



ABE EDUCATION

Student Handbook

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Website: <http://www.abeeducation.com.au/>

Original: 29/07/2012

Last updated: 28/10/2016

Version: v11.01



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SECTION 1 – INTRODUCTION

WELCOME TO ABE EDUCATION

At ABE, we recognise the need to provide some form of electronic training, which is both informative and interactive, particularly to those in regional areas and to those busy individuals who are unable to attend days of in-class training. Our suite of courses is offered entirely online and is accessible 24/7 from any computer, smart phone or tablet with an active internet connection. The eLearning programmes are simple, user-friendly and interactive, to allow users of all ages and computer literacy levels to complete their studies from the comfort of their own home, or office.

Our training goes beyond the minimum requirements by providing the latest updates, additional tips, pictures and diagrams, and automated marking for quick results and feedback. During your studies with us, you can be assured that you will receive ongoing support and a high level of customer care.

Let us help you maximise your learning experience and fulfil your goals by providing you with the skills and knowledge you require. We wish you the best in your studies and hope you find our e-Learning programmes worthwhile and enjoyable.

Dominic Ogburn
CEO & Managing Director
ABE Education Pty Ltd



ABOUT ABE EDUCATION

ABE Education was established in 2007 to provide quality nationally accredited, and non-accredited training across Australia. The Managing Director, Dominic Ogburn has actively worked in the building industry since 1985 and co-authored the consumer advocacy book 'Your Home' (Allen & Unwin, 2004). Dominic won the 2005 NSW Fair Trading Minister award for Consumer Advocacy. His business partner Adolfo Pietrasanta has also been assisting students with their on-line learning for over 10 years and has adapted various on-line training and electronic content to reflect industry and legislative changes.

ABE Education is now a Registered Training Organisation committed to providing quality on-line training across Australia.

Mission statement

To provide expert advice and first class customer service to clients as they set out to obtain the skills and knowledge required to complete a successful building project.

Key contacts

Chief Executive Officer: Dominic Ogburn
eLearning Coordinator: Adolfo Pietrasanta

Phone: 02 9798 5000 (8.30am – 6:00pm Mon to Sat)
Email: info@abeeducation.edu.au
Postal Address: PO BOX 179, Summer Hill, 2130

ABOUT THE STUDENT HANDBOOK

This Student Handbook is designed to provide information about each course offering, and the important policies and procedures which may affect you during your studies with us. As a student, you are expected to comply with all the policies and procedures outlined in this handbook.

The Handbook is updated regularly to reflect any legislative changes and organisational changes, so please ensure you have the latest copy. ABE Education reserves the right to revise or supplement policies and procedures in this manual at its discretion. The latest version of the ABE Education Student Handbook is available on our webpage.

Do not hesitate to contact one of our staff on (02) 9798 5000 if you have any further questions once you have read through our student handbook.



SECTION 2 – ABE EDUCATION POLICIES AND PROCEDURES

The policies and procedures outlined below govern our conduct at ABE Education. These cover each process from enrolment through to graduation (issuance of certificate).

ENROLMENT AND INDUCTION

When you study with ABE Education, we ensure that you are provided with as much information as possible prior to registration. You can find information about ABE Education and our courses:

- On the website:
 - NSW Owner-Builder Course: <http://www.abeeeducation.com.au/>
 - QLD Owner-Builder Course: <http://abeqld.com.au/>
 - ACT Owner-Builder Course: <http://actownerbuilder.com.au/>
 - TAS Owner-Builder Course: <http://abetas.com.au/>
 - VIC Owner-Builder Course: <http://abevic.com.au/>
 - Builder's CPD: <http://cpdlearning.com.au/>
 - White Card Course: <http://abewhitecard.com.au/>
- In the Student FAQ section of the above webpages
- In this Student Handbook
- By calling any one of our staff on 02 9798 5000

If you decide to proceed with enrolment, you will need to register online via the website. You can select the course you wish to complete via our landing page <http://www.abeeeducation.com.au/>. Registrations may also be taken over the phone or fax. Registrations will not be accepted without full payment for the course. We aim to provide an easy and user-friendly registration process with clearly labelled step by step procedures.

