



AUSTRALIAN SCHOOL
OF
BUSINESS AND LAW

Australian School of Business & Law

Student Manual

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Code of Practice

Introduction	As a Registered Training Organisation, the Australian School of Business and Law (ASB&L) agrees to operate within the Principles and Standards of the Australian Qualifications Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.(RTO'S)
Legislative Requirements	ASB&L will meet all legislative requirements of the State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Training Standards will be met at all times.
Access and Equity	All clients will be recruited in an ethical and responsible manner consistent with the requirements of the relevant National Training Package. Our Access and Equity Policy ensures that learner selection decisions comply with equal opportunity legislation.
Privacy requirements	The ASB&L only collects, manages, uses and discloses personal information in a way that complies with the relevant privacy legislation.
Quality Management Focus	The ASB&L is committed to providing a quality program. As the ASB&L is focused on continuous improvement we value feedback from clients, learners, staff and employers for incorporation into future programs.
Client Service	We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of learner assessment results and qualifications. These will be appropriate to qualifications offered and issued in accordance with national guidelines.
Quality focus	Our quality focus includes a Recognition of Prior Learning policy, a fair and equitable Refund Policy, a Grievance and Appeal policy and an Access and Equity policy. Where necessary, arrangements will be made for those learners requiring literacy and/or numeracy support programs. We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.
Learner information	Our client information ensures that clients know all fees and charges before courses are booked, that course contents and assessment procedures are explained and that vocational outcomes are outlined.

Code of Practice, continued

External Audit	The ASB&L has agreed to participate in monitoring and audit processes required by ASQA. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.
Internal Audit	The ASB&L will establish internal monitoring and review processes, which regularly evaluate and adjust products and services to meet client expectations.
Management and Administration	ASB&L has policies and management strategies, which ensure sound financial and administrative practices. ASB&L management guarantees the organisation's sound financial position and will safeguard client fees until used for training/assessment. The organisation has a Refund Policy which is fair and equitable. Learner records are managed securely and confidentially. The ASB&L has adequate insurance policies.
Marketing and Advertising	The ASB&L markets its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.
Learning and assessment	The ASB&L will provide flexible learning and assessment procedures which take into account the learning styles and preferences of learners.
Training and Assessment Standards	The ASB&L has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the required standards. Adequate facilities, equipment and training materials will be used to ensure the learning environment is conducive to the success of learners.
Issuing of Qualifications	The ASB&L will ensure that qualifications and Statements of Attainment are issued in accordance with the requirements of the AQF Guidelines and the specific qualification requirements of the relevant endorsed training packages.
Grievance/ Appeal Mechanism	The ASB&L will ensure that grievances or appeals for learning or assessment outcomes are dealt with fairly and with regard to the learner's level of understanding and needs.

Access and Equity

Preamble The Australian School of Business and Law (ASB&L) will meet the needs of individuals and the community as a whole through the integration of access and equity guidelines. The organisation 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,
- Increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives, and
- Implement client oriented programs that target the specific needs of market segments

Introduction Access and equity means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. The ASB&L will maintain a policy of non-discrimination in accordance with the Anti-Discrimination Act 1997 towards all learners.

Recruitment and training All aspects of recruitment and training will be governed by merit, competence, suitability and where applicable, qualifications and will not be influenced by sex, age, race, colour, religion, national origin or disability.

Procedures The ASB&L will:

- Ensure the establishment of non-discriminatory learner selection procedures which encourage fair access for members of under-represented groups,
- Ensure access and equity issues are considered during curriculum development, and
- Provide access to staff development to assist trainers/teachers who deliver courses to under-represented groups.

Staff responsibilities All staff, facilitators and clients of the ASB&L are responsible for implementing the above procedures and for reporting those who do not.

