charges in the following circumstances:

- The course or training activity is cancelled
- The course is rescheduled to a time when the client is unavailable.
- A client is not allocated a training position due to maximum participant numbers having already been met.

A 50% refund (less administrative fee) applies if clients withdraw for personal reasons beyond their control, after pre-reading materials have been forwarded and administrative tasks undertaken. Pre-reading material indicates the commencement of training, prior to attendance at face to face training.

Acceptable reasons may include:

- Illness (verified by a medical certificate)
- Change of employment hours or location (verified by employer)
- Other reasons deemed valid at Advance Business College's Management's discretion

Reissue of Statement of Attainment

Should you require a statement of attainment to be reprinted, you must provide Advance Business College evidence of this request in the form of a signed letter stating the competencies in which you require a statement of attainment. Please be advised the reprint process will be completed in a minimum of a 5-day duration. Costs to reissue a Statement of Attainment is $ 40.00 which includes emailing and printing of the SOA, and registered post. Please allow 7 working days minimum for arrival.

Unable to receive high risk competency

For all learners that book into High Risk Assessments if they are deemed NYC then they will have to rebook the assessment as per WHSQ requirements, and pay the assessment costs to the RTO to reassess the learner.

Lost and replacement certificates and results

Lost or damaged transcripts and certificates can be replaced on request. A Fee applies for replacements, which may also require the extract of student records from archived records. You should allow a minimum of 7 working days to receive these. The current fee for this service is $40.00 which includes certified postage and handling.

Work Health and Safety Policy

The Work, Health and Safety Act 2011 (or in certain cases the Coal Mining Safety and Health Act 1999) describes the duty of care we have to provide a safe and healthy working environment for our employees and our duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training in topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed workplace.

The following procedures and standards must be observed to help achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- All unsafe situations are recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Health and Safety hazard to the appropriate staff member as required.

Working with Children

Whilst we do not exclude people under the age of 18 in our training and assessment programs, it is unlikely that a person who has not attained the age of 18 would enroll in the courses we offer.

Access and Equity

We are committed to ensuring that we offer training and assessment opportunities to all people on an equal and fair basis including:

- women where under-represented,
- people with disabilities,
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners.

All students have equal access to our training and assessment programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy or sexual orientation.

Any issues or questions regarding access and equity can be directed to the CEO of Advance Business College

Enrolment

The application for enrolment form can be accessed by calling our office or by heading online to our website: https://advancebc.edu.au/

Please note that all new enrolling students must also complete the mandatory Literacy and Numeracy indicator prior to completing an enrolment form, this can be done online (see further down about LLN).

Induction

Prior to enrolment, administrative staff provide intending students with relevant course information including information in relation to course content, pre-requisite and other requirements, delivery arrangements, schedule and support services.

Pre-enrolment information is supplemented by a course induction conducted by the trainer at the commencement of the course. Course induction may cover training site rules, the location of facilities, health and safety information, emergency procedures and other information aimed at ensuring the learning experience is both safe and enjoyable. Course induction also provides an overview of the course content, and training and assessment procedures, including method, format and purpose of assessment.

Attendance and Participation

Students are asked to be punctual and attend each class/training session on time. If unable to attend, students are encouraged to notify their trainer or administration. If a student is experiencing any ongoing difficulties affecting their participation or otherwise impacting on their ability to complete a course, they should discuss the situation with their trainer or with Advance Business College administration as soon as possible.

Students undertaking nationally recognised training must satisfy participation and assessment requirements to be eligible for the award of a qualification or statement of attainment. Students are expected to participate fully in all aspects of the training through regular attendance and engagement with learning activities and through completion of requisite tasks and coursework.

Student attendance and participation is monitored as a matter of course to ensure these expectations are met and to support students to complete their training successfully. Students must engage in all requisite assessment activities and submit all work for assessment by the due date in order to ensure progress and meet course requirements. Extensions to submission deadlines will only be granted in exceptional circumstances where adequate proof is provided. For further information on the assessment process refer to the What is Assessment section.

Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation you must be able to read, written assessment you may be required to submit and limited numerical calculations. We recognise that not all people are able to easily, write and perform calculations to the required standards.

