

Student Handbook

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RTO no. 3399

ABC Licence Training Pty Ltd



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Version	Date	Updates
v.1	5/7/2022	Staff and units of competency updated
V1.1	15/9/2022	Staff and units of competency update
V2	23/7/2023	Updated policies, updated logos
V2.1	7/3/2024	Updated staff contacts

Introduction

The team at ABC Licence Training thanks and welcomes you to be part of this great learning journey with us. This handbook has been compiled in order to 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 admin@abcfirstaid.com.au or 1300 484 136. It is our aim to ensure that you are confident and happy with your decision to enroll with us.

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

CEO and Management Team

ABC Licence Training

About Us

ABC Licence Training, also trading as Australian Boating College and ABC First Aid, is a Registered Training Organisation (RTO:3399) with a range of nationally recognised courses on its scope including Boat & Jet Ski Licenses and First Aid. We registered as an RTO in 1998 and is regulated by Australian Skills Quality Authority (ASQA).

ABC Licence Training strives to support the health and safety of all Australians by providing the most accessible, up to date and practical training experience for First Aid and Boating. We pride ourselves in continuously seeking to innovate and improve our training experiences so to set ourselves as a premium training provider as well and provide the best possible outcome to our learners,

Contact Details

Company Legal Name	ABC Licence Training Pty Ltd
Head office location	238 Glenferrie Road, Malvern, Victoria 3144
Business address	238 Glenferrie Road, Malvern, Victoria 3144
Delivery Location	ABC Licence Training has third party arrangements for delivery of course as listed on the website
ACN	080 057 923
ABN	43 080 057 923

Key Contact Staff

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 General Manager based on the nature of the issue.

Staff Name	Designation	Contact Details
Susan Devlin	General Manager	0457 487 396 susan@abcfirstaid.com.au
Monika Brandt	Partnerships Manager	0401 255 941 partnerships@abcfirstaid.com.au
Jodie Doyle	Administration and Compliance Officer	1300 484 136 admin@abcfirstaid.com.au

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.

Access and Equity

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

We will increase opportunities for people to participate in the vocational education and training (VET) system, and in associated decisions that affect their lives. Appropriate student support services will be provided to maximize the chances of under-represented students achieving positive learning outcomes and placement/employment in their chosen career.

To achieve these aims ABC Licence Training 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 learners are accounted for in the strategic and operational planning processes,
- Provide learners 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 personal goals,
- Provide access to staff development to assist facilitators who deliver courses to underrepresented groups.

ABC Licence Training recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to Vocational Education and Training (VET) can assist all Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism to demonstrate ABC Licence Training's commitment to State and National equity legislation and policy requirements including:

Equity

Equity essentially means 'fairness'. In the VET context, it means that people are provided with the opportunity to access, participate, and successfully achieve outcomes. Underpinning the principles of equity is the recognition by ABC Licence Training:

- That it is common for people to identify with more than one equity group,
- Of the differences within and between equity groups,
- That each equity group does not experience the same type of disadvantage, and
- There remain many common systemic barriers for equity groups.

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training, and employment, including:

- Prior educational experience
- Cultural diversity
- Language and / or learning styles
- Goals and expectations
- Motivation
- Work and social experiences
- Gender
- Values and beliefs
- Religion
- Income
- Age
- Geographic location

This policy aims to address the requirements of all potential and actual learners, seeking to participate in training with ABC Licence Training including specific equity groups such as:

- Women
- Indigenous Australian peoples
- People with a disability
- People from non-English speaking backgrounds
- People with English literacy and numeracy needs
- Residents of rural and remote communities.

Beyond these groups, and in recognition of diversity, ABC Licence Training aims to respond to the needs of the local community for example:

- Young and mature age people,
- People in transition from institutions,
- People who are socioeconomically disadvantaged, and
- People with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of ABC Licence Training's planning and operations.