Important information about studying with ABE Education

ABE Education is unable to issue your certificate unless we can verify your identification and assure the Australian Skills Quality Authority (ASQA) that the identified student is the person who has completed the assessment tasks. ASQA is the government authority that regulates registered training organisations. For this reason you will be required to obtain a Unique Student Identifier (see below for more information) and you will also be required to complete a declaration at the end of your assessment to confirm that you, the person enrolled into the course, is the person who has completed your assessment.

Your Unique Student Identifier (USI)

From 1 January 2015, all students must provide a Unique Student Identifier before they can receive their training records and results. Please note that this is a government requirement and that ABE Education will not be able to issue your certificate for the course you have enrolled in, unless you have obtained and provided your USI to us.

A USI is a reference number made up of numbers and letters. Creating a USI is free and allows for a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. Your training results will appear in your USI account in 2016 and will show all training completing from 1 January 2015 onwards.

A USI can be obtained here: <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>



Entry requirement

Important note: It is a condition of entry that all ABE Education participant, have a **valid email address** to register into the course. All participants must also have access to a computer with internet access to view/download their course material and complete any required activities.

Once your registration has been submitted, and payment confirmed you will receive confirmation of registration to your email address. This will include information containing your username and password and how to access the e-learning platform. When you log on, an online induction is available which contains information on how to navigate the website, and explains each section and the different icons and links.

Admission into any ABE Education course is free of discrimination and every applicant has equitable access to all programs, irrespective of their gender, race, location, culture, linguistic background, socio-economic background or disability.

Support

Our policy in relation to Customer Support is to ensure course information is readily accessible and does not contain any deceiving statements. All costs are always clearly displayed and there are no hidden or extra charges which you are not advised of prior to registration.

Once you commence your on-line course, high customer care is continuous and you will receive direct access to experienced and qualified assessors via our 24 hour email customer support service. The service is available to all those who may require assistance with their course or to those who simply wish to discuss their progress.

Assessors are also available by telephone Monday to Saturday, 8AM to 6PM.

Our customer support policy is reinforced by our Mission Statement - *To provide expert advice and first class customer service to clients as they set out to obtain the skills and knowledge required to complete a successful project.*

Client Information & Confidentiality

ABE Education is committed to protecting information collected through our Registered Training Organisation (RTO) and we can assure you that the handling of all student data is in accordance with the **Standards for Registered Training Organisations** and the **Privacy Act 1988**.

All information we collect from you will be kept secure and confidential and not provided to a third party without your permission. All personal information is strictly confidential.

However, please be aware that your personal details and assessment results may be provided to the Vocational Education Regulator (VET), ASQA for auditing purposes. We will not disclose any of your information, and your file cannot be accessed by other parties, unless required by law, such as to ASQA or National Quality Council (NQC), or otherwise allowed under the Privacy Act

For more information on confidentiality, please refer to the section on [Privacy Act 1998](#) in this handbook.

If you have any questions about the personal details or how we keep these details secure, please do not hesitate to contact us.



Course Fees Policy

Fees apply to all courses offered and must be paid in full in advance. No registrations can be confirmed without payment. No deposits are required at any time. Simply pay the full amount required when you are ready to commence your course online.

Payment is made via SecurePay on our web page which accepts Visa and MasterCard only. Alternately you can pay by direct transfer, cheque or money order, all of which will need to be cleared before we will issue your course purchase. Once payment has been processed, a receipt will be emailed to you.

Transfers & Refunds Policy

Transfers and refunds are applicable only to **some** of our courses. In some case, a refund may be available if you change your mind before you start your course, less the sum of the administration fee.

You may also be able to transfer your registration to another person. All transfers should be made in writing and may involve an administration fee. You will only be able to transfer your course if you have not yet commenced it.

If a transfer is made and cancellation subsequently occurs, an additional cancellation fee may apply. Please see the fee schedule applicable for the course you are enrolling into under [Section 3 - Course Information](#).

ABE Education will consider refund requests if you experience circumstances beyond your control, such as serious illness or hospitalisation. Proof will need to be provided.

Please read the description of the course you are enrolling into, located under [Section 3 - Course Information](#) of this handbook to ascertain the applicable fees for your course.

Cancellations Policy

If for whatever reason you wish to cancel out of your course, please ensure you contact one of our staff members. We may be able to assist you in finding a way to complete the course despite your reasons for cancellation.

If you are having problems with the course material, we will be able to assist you. If you require additional time, we will be able to assist you. Please speak to us before you decide to withdraw, as we are here to help.