All our staff have received basic training in assisting people with learning needs we will endeavor to help where we can to accommodate anyone with difficulties with language, literacy or numeracy.

In the event that a student's needs exceed our skill we will refer the student to an external support provider such as their local TAFE campus. Any fees associated with this external assistance will be at the expense of the student.

Recognition of Prior Learning

Recognition of prior learning (RPL) is the process in which a person's existing skills and knowledge are assessed to determine competency. As such, RPL is an assessment-only pathway and is offered to all learners who believe they can satisfy course requirements solely on the basis of their previous industry experience, prior training or familiarity with the material. If you intend to apply for RPL, you will need to provide supporting evidence showing how your skills and experience match the requirements of the qualification or units for which you are seeking recognition.

Recognition of Prior Learning (RPL) will be structured to minimise the cost and time to applicants whilst retaining the integrity of the national VET Quality Framework to recognise competencies in accordance with the requirements of Training Packages or Accredited courses Advance Business College will ensure that any applicant for Recognition of Prior Learning is provided with:

- Information about the units of competency relevant to their Recognition of Prior Learning application.
- Adequate information and support to enable the student to gather reliable evidence of competency.
- Opportunities to obtain feedback on the evidence proposed prior to finalisation of the application
- Competencies for which RPL is being requested may have been developed through formal education and training, through work experience or training or through life experiences.
- A written statement from an appropriate supervisory person is required to confirm authorship of any work submitted.

It is accepted that RPL is an assessment of an individual's current knowledge, skills and attitudes even though the evidence produced in support of the claim for recognition may be drawn from the past. It is up to the RPL assessor to judge whether the evidence produced demonstrates current knowledge, skills and attitudes

Application forms and the policy are available through administration. Again, please call if you cannot access these or if you have any questions.

Credit Transfer

Advance Business College will recognise any Qualification or Statement of Attainment issued by other RTOs in accordance with the regulatory standards for RTOs. Credit Transfer information will be included in information given to students prior to enrolment via the Student Handbook. All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.

Definitions:

Credit Transfer – exempting a student from enrolling in and being assessed in a unit or units because they have been granted recognition for completing the identical unit or units at another Registered

Training Organisation. Variations in the version number of units reflect minor changes not related to outcomes. Recognition means that students will be granted exemptions or advanced standing in a course as a consequence of having completed the same unit(s) with another Registered Training Organisation. To receive credit for previous study, you will need to be enrolled in a full qualification and be able to provide certified copies of your qualifications and transcripts or statements of attainment. Please note that you cannot receive credit for your whole programme of study. At least twenty per cent must be achieved through assessment, either following formal training or via recognition of prior learning.

Procedure:

Applicants for Course Credit Transfer must complete the student credit transfer application form, attach a copy of a verified Award or Statement of Attainment and submit the application to the Training Manager.

The Training Manager will verify the validity and authenticity of the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.

The Training Manager will verify the copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer and the verified copies will be placed in the student files.

The completed Course Credit Transfer record will be signed by the student and the Training Manager.

Granting of Course Credit Transfer will be recorded as a unit outcome in the students file.

After Course Credit Transfer is granted a student's course schedule will be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed in the student's file.

National Recognition

Students who undertake nationally recognised training in one state will have their qualification valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country.

However, in some jurisdictions there may be differences with certain high-risk licenses. Students are advised to check their local regulator's requirements.

Student Support, Welfare and Guidance

We will assist all students in their genuine efforts to complete our training programs.
From information provided prior to enrolment, qualified staff are able to identify language needs, literacy and numeracy levels, this helps to determine support requirements once enrolled. During each course, students participate in activities that assist trainers in further evaluating core skills.

Performance in activities is used to plan additional assistance for students requiring additional study skills or supplementary skills. Individual support plans may be implemented with the principle trainer who assists in their implementation, such as by facilitating individual and small group work for support, by timetabling tutorials and by ensuring reasonable adjustment to assessments where appropriate.

For full qualifications, regular review provides the opportunity to evaluate participation and progress towards completing assessments, obtain feedback from students and determine any additional support requirements, such as further study skills opportunities, workshops or access to mentoring.