This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. And where strategies do not exist, the diversity of client/learner needs may be addressed through planning areas such as:

- Resource allocation,
- Support personnel,
- Staff training,
- Curriculum product development and delivery,
- Marketing and promotion, and
- Research

ABC Licence Training will monitor and review its equity performance in order to:

- Comply with national and state legislation and policies,
- Meet national and state reporting requirements, and
- Modify and improve performance to better achieve access, equity, and diversity objectives.

Our Mission and Values

ABC aims to support the health and safety of all Australians by supporting our training partners with the tools and guidance they need to thrive.

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.

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 maybe done online or via hardcopy before commencing the course. If you have any queries or is in doubt, please feel free to contact us.

Delivery Method

ABC Licence Training delivers its courses through our various franchisees and 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.

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.

Unique Student Identifier

A Unique Student Identifier is an alpha-numerical reference number that is allocated to all learners. Your USI account will give you access to all the nationally recognised training records that you have undertaken since 1st January 2015. ABC Licence Training has the obligation under Standard 3.6 of the SRTOs 2015 to ensure that all its learners have a valid and verified USI and a certification must only be issued to learners who have provided their USI.

If you do not have a USI and would like to create one then please visit: <https://www.usi.gov.au/students> and follow the prompts. You are required to create this only once in your lifetime. If you are unsure about having a USI or have lost it then please visit <https://www.usi.gov.au/students/find-your-usi> and follow the prompts.

If for any reason, you would prefer that ABC Licence Training create an USI for you then please contact us and we will assist you with this. You may be asked to complete a USI consent form and submit supporting documents (ID proof) for us to complete this process.

If you are exempted from having a USI:

- You will not be able to obtain an authenticated VET transcript (or an extract of a VET transcript) through your USI account.
- Your transcript will not include information on any VET study you did while you had the exemption if you decide to get a USI in the future.

All information collected as part of this process will be stored securely and in accordance with the Privacy Act 1988.

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.

Fees and Refunds

ABC Licence Training and all third party providers will provide all information regarding fees and charges as well as the refund policy at the time of enrolment. This will ensure that the learner is in a position to make an informed decision regarding their enrolment among other things to consider. ABC Licence Training will offer a fee structure to its learners based on their choice of units/program and may vary from course to course. The quoted fee will include administration fee, course fee, access of 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. Course fees are due and payable at the time of enrolment unless otherwise advised. ABC Licence Training reserves the right to not issue any final certifications or Statements of Attainment till the fee is paid in full.

All refund requests must be submitted in writing to the third party provider along with the supporting documentation. In certain circumstances; we may allow you to transfer the booking and/or payment to another person or date. A maximum of 3 transfers per booking may be considered under certain circumstances.

If the refund request is approved, then the refund payment is processed within 14 days from the date of the request. Refunds will be made electronically into the bank account provided by the student. Please note an administration fee may apply for processing refunds. In the event that the request for refund has been denied by the third party provider then the student is advised of the outcome in writing. A student may access the complaints and appeals process if they wish to do so and would like a further review of the decision made in regards to the refund. Escalation for a refund can be made by contacting ABC Licence Training at admin@abcfirstaid.com.au Refunds are at the discretion of the CEO.

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 given. You may re-book at a discounted price of 20% off the full course fee.
Learner failure to complete the pre-study	No refund applicable and learner will be unable to attend the training session
Non-attendance or failure to attend on time for the scheduled session.	No refund applicable
ABC Licence Training identifies a LLN difficulty for the student and is unable to coordinate a satisfactory learning plan for the student as a result of which training is cancelled.	Full refund. Administration fee of \$25 may apply.
ABC Licence Training or its providers are unable to deliver the course/session.	Full refund

Student Support

ABC Licence Training will request information relating to any disability on its enrolment form. It is the learner's discretion if they want to avail the opportunity for reasonable adjustment. If a learner does choose to disclose their need for reasonable adjustment; ABC Licence Training will take effective steps to consult with the learner and accommodate them in the best possible manner. ABC Licence Training may request the learner to provide documentation from a medical or other health professional so as to plan and implement the required adjustment for the learner. All information provided will be treated in accordance with the Privacy Act 1988.