All such cancellations and refund requests must be in writing and should be emailed to one of the ABE staff. If the cancellation is received prior to course commencement, you may incur an administration fee and will be refunded the remaining sum of the course. However, if the cancellation is received after the course commence, the full cost of the course will be retained.

If a transfer is made and cancellation subsequently occurs, an additional cancellation fee will apply.

Please read the description of the course you are enrolling into, located under [Section 3 - Course Information](#) of this handbook to ascertain the applicable fees for your course.



Fee Assurance policy

As noted above, all fees are required to be paid up-front.

We guarantee the security of any payment made by participants or potential participants who have been provided with a tax invoice for the payment.

Please be aware that any fees which are paid to ABE Education are deposited directly into the company's bank account which is fully audited. Such funds will not be used in any way until the participant has successfully completed their course and received their statement of attainment.

To this end, the organisation can guarantee the return of fees to those students who meet the terms and conditions of the refund policy outlined in the Student Handbook.

DELIVERY & ASSESSMENT PROCEDURES

Compulsory Professional Development (CPD) Courses

The ABE Education CPD courses can be completed from the comfort of your home or office. Once you have chosen and purchased your CPD topic(s) from our library of courses, the CPD learner guide(s) will be emailed to you. This will include a PDF document with information, links, diagrams, videos, and scenario-based questions relating to the chosen topic.

The learner guide will also include some scenario based questions which are designed as self-assessments, which you can complete to test your knowledge and understanding of the chosen topic.

There are no formal assessments or quiz submissions and you are not required to attend any form of face-to-face training. For information on CPD courses, visit the website: <http://cpdlearning.com.au/>.

Owner-builder and White Card Courses

All our owner-builder and white card courses are delivered electronically and involve self-paced on-line training and compulsory completion of assessment tasks.

ABE Education ensures that:

- Delivery and assessment resources have been appropriately developed for online learning
- Assessments procedures are clearly and completely explained to participants throughout their training
- Opportunities and information on Recognition of Prior Learning are provided upon enrolment and induction.
- A fair and impartial process and procedure is in place
- Evaluation procedures are in place to ensure continuous improvement.
- Assessors have appropriate qualifications and experience
- All accredited course documents and support materials have been sourced, with necessary copyright authorisations.



Training and Assessment

Delivery the owner-builder and white card courses includes compulsory theory and completion of assessments. You will be able to access your course from any location via an active internet connection.

The personalised and interactive on-line platform provides theory in the form of text, diagrams and images, short videos, adobe flash, and other interactive e-based learning resources – all from the comfort of your own home or office.

Upon completion of each theoretical section, you will need to complete assessment tasks. The assessment is aimed at verifying your ability to perform according to the required standards and your ability to apply your gained knowledge to the workplace.

The Assessment Process with each candidate is:

- Developed in accordance with the prescribed guidelines
- Involves demonstration of competency in all dimensions
- Simulates workplace assessments will closely resemble what occurs in the real work environment
- Includes supplementary evidence
- Includes assessment of underpinning knowledge
- Ensures transferability of competencies to new situations and contexts
- Encourages candidates to ask questions and discuss various topics raised in the assessment

Assessment tasks may include, but are not limited to:

- Multiple choice questions
- Case Studies
- Targeted short answer questions
- Match-type questions
- Experiential activities and workplace case studies or scenarios
- Problem solving activities
- Presentations/video viewing
- Review of portfolios of evidence for learners seeking partial recognition

The purpose of the activities is to integrate theory and practice as much as possible and to provide supplementary material to ensure an enjoyable learning process for all participants. ABE Education will endeavour to simulate the workplace environment where possible and ensure that you acquire the most necessary and essential skills you require upon completion of the course.

Competency Based Training

Note: This section does not apply to CPD Courses.

All our Nationally Accredited Courses are competency based, and this is how you will be assessed; as Competent, or Not Yet Competent. The Standards for VET Accredited Courses defines competency as **the consistent application of knowledge and skill to the standard of performance required in the workplace**. The course you will be completing is made up of unit(s) or module(s) encompassing performance criteria which are essentially the skills and knowledge recognised as necessary to perform effectively in that particular job/task.

To request a copy of the elements and performance criteria for your course, please email us at info@abeeducation.edu.au.