All prospective and enrolled students have access to an Administration/Co-Ordinator team member who can assist with support and assistance requirements. In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another staff member of Advance Business College

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

Should you be experiencing any personal difficulties you should make contact directly with the Training Manager who will assist you to the full extent their capacity.

If your needs exceed our support capacity, we will refer you onto an appropriate external agency.
You can seek support immediately by contacting:

Police/Fire/Ambulance	**000**
Interpreting Services:	**13 14 50**
Poisons Information Centre	**13 11 26**
Abortion Grief Counselling	**1300 363 550**
Alcohol and Drug Information Serv.	**1800 177 833** (24-hour counselling and information)
Domestic Violence helpline	**1800 811 811**
Family Drug Support	**1300 368 186**
Lifeline	**131 114**
Men's Line Australia	**1300 789 978**
Pregnancy Counselling Australia	**1300 737 732**
Pregnancy Help Line	**1300 139 313**
Quit line	**13 18 48**
Salvation Army	**1300 363 622**
Statewide Sexual Assault Helpline	**1800 010 120**

Flexible Delivery and Assessment Procedures

Advance Business College recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will still achieve good results.

Advance Business College will make any necessary adjustment to meet the needs of a variety of students. For example, the ability to complete a written assessment is not seen as an inability to meet competency when the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

Advance Business College undertakes to assist students achieve their required competency level where the adjustment is reasonable and is within the training packaging rules.
Where we cannot assist a student, we will refer them, where possible, to an agency that can assist.

Discipline

Advance Business College provides training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behavior or performance of a student the trainer has the authority to:

- Warn the student that their behavior is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of disciplinary standards will be discussed with the trainer and Advance Business College and the appropriate action will be taken.

Plagiarism

Copyright infringement is not the same as plagiarism. Copyright infringement can occur wherever any substantial amount of copyright-protected work is used without permission, even if the source is acknowledged.
However, plagiarism involves passing off another person's ideas or expression as your own. Plagiarism includes unintentional copying without acknowledgment, as well as the more deliberate and deceitful copying of the work of others.
Students should note that the following actions are acts of plagiarism:

- copying paragraphs, sentences, a single sentence or significant parts of a sentence directly, without quotation marks and appropriate citation;
- paraphrasing or summarising direct quotations, without acknowledging the source within the text;
- developing an idea that appears elsewhere, without making reference to the source of that idea.

Plagiarism can be avoided by adequately referencing your material.

Our trainers

Our trainers and assessors have extensive experience in training and assessment. They have the knowledge and skills and are willing to transfer this information to all employers, employees and trainees/students.

What is assessment?

General Information on Competency Based Training and Assessment

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what you, the trainee, can do in the workplace as a result of completing a program of training.

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards. Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

For you to be assessed competent you will need to demonstrate the ability to perform tasks and duties to the standard expected in employment. CBT focuses on the development of the skills, knowledge and attitudes required to achieve those competency standards.

What is competent performance?

Being competent encompasses all aspects of workplace performance including:

- carrying out tasks at an acceptable level
- organising and managing a range of different tasks
- responding appropriately to routine changes
- applying existing skills and knowledge to new situations
- using communication and interpersonal skills which suit that work environment

The focus of accredited vocational courses is on what you can actually do – and the standard at which you are able to perform. Performance is measured in terms of whether you meet the prescribed levels of competency, not how well you carry out tasks relative to each other or the length of time taken to attain the skill/s

What is competency-based assessment?

Assessment is the process of obtaining evidence about your performance and making judgements on that evidence against prescribed standards of performance.

Competency based assessment is designed to measure your performance, skills and knowledge against the standards for skills and knowledge needed in the workplace and as defined in the specific Training Package.

Competency-based assessment is:

- **Criterion based**.
  You are not in competition with your peers but are assessed against standard criteria or benchmarks.

- **Evidence based.**
  Whether you are competent is based upon evidence provided by you, the trainee. The evidence may be demonstrated or produced by you or gathered by the assessor.