If ABC Licence Training concludes after its assessment that the learner may not be able to gain competency in the enrolled unit; the student will be advised of the same. ABC Licence Training are also not required to make any reasonable adjustment which would cause unjustifiable hardship on the RTO. ABC Licence Training may seek advice from the Australian Human Rights Commission in certain circumstances.

Examples of reasonable adjustments we may consider include the following:

- Extra time or extensions for assessments
- Course material in alternate formats – electronic, large print, braille
- Use of assistive technology
- Ergonomic chair/desk
- Alternate assessment tasks.

Please contact us if you would like to be considered for reasonable adjustment. All information provided will be treated in accordance with the Privacy Act 1988.

ABC Licence Training applauds the research that has been undertaken in understanding the LLN needs of students and does understand that many students require some level of LLN support. We will try our best to understand and accommodate all our learners' LLN needs. All learners will be asked to complete a class attendance form with their details at the commencement of the training session. If you find it difficult to complete the form; please ask the instructor for assistance. The instructor at that instance may assess if

you require LLN support and try to coordinate a learning plan that will suit your needs. If we are unable to coordinate a plan for you; you may withdraw from the program and will be entitled to a full refund.

All delivery, assessments, and instructions for all our courses are in English unless otherwise stated.

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 preclude 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.

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.

In accordance with Clauses 1.18 to 1.12 of the SRTOs 2015; 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-enroll 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.

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.

Complaints and Appeals Policy

ABC Licence Training takes all complaints and appeals with utmost care and seriousness. We are committed to managing and responding to all complaints and appeals in an effective, fair and quick manner. All complaints will be treated confidentially.

The Complaint Process

- Learners are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another learner. The Trainer/Assessor will make notes of the concern and follow up with the relevant staff member.
- If the problem continues or is not easy to resolve informally, a meeting with the Partnership Manager/ CEO is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the grievance and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign this record of the meeting.
- If the learner is not satisfied with the above actions, a written grievance can be made via email to admin@abcfirstaid.com.au. The complaint will then be handled by the Partnership Manager/CEO.
- If the matter is still unresolved, an Independent Adjudicator will be assigned to examine the matter. This party will be independent of the RTO and the complainant or appellant, and their selection will be managed by the Partnership Manager/Managing Director with the mutual agreement of the complainant. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60-day target cannot be met, the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

The Assessment Appeals Process

ABC Licence Training will consider all appeals against assessment decisions as documented below.

- Learners are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Learners are entitled to two attempts at assessment so in most cases, the matter can be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.
- If the outcome is not resolved, then the assessment will be remarked by another, fully qualified, Assessor. This should be completed within 14 days of receiving the appeal.
- If the learner is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days via email to admin@abcfirstaid.com.au
- On receipt of the Appeals email, a meeting with the Partnership Manager/CEO is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present.

A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed timeframe. Both parties are to sign this record of the meeting.

- If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the Complaint first being submitted. If the 60-day target cannot be met, the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the learner will also be informed about other avenues of complaint. These include:

- Department of Fair Trading in each state for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator regarding training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their website
- WorkCover is the point of contact for any Work Health and Safety issue, they can be contacted on 1300 362 128.
- If the complaint is from the learner enrolled for Boating course; they may choose to report to Department of Fair Trading in each state for complaints regarding non-training issues such as disputes over refunds or charges.

Rights and Responsibilities

Students at ABC Licence Training are expected to follow our code of conduct and a breach of which may lead to a disciplinary action initiated against the learner. 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 have the right to:

- Receive exceptional quality of training, assessment and support that aims to meet the individual requirements and that is 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 system.
- Receive clear and accurate information about their training and assessment arrangements as well as progress.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

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

- Treat all staff and students with respect and not to take part in any action that will offend or threaten others.
- In no manner by action or words, discriminate, harass or threaten anyone.
- To 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.
- Follow all safety policies and procedures as directed by staff and report any perceived safety risks as they become known.
- Provide all requested information to ABC Licence Training via their enrolment form and thereafter which may be required to deliver the program and issue a final statement of attainment.
- Make payments for their training within agreed timeframes, where relevant.