Assessment

Assessment submissions	This will depend on if it is a face-to-face or online course. All face-to-face delivery assessment will either be handed to assessor or submitted online. All online courses the assessment will submitted online.
Marking	All assessments will be conducted by a qualified assessor (usually the course facilitator). The assessor will complete a Course Assessment Summary Sheet (Record of Assessment) for each assignment. The Australian School of Business and Law (ASB&L) is to maintain a copy of the sheet for each learner.
Not yet competent	Where a learner is deemed “Not Yet Competent”, a copy of their assignment is to be maintained by the ASB&L for a minimum of six months together with a copy of their subsequent assignment when they are deemed competent.
Resits	<p>Resits will be allowed for all assessments at no extra cost. The ASB&L staff will be available to provide extra tuition prior to the second assessment.</p> <p>Where a learner does not demonstrate competency on the second occasion, they can nominate to be retested again.</p> <p>The learner will not be charged a resubmit fee.</p>
Assessor records	Assessors are expected to maintain their own records of learner assignments, the assessments made and the assessor comments. As a minimum, assessors are expected to keep a copy of each learner’s Assessment Cover Sheet for a period not less than six months.
Assessors	<p>The ASB&L will:</p> <ul style="list-style-type: none">• Develop guidelines for the conduct of the assessment,• Prescribe the standard and criteria for successful completion of each assessment,• Monitor and review the comments and feedback provided to ensure that they is appropriate on a regular basis (as a minimum, annually),• Monitor and review the assessments made to ensure that they are valid and reliable on a regular basis (as a minimum, annually),
Appeals	Where a learner is dissatisfied with an assessment made, they may lodge an appeal. Please refer to the ASB&L’s <i>Appeals Against Assessment Procedures</i> .

Disciplinary Procedures

Aim	<p>The Australian School of Business and Law (ASB&L) disciplinary procedures are designed to:</p> <ul style="list-style-type: none">• Promote fairness and order in the treatment of course learners,• Assist the organisation to operate effectively,• Set the standards of conduct during training,• Ensure that standards are adhered to, and• Provide a fair method of dealing with alleged failures to observe them.
Disciplinary action	<p>Disciplinary action will be taken against learners in the cases of:</p> <ul style="list-style-type: none">• Persistent unsatisfactory performance or misconduct, or• Gross misconduct.
Persistent unsatisfactory performance or misconduct	<p>A learner with persistent unsatisfactory performance or misconduct will be issued two verbal warnings. They will also be provided training or counselling, where appropriate. If the required improvement is not achieved within a given period, a written warning will be issued. Further action thereafter is at the discretion of the ASB&L.</p>
Gross Misconduct	<p>Gross misconduct includes theft, fraud, assault, wilful damage to property and/or reckless disregard of OH&S legislation. The matter of gross misconduct will be referred immediately to the Director who will investigate the matter. The ASB&L has the right to suspend a learner during the investigation. Where gross misconduct has been proved in the reasonable opinion of the Director, the ASB&L may remove the learner from the course without notice. The client will be informed immediately in such circumstances.</p>
Right of reply	<p>A learner has a right to:</p> <ul style="list-style-type: none">• State his or her case at any stage of the disciplinary proceedings, and• Be represented through the client.
Course fees	<p>Clients that have nominated learners who are subsequently removed from a training course for unsatisfactory behaviour will not be automatically entitled to a refund of the relevant portion of course fees.</p>
Return of course material	<p>Learners will be permitted to keep any training material that they have been given during their attendance of the course.</p>

Learner Support

Introduction It is the Australian School of Business and Law's (ASB&L) policy that learners will be given the opportunity to seek support when and if they require it and that the organisation will be prompt to provide this support.