- **Participatory.**
  You are encouraged to be involved in the process of assessment. You and your assessor have the scope to negotiate the form and range of assessment activities.

The assessment process involves:

1. **Collecting evidence about performance**
   Assessment is linked to the requirements of the workplace. Direct evidence about your knowledge and skills will be obtained in your workplace or an environment that simulates your workplace. The evidence will then be measured against the unit requirements.

2. **Making a judgement**

   The national units of competency will be used as a benchmark to judge whether you are performing to the required industry standard

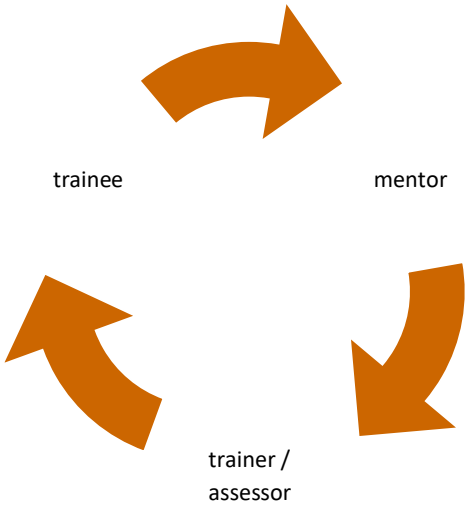
3. **Recording results**

   We have strict government enforced rules around evidence and record keeping

Roles and Responsibilities

Role of the Trainee

The assessment process should ensure a cooperative relationship between the assessor, assesse (you) and your workplace supervisor or mentor. You should participate in as much of the process as possible. Direct involvement means that you can take more interest in your own assessment and self-assess your performance before undertaking the formal assessment.



You can prepare yourself for your assessments by ensuring that you:

- are well informed and comfortable about the assessment process;
- are assessed at a time and place when you are ready to demonstrate competence;
- have contributed to the planning of the assessment process;
- work cooperatively with the assessor and your mentor;
- identify your own training and development needs.

Role of the Mentor

Ideally the mentor should be a line manager/supervisor. Their role is to support students and facilitate the assessment process by providing encouragement, advice, extension of work activities, feedback and documentary evidence.

Role of the Assessor

Assessors must ensure that they:

- create a climate of trust, support, respect and warmth to allow you to feel comfortable about the assessment process;
- encourage you to take more responsibility for your own assessment;
- involve and support you and the mentor throughout the assessment process;
- communicate and give clear explanations about how you are going to be assessed, the criteria you will be assessed against, the reasons for the assessment and the way that the assessment process is going to take place;
- make their judgment on evidence that is valid, reliable, fair and flexible;
- are responsible for the conduct and management of the assessment process whilst maintaining confidentiality; and
- are responsible for the recording and reporting of results.

Methods of Assessing Competencies

Assessment methods are a means of collecting evidence. They do not determine what the evidence should be. This is determined by the competency standard. Some common methods of assessment include:

- observing you carrying out your work activities against the performance criteria in the competency standard;
- using "traditional" assessment tools such as written tests to assess knowledge that underpins the performance of tasks;
- asking you about your work activity;
- oral questioning;
- personal reports;
- examining documentation related to the work activity.

Outcome of Assessment

The purpose of assessment is to assess competence on the basis of your performance. You will be assessed as either competent or not competent against the required standard. The assessment is made on the basis of evidence which can be provided in a variety of forms.

All criteria need to be met concurrently to demonstrate the achievement.

Specific Information Related to Assessments

Students will be given two extra opportunities for reassessment. If a student does not achieve competency in the second attempt, the student will be required to repeat the unit of competency.

Your final assessment may be conducted in one session or a series of sessions depending on the material being assessed. For the mining industry, assessments must be mining relevant and, in many cases, demonstrated on a mine site or conducted at an approved simulated site. *The assessor will advise you on the process for assessment.*

The assessments consist of both theory and practical components and **each section** must be successfully completed to be deemed competent. Successful completion of an assessment will enable you to be recognised as being competent against the standard.

Note: It is the responsibility of the assessor to fully brief and instruct you on the assessment format and the WHS requirements.