You must meet the criteria for such skills and knowledge before you can be deemed competent for a particular unit or module. Our assessment process covers off on all elements required and this will ensure you complete the course with the skills and knowledge you require to perform your job to the required competency standard.

Upon submitting your assessments, you will either be marked:

- (a) **Competent** – which means, you have met the skills and knowledge required to complete the unit or module
- (b) **Not Yet Competent** – which means, you will need to resubmit the entire, or part of, a particular module as you failed to meet some, or all, of the skills and knowledge mandated for that particular unit or module.

Please note that you may not be awarded a specific academic grade. If you are unable to achieve a pass mark of 'competent' on your first submission, you will be able to resubmit your work up to three **(3)** times. You may then be required to pay a re-enrolment fee.

Re-enrolment fee: Please see the fee schedule applicable for the course you are enrolling into under [Section 3 - Course Information](#).

Recognition of Prior Learning (RPL)

Note: This section does not apply to CPD Courses.

You may already have some of the skills required to meet the competency standards for your course. The RPL process allows you to be recognised for previous training or study, work and life experiences that are specific to the learning criteria prescribed by the course outcomes. By completing the Recognition process and providing evidence of your experience, a trainer can determine whether you already meet some of the standards set by the accrediting body. This is called RPL, and stands for Recognition of Prior Learning. It can also be referred to as 'Recognition'.

To be granted RPL, you must provide evidence that you

- Have attained the competencies described in the unit(s) of competency that are being claimed
- Possess current competency in the unit(s) of competency that are being claimed
- Possesses the required underpinning knowledge specified in the relevant unit(s) of competency
- Have applied the relevant competencies in the residential building industry

It is important to note that RPL focuses on both the demonstration of competency, as well as the currency of the competency. This means that, not only do you need to show that you have experience in the tasks outlined in the module, but that the experience is current.

The turn-around time for RPL is usually **10 working days**, at which point we may contact you for further questioning. Once this is complete, a further **5 working days** is required to collate a summary of the outcome. You will be contacted by email detailing whether you have received any Recognition, and which modules you may still be required to complete.



Important: ABE Education offers no guarantee that Recognition will be given simply because you qualify for RPL. If you are still required to complete some modules, but are unsatisfied with the RPL result, you will not be issued a refund.

When conducting the RPL process, our assessors are bound by strict regulatory guidelines and must ensure you meet each critical aspect of knowledge and skill. If our assessors do not abide by these guidelines, ABE Education would be in breach of the compliance requirements set by the National Vet Regulator, ASQA – serious penalties apply.

Credit Transfer (CT)

Similarly, if you have undergone training with another Registered Training Organisation and gained competency in certain units in the course we are offering, you will be granted a Credit Transfer (CT) or a Recognition of Current Competency (RCC). We will recognise all AQF qualifications and Statements of Attainment issued by other RTOs.

RPL, RCC and CT are determined in the RPL process.

How to apply for Recognition (RPL or CT)

- Email info@abeeducation.edu.au to discuss whether you are eligible to apply for RPL
- If it is established that you qualify, you will be required to pay the cost of the course, and you will be emailed the RPL KIT.
- Begin by reading through the **RPL KIT**, which outlines the type of evidence you will need to provide to achieve recognition for each unit.
- You will also need to gather additional evidence to support your claim, which may take a variety of forms, including certification, references from past employers, testimonials from clients and work samples.
- Complete the RPL Kit and attach all your supporting evidence
- Your application will then be assessed by a qualified assessor and you will be notified of your results once the application has been processed.

Based on your evidence and experience, the trainer/assessor will let you know exactly which units you have achieved recognition for, and which units you may still need to complete.

If you are confident you know or have learnt some of the skills required in your course, apply for Recognition. If you would like any additional information on Recognition, you can email or talk to an ABE Education trainer about having your current skills and knowledge formally recognised.

ABE Education Assessors

Note: This section does not apply to CPD Courses.

The assessor's role is to mark your work and evidence according to the set of standards prescribed. All assessors are fully qualified and meet the national requirements for training and assessment. Additionally the Managing Director, Dominic Ogburn, has extensive experience in the industry and has assisted thousands of owner-builders complete their project.

Our assessors will

- Interpret the performance criteria and ensure you meet the standards for each module
- Ensure that any evidence you provide meets the standards
- Use their own industry experience and knowledge to interpret your assessment with fair judgements.