Form of support

The learner support will take the following forms:

- a. Regular Contact by Course Facilitator. It is the responsibility of the course facilitator to make contact with all learners during the training. Where appropriate, details of all telephone calls and/or conversations will be logged (i.e. date and time of call, current progress of learner, follow up action required and timeline) and placed on the learner's file.
- b. Non-Submission of Assignment Tasks. Where a learner has not submitted an assignment by the due date, it is the responsibility of the course facilitator to make contact with that learner to check how they are going. Where appropriate, details of telephone calls and/or conversations will be logged (i.e. date and time of call, current progress of learner, follow up action required and timeline) and placed on the learner's file.
- c. Learner Request. Learners may request assistance by telephone, email or in writing. When a learner communicates with the ASB&L seeking support, the communication will be logged (i.e. date and time, program enrolled in, brief description of problem, learner number, contact details and times available) then directed to the appropriate person. Where appropriate, a note will be made for the learner's file, detailing the problem, the action taken and the staff member responsible.

External Support

Should the ASB&L not be in a position to provide the support required by a learner, it will make every endeavour to identify an appropriate external source of support and advise the learner. It will then be the responsibility of the learner to contact the external source and to make arrangements for the provision of the support.

Grievances

A grievance is a real or perceived cause for complaint. Any learner who has a grievance that they wish to pursue in relation to the training provided by the Australian School of Business and Law (ASB&L) will follow the *Complaints Procedure* specified in this manual.

Appeals - Assessment Procedures

Introduction	Any client or learner is able to appeal against any perceived unfair treatment or assessment.
Complaint in writing	Where a client or learner is not satisfied with the treatment or assessment provided, they are required to put their complaint in writing to the Australian School of Business and Law (ASB&L) within 5 working days of the incident and to provide examples where possible. If the complaint is in relation to an assessment result, the client will submit a copy of the marked assessment plus a copy of their original submission.
Appeal period for results	The ASB&L appeal period for results is 5 working days from the return of the assessment item to the client or learner.
Re Assessment	The ASB&L will arrange for the assessment to be marked by a second assessor. The Director (or their representative) will then review the two assessments results and make a determination.
Grievance panel	<p>If the client or learner is still not satisfied, then the ASB&L will, at the request of a client, set up a grievance panel, made up of a minimum of two people who are external to the organisation from the following areas to review the assessment:</p> <ul style="list-style-type: none">• VET facilitators, and• Industry representatives.
Advice in writing	The ASB&L will advise the client of the determination in writing.
Time frame	The ASB&L will ensure that the re-assessment and determination occur within 1 month of the lodgement of appeals letter.
Records	The ASB&L will maintain a log of all appeals received and the outcomes.

Complaints Procedure

Introduction	Any client or learner who wishes to pursue a grievance in relation to the education and training services provided by the Australian School of Business and Law (ASB&L) will lodge a complaint.
Telephone complaints	Complaints may be made over the telephone or in writing. The ASB&L staff will attempt to address these problems on the spot. If this is not possible, the complainant will be asked to submit their complaint in writing.
Complaint in writing	Clients or learners are required to submit their complaint in writing after an unsuccessful attempt has been made to deal with the complaint over the telephone or in person. A copy of the letter of complaint is to be filed on the relevant learner's and the client's file.
Complaints Log Book	<p>All written complaints are to be logged in the Complaints Log . The log will include the following information:</p> <ul style="list-style-type: none">• Date received.• Brief description of complaint.• Staff member dealing with the complaint.• Date of response, solution or referral.• Brief description of response, solution or referral (i.e. how the complaint was solved and or the action taken). <p>A copy of the letter of complaint will also be filed in the Complaints Log. Note: Problems solved over the telephone or in person need only to be noted and placed in the learner file and client file.</p>
Quick reference	For cross-referencing purposes, a one-line description of the complaint will be recorded at the front of the folder under "Quick Reference"
Timeframes	Receipt of the complaint is to be acknowledged within 1 working day. A response, solution or referral is to be completed within 5 working days.
Response in writing	The complainant will be given a written statement of the outcomes, including the reasons for the decision. If complainant is not satisfied with the outcome a review can be obtained from Dr Shayne Baker who is independent of the ASB&L by email at s.d.baker@mdx.ac.uk .
Course Advisory Committee consideration	A summary of the complaints received and the actions taken is to be presented and discussed at Course Advisory Committee