Prior to Commencing the Assessment

Read through the assessment tool and instructions before beginning the assessment. There may be specific requirements of which you may not be aware. Should you require assistance to interpret the assessment tool, please advise the assessor prior to commencement of the assessment.

Assessment Process

The assessment may be commenced at any stage throughout the shift's activities and/or operation. If at any point you are identified as **Not Yet Competent** (**NYC)** for the unit being assessed the assessment process will **cease immediately and you will be informed of the decision.**

On completion of the assessment:

If you are deemed competent, the results of your assessment will be recorded and you will be asked to sign to verify that you have sighted the result.

If you are deemed not yet competent, your trainer and assessor will discuss the outcome of the assessment with you. As part of this process, the assessor will identify the skills gap and recommend a plan for further training. The Not Yet Competent result will still be recorded and the assessor may be required to notify the site supervisor of the outcome of the assessment. When you are ready for reassessment (second assessment attempt) a new assessment date will be set.

Feedback, and alternative assessment

Students have the right to receive written feedback on each assessment item submitted. If you consider that attempting a particular assessment task may put you at a disadvantage, due to a disability or for any other legitimate reason, you may request an alternative form of assessment. Your assessor will provide further information on the alternatives available upon request.

Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor. Student will be given two opportunities for assessment. If a student does not achieve competency in the second attempt, the student will be required to repeat the unit of competency. Students who are dissatisfied with their assessment outcome may appeal the assessment decision (see appeals against assessment decision section).

Copyright:

Copyright is the legal protection for authors or creators against the unauthorised copying of their work and is based on 'The Copyright Act 1968' (as amended). Most expressions of creative intellectual endeavour are automatically protected by copyright.

The copyright symbol is not required, but is often used to help remind people that the work is protected (for example © Ben Harper Mar 2004).

Copyright protects a variety of material, including:

- literary works e.g. texts, reports, journal articles, software, computer programs;
- dramatic works, artistic works, musical works, films, sound recordings, broadcasts.

How does © apply to students?

Copying for research or study purposes is permitted and is known as 'fair dealing'. This allows a person to copy limited portions of a copyright-protected work for purposes of research or study. Under this provision, it is considered fair to copy:

- one chapter of a book, or up to 10 per cent of the number of pages;
- one chapter or 10 per cent of the number of words for text material in electronic form;
- one article from an issue of a serial or newspaper - or more than one article if each article relates to the same subject matter.

Material on the internet is also protected by copyright, so you need to check for permission statements.

For example, if a website includes pdf, print or email icons, you could assume that you have the copyright owner's authorisation to print/download material.

'Fair dealing' for research and study purposes may also apply. For more information you can also refer to the "Commonwealth of Australia Copyright Act" or link into the Plagiarism, Copyright and Intellectual Property.

Trainees and Apprentices Information only

What is a trainee or apprentice?

Apprenticeships and traineeships combine training with working in a real job, for a real boss, with a real wage. Apprentices and trainees complete a nationally recognised qualification while learning valuable skills at work and under the guidance of a training organisation. Upon completion, you may find yourself in a great place to keep working, go on to future study or even start your own business.

- Apprentices are trained in a skilled trade, such as electrical, plumbing, cabinet-making and automotive. Upon completion, apprentices become a qualified tradesperson.
- Trainees are trained in vocational areas, such as office administration, information technology and tourism. Upon successful completion, a trainee will receive a qualification in their chosen vocational area.

Quick facts about apprenticeships and traineeships

- Apprenticeships and traineeships combine work with structured training.
- Apprenticeships and traineeships can be full-time, part-time, or school-based - where some of the training is undertaken while the apprentice or trainee is in high school.

- Existing employees may undertake an apprenticeship or traineeship.
- Apprenticeships and traineeships require employers to enter into a training contract with the apprentice or trainee.
- Employers work with a training organisation and the apprentice or trainee to draw up a training plan.
- Training options must be negotiated and outlined in the training plan. Aspects of training that are open to negotiation (subject to training package requirements) include: selection, content and sequencing or competency units, timing, location and mode of delivery, and the trainer or facilitator.