If you are unhappy with the way you have been assessed, you may appeal the decision. This is discussed below.

Assessment Appeal Procedures

ABE Education recognises that in some rare instances, you may wish to challenge the assessment outcome. If this is the case, we have a fair and impartial appeals process which is available to all participants. Should you feel that you have been unfairly assessed, you should

- (a) Email your concerns to info@abeeducation.edu.au
- (b) An assessor may contact you to discuss the issue further and attempt to resolve the situation by
 - i. Clarifying the reason for the answer to the question (s)
 - ii. Giving you the opportunity to express your thoughts and rationale
 - iii. Having your work re-assessed
- (c) If you and your assessor are unable to resolve the issue, you should place your appeal in writing by completing the Complaints form. To obtain the form, simply email info@abeeducation.edu.au to make the request. No questions will be asked.
- (d) Complete the form and email it directly to the Managing Director at dominic@abeeducation.edu.au
- (e) If the matter is still unresolved, you can refer your complaint to ASQA (contact information located in the Support Services section of this document)

ABE Education will ensure every effort is made to settle the appeal within the organisation. The outcome of all appeals and the reasons for such decisions will be given to you in writing within 5 working days (from ABE Education).

If you are making a complaint unrelated to the assessment process, please see the section on **grievances and complaints**.

Certification Policy

Once you have successfully completed your course, you will receive a Statement of Attainment or Certificate of Completion, depending on which course you have completed.

ABE Education meets its obligations under the Australian Qualification Framework (AQF). This is a national standard which all RTO's must abide by and is of utmost importance.

We will not issue any results if you have outstanding fees.

ABE Education is obliged to keep a copy of your competency and qualification records. These are kept on premises for a period of 30 years.

Important Information for Owner Builders: ABE Education does not provide you with your Owner-Builder Permit. Before you commence work, you will need to apply for your Owner-Builder Permit with your state's governing authority. With your application, make sure to include your ABE Education Statement of Attainment and any other documents required by the relevant state authority (e.g. NSW Fair Trading/QLD Building Commission)

Lost and replacement certificates and results

Lost or damaged transcripts and certificates can be replaced on request. Fees apply for this replacement, which may also require the extract of student records from archived records. Please see [Section 3 - Course Information](#) of this handbook for fees applicable to the course you are enrolling into.



Accessing records

You can request a copy of your personal records on file at any time. Whilst some things may be free of charge, other requests, such as requesting a copy of the statement of attainment will attract an administration fee.

You will need to email info@abeeducation.edu.au and request a copy of the Personal Records Form. Complete the short form and email it back to info@abeeducation.edu.au and your request will be processed accordingly. If a charge is applicable, you will be advised by the one of the staff.

Quality control and continuous improvement

As part of the organisation's validation and quality control processes for all our courses, ABE education ensures that validation is ongoing and includes:

- Continuously consulting the prescribed trainer/assessor guide provided by NSW Fair Trading - Department of Services Technology and Administration
- Issuing learner feedback surveys to analyse the different aspects of delivery and assessment at ABE Education.
- Reviewing the collated learner feedback and acting upon any necessary changes
- Using additional assessors at random to validate tools, processes and outcomes (including survey results and participants)

To ensure consistency and a high level of service, we ask that all participants complete an evaluation form upon completion of their course. The feedback will be documented to ensure ongoing improvements are made and follow up actions are taken.

At ABE Education, we value your feedback. The survey enables us to gather valuable information on the quality of your learning experience with us. Your feedback will assist our continuous improvement process which has been developed to ensure quality service, training and assessment. We rely on your input to make changes which will improve our products and services.

Please note that your response is private and confidential. Participation in the survey is highly valued, but voluntary. You are free to withdraw consent at any time. We will protect your anonymity and the confidentiality of your response to the fullest possible extent within the limits of the law.

Grievances and Complaints Policy

ABE Education takes all complaints, especially those of a sensitive nature such as sexual harassment very seriously. All students and staff reserve the right to make complaints about the course material, other students, or staff members. If you feel you are unable to raise your concerns with the person in question directly, or with one of our staff, you may raise the matter directly with the Managing Director, Dominic Ogburn.