Privacy Policy

ABC Licence Training and all co-providers acting on behalf of ABC Licence Training will collect information directly from its learners from time to time. The method of collecting the required information maybe through enrolment forms, feedback forms or any other that maybe required for effective operation of the organisation.

The personal information collected by ABC Licence Training will include but is not limited to:

- Personal and contact details (current residential address, mobile number(s), email address etc.)
- Academic/Educational history (statement of attainments, testamurs, record of results etc.)
- Employment details, where relevant
- Information pertaining to demographics, disability or other individual needs, place of birth, citizenship, indigenous status etc.
- Information required for the successful verification/creation of USI for each learner (Full name including any middle names, date of birth, country of birth, gender etc.).

Disclosure of Collected Information

As a compliant Registered Training Organisation; ABC Licence Training is required to collect certain information about its learners and provide these to external bodies such as the National VET Regulator and other licensing/regulatory bodies. Please refer to the VET Data Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice> to understand these requirements better.

In accordance with clause 7.5 of the of the SRTOs; ABC Licence Training is also required to collect and disclose information regarding its learners to NCVER (National Centre for Vocational Education Research Ltd.) and to relevant regulatory training authorities. The NCVER is responsible for collecting, managing, analysing, and communication research and statistics about the Australian VET Sector. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy ACT 1988, the VET Data Policy and all NCVER policies and protocols. Please refer to NCVER's privacy policy at ncver.edu.au/privacy.

The information disclosed to NCVET may be used and disclosed for the following purposes:

- Populating authenticated VET transcripts
- Understanding how the VET market operates, for policy, workforce planning and consumer information.
- Administering VET, including program administration, regulation, monitoring and evaluation.
- Facilitating statistics and research relating to education, including surveys and data linkage.

ABC Licence Training also reserves its rights to disclose information where it is required and authorised by, or under law. ABC Licence Training will ensure that only authorised parties, for valid legal purposes, will be provided access to the information. In all other cases and where practicable, ABC Licence Training will seek the written permission of its learner for disclosure of any personal information.

Access to Personal Information

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

Records Management

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 and in accordance with the Privacy Act 1988.

Under clause 7.5 of the of the SRTOs; ABC Licence Training is required to collect and disclose information regarding its learners to NCVET (National Centre for Vocational Education Research Ltd.) and to relevant regulatory training authorities.

Please refer to NCVET's privacy policy at ncver.edu.au/privacy.

In addition, a registered training organisation (RTO) is 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. ABC Licence Training will take sufficient measures to retain records in a manner that safeguards them against unauthorised access, fire, flood, termites, or any other pests, and which ensures that copies of records can be produced if the originals are destroyed or inaccessible. All learners (where applicable) have the right to access RPL.

The following records will be retained by ABC training:

- Student enrolment form along with signed agreement
- Record of student payment
- Record of complaints and appeals along with the outcome
- Completed assessment of the student
- Testamurs, Record of Results & Statement of Attainment
- Assessment Tools
- Management records

ABC Licence Training and all co-providers acting on behalf of ABC Licence Training will collect information from its learners 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 as well as in hard copy. All electronic data will be backed up regularly and stored in back-up drives. Paper records will be scanned to have a copy electronically.

Retention Period

- Student enrolment form: ABC Licence Training will retain the enrolment form. They will be retained 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 learner: As per clauses 1.8 to 1.12; 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.

Students can request access to their personal records by contacting ABC Licence Training at admin@abcfirstaid.com.au. ABC Licence Training will request proof of identity before any information is given out. Students also have an obligation to ensure that their contact details are updated with ABC Licence Training.