It is the responsibility of the employer, apprentice or trainee and the supervising registered training organisation to negotiate a training plan and ensure the training is completed.

It is the responsibility of the employer to ensure apprentices and trainees are paid at the correct wage level. Advice on wages and entitlements can be obtained from the Fair Work Ombudsman.

Employer responsibilities

The employer must:

Contact an Australian Apprenticeships Support Network (AASN) to arrange the signing of a training contract.

Ensure the training contract is signed by the parties within 14 days of the start of the apprenticeship or traineeship.

Select a training organisation in consultation with the apprentice or trainee.

Take all reasonable steps to ensure that the training contract is given to the AAC within 28 days of the start of the apprenticeship or traineeship.

Negotiate a training plan with the apprentice or trainee and the training organisation within three months of the start of the apprenticeship or traineeship.

The employer must:

Deliver training as negotiated in the training plan.

Provide, or arrange to provide, the facilities and range of work as specified in the training plan, ensuring the apprentice or trainee is adequately supervised by a qualified person. Read the ATIS-039 Adequate training arrangements in the workplace information sheet for a definition of a qualified person.

Pay the wages and provide the entitlements specified in the relevant industrial relations instrument.

Release the apprentice or trainee from work and **pay the appropriate wages** to attend any **off-the-job training**, including assessment as provided for in the training plan.

Discharge all lawful obligations of an employer, including those relating to workplace health and safety.

At reasonable intervals of not more than three months, update the training record.

Negotiate a training plan within 28 days where the current training plan has ended due to change of training organisation or transfer of training contract.

Registered Training Organisations responsibilities

A registered training organisation (RTO) is a training provider registered to deliver vocational education and training/assessment services. A supervising registered training organisation (SRTO) is an RTO who accepts the role to deliver specified services in regard to an apprenticeship or traineeship and to monitor delivery of training and assessment services required under a training plan. There must be an SRTO for each apprenticeship and traineeship.

The SRTO will:

At the start and during the term of a training contract, including when a registered training contract is either permanently or temporarily transferred to a new employer and/or on return from an agreed suspension period, will:

Provide parties with all relevant information regarding the training and assessment requirements of the apprenticeship or traineeship.

Conduct an assessment to verify the employer has the capacity to supervise and train the apprentice or trainee.

Work with the employer and the apprentice or trainee to provide, or arrange to provide, the facilities, services, supervision and training required under the training plan.

Negotiate and develop the training plan with the employer and apprentice or trainee within strict timeframes.

Provide, within 14 days of the training plan being signed, a training record in an appropriate format (e.g. paper-based or electronic format).

Update the training record at intervals of no more than three months.

Ensure that the apprentice or trainee, their parent/guardian (if applicable) and the employer are aware of the costs associated with training.

During the term of the training contract, assist the employer and others who contribute to the apprentice or trainee's training to understand their roles and responsibilities in planning workforce tasks and delivering workplace training relevant to the apprentice or trainee's training.

Ensure that training and assessment required to be delivered under the training plan is delivered to the apprentice or trainee.

Arrange additional learning support, if required.

Advise the department if an apprentice or trainee is not progressing under the training plan.

Manage disputes regarding competence as per the SRTO's appeals and complaints resolution process.

Issue the qualification stated in the training plan upon completion.

Together, with the employer and the apprentice or trainee, sign a completion agreement, when all training and assessment required under the training plan has been completed and give this agreement to the department within 10 days of signing. The SRTO will also contact the department in the event that an apprenticeship or traineeship is fulfilled but the employer (or the apprentice/trainee) does not sign a completion agreement.

Words you will need to know

Apprenticeship -A legally binding training arrangement between an employer and an apprentice that combines structured training with paid employment. Apprenticeships usually take up to four years to complete, with training taking place both at the workplace and with a training organisation.

Australian Apprenticeships Support Network-Australian Apprenticeships Support Network (AASN) are contracted by the Australian Government to provide certain services (such as sign up of the training contract) to apprentices, trainees and employers on behalf of the state government training authorities. AACs are the first point of contact during the life cycle of the training contract and manage incentives relating to apprenticeships and traineeships.