The official complaints procedures for sexual harassment or discrimination are as follows

1. In the instance of minor sexual or racial harassment, you may try and approach the situation informally initially. You can do this by sending the harasser an email or by sending them a private message in the online forum. Let them know that their behaviour is distressing and that it must be stopped or you will escalate the matter.
2. If step 1 fails, or if you are a victim of serious discrimination or harassment, you should email info@abeeducation.edu.au and request a complaints form and include the name of the harasser, the nature of the harassment, such as sexual, racial etc and the dates or times at which the harassment occurred.



3. Complete the form and email it directly to the managing director at dominic@abeeducationcom.au
4. The Managing Director will assess the situation and reply to your complaint with an appropriate course of action. The Managing Director may also act as a mediator between you and your harasser.
5. If you feel the matter has not been resolved, you can direct your complaint to Australian Skills Quality Authority.

If you would like to make a general complaint, the process is the same – you will need to complete the complaint form and forward it to the managing. Be assured that ABE Education will treat or complaints and grievances with confidentiality and all attempts will be made to resolve the issue at hand.

Expulsion

ABE Education holds the right to terminate any student on the basis of serious misconduct or unlawful behaviour. All fees will be forfeited and a transcript of results will be issued with any units or modules which the student has already completed.

Behaviour which may result in expulsion may include, but is not limited to any of the following:

- constant disruptive behaviour on the online forums,
- attempting to hack into e-learning platform,
- cheating,
- all forms of serious harassment,
- all forms of serious discrimination
- providing false or misleading information

If any of the ABE Staff are found to be discriminating or harassing students, they may be dismissed.

Student Rights and Responsibilities

As a student, you have rights as well as responsibilities. Many have already been outlined above. Below is a quick summary of some of your rights and responsibilities whilst you are studying with ABE Education.

You have the right to:

- be treated fairly and undertake study in an environment which is free from all forms of discrimination or harassment including discrimination on the basis of sex, race, age, marital or domestic status, homosexuality, disability, pregnancy, infectious disease, transgender, carer's responsibility and discrimination because of who you are related to or associated with;
- be free from all forms of intimidation and undertake study in an online environment which is conducive to success, and free of distress;
- have your existing skills and knowledge recognised through Recognition of Prior Learning;
- be given accurate information in relation to online training procedures prior to enrolment, and ongoing support following enrolment;
- be advised of an appropriate complaints procedure and to have any concerns addressed and settled in a fair manner;
- be able to lodge a complaint without fear of further victimisation or retaliation;
- privacy by having your personal files and records kept securely on site, free of misuse or distribution to un-authorised third parties (subject to other statutory requirements and other agreed uses);
- contact the ABE Staff to discuss ongoing progress and ask any questions in relation to the online training and assessment.



As well as rights, you also have certain responsibilities. These include, to

- treat all staff and students with respect and fairness;
- follow procedures as outlined in the student handbook;
- behave in a manner which is not offensive, harassing or threatening to other students and staff;
- ensure that you contact ABE Education when your personal details change and need to be amended;
- ensure you complete all assessment tasks and learning components honestly and in due course, to the best of your ability.

If you fail to take your responsibilities seriously, the Managing Director may contact you to discuss your behaviour and determine an appropriate course of action to rectify the situation. Should you refuse to cooperate, you may be provided with a final written warning, and a note will be placed in your personal file. If the behaviour persists you may be expelled and you may not be permitted to undergo any further training with ABE Education. All fees will be forfeited and a transcript of results containing completed units or modules will be issued.



SECTION 3 – COURSE INFORMATION

ABE education offer both Nationally Accredited and non-accredited courses. A description of each of our offerings is provided below.

NATIONALLY ACCREDITED COURSES

NSW Owner-Builder Course (91509NSW)

The NSW Owner-Builder Course is the Fair Trading approved course which is compulsory for all those wishing to apply for their owner-builder permit in NSW. The ABE Education Owner-Builder course will allow you to develop the skills and knowledge you need to confidently and successfully undertake day-to-day owner-builder activities.

Content

Some of the areas covered in this course include; managing, overseeing and supervising the construction of a new residence, or the renovation/refurbishment of an existing residence; applying for and obtaining necessary Council and authority approvals; undertaking designated work tasks with basic WHS knowledge; ordering materials, resources, equipment and management for the building site; achieving basic reading and interpretation of plans and specifications; interpreting and implementing a contract; prioritising work tasks and organising time and resource; communicating effectively as part of routine construction work.