Recognition of Prior Learning

Introduction	Learners attending the Australian School of Business and Law (ASB&L) courses will be given the opportunity to apply for recognition of prior learning anytime prior to and/or during the course or as otherwise agreed with the client.
Portfolio of evidence	Learners are required to prepare a portfolio of evidence to address the performance criteria of the competency standard for which they are seeking recognition. .
Assistance	A formal briefing is provided to all RPL candidates to explain acceptable evidence, how the Portfolio works and the process in submitting for assessment. The ASB&L staff is available to advise and assist with the preparation of the portfolio of evidence on request.
Submission	Candidates will contact the ASB&L office to arrange collection of portfolios and set interview dates.
Assessment Tool	The assessment tool used for RPL will be discussed with clients prior to the payment of fees and interview.
Fee	A fee will be charged for the assessment.
Appeals	Should the learner be dissatisfied with the RPL determination, they may appeal. See “Grievance and Appeals Procedures”.

Language, Literacy and Numeracy

Introduction	The Australian School of Business and Law (ASB&L) will ensure that in developing, adapting or delivering training and assessment products and services, language, literacy and numeracy (LL&N) requirements develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses.
LL&N requirements	The ASB&L will identify the LL&N prerequisites and requirements for all its training programs prior to offering the training. This information will be made available to clients prior to signing a training agreement.
Course enrolment form	The ASB&L will seek clarification from the clients (and where possible from nominated potential learners) as to whether any learners have any LL&N problems before the start of any training program.
LL&N pre-course testing	The ASB&L may administer a LL&N pre-course test to determine whether nominated learners have the prerequisite LL&N skills to complete a training program.
LL&N problems post enrolment	Where courses have commenced and nominated learners are subsequently identified as having LL&N problems, the ASB&L will offer them support through its instructional staff. Staff will provide additional practice and teaching. Where learners require assistance beyond the skills of the ASB&L staff, they will be referred to outside agencies such as TAFE.

Recognition of Qualifications Issued by Other RTOs

- Introduction** The Australian School of Business and Law (ASB&L) will recognise AQF qualifications and Statements of Attainment issued by all other RTOs.
- Application** A learner applying for direct credit transfer is required to submit the original (or certified true copy) of the qualification/Statement of Attainment plus an academic transcript, and any other relevant information to the ASB&L.
- Assessment** The appointed assessor for that learner will review the documents and confirm their authenticity by contacting the relevant RTO. The assessor will grant direct credit transfer if appropriate.
- Records** The assessor is required to document that credit has been given to a learner on the basis of certificates issued by other RTOs and note this on the relevant learner's records. A copy of the assessor's document plus the certificates is to be placed on the relevant course and learner file.
- Information to Learners** The ASB&L will include information about mutual recognition in the information given to learners in the ASB&L Learner Handbook.

Refund Policy

Entitlement to refund	Clients may be entitled to a refund of course fees for face-to-face delivery depending on when the application for withdrawal is received. A learner, with the approval of the client, may change enrolment to another course delivered concurrently with the original enrolled course or to the original enrolled course offered at a later date. The request for the change must be made in writing and must be received prior to the commencement of the original enrolled course. The fees paid will be transferred to the new course. A reasonable administration fee will be charged. Online courses are deemed to have commenced when materials are dispatched to the student so as such there is no refunds for online courses.
Substitution	A client can substitute suitable personnel at any time up to the start of a course or as negotiated.
Withdrawal after commencement of training	Once training has commenced in the course, no refund is available to learners who leave before the completion of the course unless other terms have been negotiated with the client.
ASB&L ceases operation.	In the unlikely situation the ASB&L ceases to offer the program the ASB&L would negotiate the transfer of your studies to another RTO without any further costs being imposed on the student.