Apprenticeship Network Providers (ANPs) are contracted by the Commonwealth Government to explain to employers, apprentices and trainees the rules that apply in **NSW a**nd the financial assistance that may be available. They provide support to employers, apprentices and trainees throughout the life of the training contract.

Competency-based training-Competency-based training (CBT) placed primary emphasis on what a person can do as a result of their training and experience. This means that the time required to complete the apprenticeship or traineeship is flexible.

Induction -At the commencement of the apprenticeship or traineeship, the apprentice or trainee will complete an induction with their training organisation, Australian Apprenticeships Centre and employer. An induction is an introduction to the apprenticeship or traineeship, and outlines everything the apprentice or trainee will need to know about their training and work arrangements.

Off-the-job training-Training that is away from work or removed from routine work duties. This can take place either in the workplace or at a training venue.

On-the-job training-Training and work skills apprentices and trainees receive while they are working.

Probationary period - A period of time at the beginning of an apprenticeship or traineeship which allows the employer and the apprentice or trainee to decide whether they want to continue with the apprenticeship or traineeship.

Recognition of prior learning (or RPL) - The formal recognition of a person's current skills and knowledge, achieved outside of the formal education and training system. A registered training

organisation accesses these skills and determines competencies achieved, if any, from the specific qualification.

Supervising registered training organization- A registered training organisation who agrees to deliver training to an apprentice or trainee. Also known as SRTOs and referred to as training organisations throughout this handbook.

Traineeship- A structured training and paid employment arrangement that involves a legally binding contract between the employer and trainee. Traineeships vary in length from 12 months to three years.

Training contract-A legally binding contract for training between an employer and an apprentice or trainee. If the apprentice or trainee is under 18 years of age, and it is appropriate, their parent or guardian must provide signed consent to the apprenticeship or traineeship.

Training plan-Outlines the training and assessment to be undertaken, who will deliver it, where it will be delivered and timeframes for achievement of competency.

Training record-Kept by the apprentice or trainee and used to record the progress and achievement of competencies by that apprentice or trainee, as outlined in the training plan.

For further information on apprenticeships and traineeships for Queensland student please visit http://apprenticeshipsinfo.qld.gov.au/index.html

Feedback and improvement

Advance Business College supports innovation and adheres to the principle of continuous improvement which it applies across all operational areas. As part of this approach, Advance Business College is receptive to feedback and accepts suggestions for improvement from employees, trainers and students alike. Advance Business College encourages all stakeholders to record their ideas and opinions so that we may continue to build on our successes and provide the best possible service to our community.

Acknowledgement Declaration

Before you complete the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook.

Fees & Charges Overview

Item	Information	Notes	Fees
Course fees	Full fees are payable unless concessional rates are applicable. Fees for funded courses will be levied as per government guidelines.	Refer to the Advance Business College Student Handbook for information on what is covered/not covered by course fees	Prospective students are advised of course fees prior to enrolment via course information provided by Advance Business College administration. Fee information is also available by contacting Advance Business College Administration via phone, email or website enquiry.
Credit transfer	Applications Credit transfer is available to students enrolled in full qualifications only, for up to 80% of the target qualification, provided units meet packaging rules.	Credit transfer is relevant where existing qualifications held include competencies formally recognised as equivalent/identical to qualification components sought.	No charge is levied as no formal assessment takes place.
Recognition of prior learning (RPL)	RPL is available as an assessment-only alternative where students hold sufficient independent evidence of their existing skills and knowledge to demonstrate competence.	RPL process is relevant to knowledge, skills and experience gained at work and through learning accomplished in other industry and academic contexts.	Price on application as costs will vary depending on the units involved and time required to complete the process. Where RPL is applied for as part of an advertised qualification, the combined fee (RPL and training) will not exceed the maximum course fee.
Cancellation of enrolment	An administration fee will be deducted from the refund amount (if any is payable) where students elect to cancel their enrolment in a course of study.	This fee is not levied where courses are cancelled by Advance Business College. A refund of fees paid (or part thereof) is only usually applicable where courses are cancelled by Advance Business College or where notice of withdrawal is received at least 48 hours prior to course commencement.	$50