Duration

You will be granted 6 months to complete your course. If you do not complete your course in the allocated timeframe, a re-enrolment administration fee may be charged for each incomplete module. Please see our fee schedule below

If you would like your course extended, please contact one of the ABE staff.

Pre-requisites

All participants must possess a WorkCover Construction Induction 'White Card' before entry is granted into the course. You will need to provide evidence of your White Card by scanning and emailing a copy to info@abeeducation.edu.au, ensuring all details are clearly displayed. Once we have verified your white card qualification your unique course log in details will be emailed to you

If you do not have a White Card, you **can complete the White Card Training with ABE Education**. Please see the following page for more information about our White Card course.

If you are unsure whether you hold a valid WorkCover Construction Induction Card please contact one of our staff on **02 9798 5000** or simply email on info@abeeducation.edu.au

There are no further entry requirements. However to obtain an owner-builder permit from NSW Fair Trading, the following requirements apply:

- Applicants must be over 18 years old – and must provide us with proof of their identity
- Applicants must have a prescribed interest in the land
- Applicants must live or intend to live in the completed home



NSW Owner-Builder Pricing

Fee type	Fee amount
Enrolment fee (standard assessment time)	\$188
Express assessment and delivery of Statement of Attainment	\$30
Re-enrolment fee (if deemed not yet competent following 3 attempts)	\$35 <u>per</u> module
Cancellation fee (prior to course commencement)	\$93
Transfer fee (to another person – only available prior to course commencement)	\$65
Normal delivery of certificate	No cost
Project Advisory Pack	\$59
Replacement of Statement of Attainment	\$35
Application for RPL Kit	\$99

NSW Owner-Builder Refund *

Before course commencement	\$95
After course commencement	No refund
Advisory Pack	No refund

*** ABE Education also will not issue a refund if you, subsequent to course commencement, determine that you do not hold a prescribed interest in the land for which you are applying for a permit.**



To register: <http://abeeducation.com.au/>

QLD Owner-Builder Course (39291QLD)

The QLD Owner-Builder Course is the QLD Building Commission approved course which is compulsory for all those wishing to apply for their owner-builder permit in QLD

Content

Some of the areas covered in this course include; planning an owner-builder construction project; preparing drawings and identifying materials; interpreting drawings and preparing progress charts; estimating costs; identifying the principles of financial control and project scheduling; identifying statutory requirements; insurance; Contracts, record keeping and filing; methods of communication and coordination.

Duration

You will be granted 6 months to complete your course. If you do not complete your course in the allocated timeframe, a re-enrolment administration fee may be charged for each incomplete module. Please see our fee schedule.

If you would like your course extended, please contact one of the ABE staff.

Pre-requisites

There are no pre-requisites to completing this course.

Please refer to our policies and procedures below for information about the enrolment process, course fees, and the refund and cancellation policy.



QLD Owner-Builder Pricing

Fee type	Fee amount
Enrolment fee (standard assessment time)	\$188
Express assessment and delivery of Statement of Attainment	\$20
Re-enrolment fee (if deemed not yet competent following 3 attempts)	\$35 <u>per</u> module
Cancellation fee (prior to course commencement)	\$93
Transfer fee (to another person – only available prior to course commencement)	\$65
Normal delivery of certificate	No cost
Project Advisory Pack	\$59
Replacement of Statement of Attainment	\$35
Application for RPL Kit	\$99

QLD Owner-Builder Refund

Before course commencement	\$95
After course commencement	No refund
Advisory Pack	No refund



To register: <http://www.abeqld.com.au/>

White Card Training (CPCCOHS1001A)

The White Card Training is mandatory for all those wishing to apply for their General Construction Induction Card, also known as a White Card. This Course is also compulsory for all those wishing to obtain their NSW Owner-builder permit.

Content

The course will cover the following areas; identifying Work Health and Safety (WHS) legislative requirements, identify construction hazards and control measures; identifying WHS communication and reporting processes; and identify WHS incidence response procedures.

Duration

You will be granted 6 months to complete your course. If you do not complete your course in the allocated timeframe, a re-enrolment administration fee may be charged for each incomplete module. Please see our fee schedule.

Pre-requisites

There are no formal pre-requisites. However you must be over 14 years of age to hold a White Card.



White Card Pricing

Fee type	Fee amount
Enrolment fee	\$58
Transfer fee (to another person – only available prior to course commencement)	\$26
Reissue of Statement of Attainment	\$35

Express assessment marking and delivery of White Card/Statement of Attainment is not available for the white card.

White Card Refund

Before course commencement	No refund
After course commencement	No refund
Advisory Pack	No refund

Refunds are **NOT** available at any time for the White Card Course.

To register



<http://abewhitecard.com.au/>

For more information on any of our accredited training listed above, please do not hesitate to email us on info@abeeducation.edu.au, or contact us on (02) 9798 5000.

NON – ACCREDITED TRAINING

ABE Education also offers a range of non-accredited training which are listed below. Visit the “FAQ” and “Cost & Course Info” section of these websites for more information on the product of your interest.

- **ACT Owner-builder course**
 - Website: <http://actownerbuilder.com.au/>
 - Licensing requirements: http://www.actpla.act.gov.au/topics/hiring_licensing/licence_registration/owner-builders
- **VIC Owner-builder course**
 - Course information: <http://abevic.com.au/>
 - Licensing requirements: <http://www.vba.vic.gov.au/consumers/owner-builders>
- **TAS Owner-Builder course**
 - Course information: <http://abetas.com.au/>
 - Licensing requirements: http://www.justice.tas.gov.au/licensing_and_accreditation/owner_builders
- **CPD for builders**
 - NSW, TAS & VIC CPD: <http://cpdlearning.com.au/>

For information about these courses, please visit their corresponding webpage, or contact us on (02) 9798 5000.



SECTION 4 – LEGISLATIVE REQUIREMENTS

As an RTO, ABE Education is bound by commonwealth, state and territory legislation. We are also bound by stringent guidelines set out by the VET Quality Framework (VQF). We have a responsibility to the Australian Skills Quality (ASQA) who will audit the company every 5 years to ensure compliance and quality management. Random audits can also occur at any time.

In this light, all our training is heavily regulated and all accredited training is as mandated. All our procedures and operations are as prescribed in the guidelines, and all our assessors are qualified to assess and conduct training accordingly. This ensures that ABE Education clients can be guaranteed a high level of service and training.

National Vocational Education and Training Regulator ACT 2011

The National Vocational Education and Training Regulator Act is the National legislation that establishes the Australian Skills Quality Authority (ASQA).

ASQA continually assesses risks presented by RTOs, courses, qualifications and the VET system. This analysis is informed by:

- the Risk Assessment Framework (s.190 of the **National Vocational Education and Training Regulator Act 2011**)
- structured risk assessments of initial, renewal and scope applications
- advice from auditors on trends in non-compliance
- feedback from industry regulators and associations
- complaints data
- information provided by Australian, state and territory governments, and
- analysis of data, including data on student and employer outcomes, and visa data.

For more information about the ASQA, please visit www.asqa.gov.au

Access & Equity

Access and Equity in vocational education and training is a national requirement. ABE Education does not discriminate and access will be provided regardless of sex, race, age, marital or domestic status, homosexuality, disability, pregnancy etc.

ABE Education will accept all registrations providing they meet the prescribed entry requirements, which includes completion of any pre-requisites. This ensures that access is fair and equitable at all times.

We are also committed to ensure the learning and assessment procedures are flexible, open and recognise the cultural and learning differences of individuals to ensure anti-discriminative and inequitable practices.

All ABE Staff have the necessary skills to with sensitive access and equity problems.



Flexible Learning Strategies & Assessment Procedures

Reasonable Adjustment is applied to ensure that participants with special needs have equitable access to all aspects of the learning programme.

For assessment, this means that artificial barriers to demonstrating competency are removed. Examples of reasonable adjustment in assessment include:

- substitution of an oral assessment task for a written one or vice versa
- provision of extra time
- larger font

The focus of the adjusted assessment is to enable the participants to demonstrate that they have achieved the unit purpose, rather than on the method used. To be considered competent learners must be able to demonstrate that they have met the assessment criteria set down in the mandated material.

For more information about reasonable adjustment, see the section on disability.

Language, Literacy and Numeracy (LLN)

For many of you, English may not be your first language, or you may be an early school-leaver, or simply have been in a career which has not provided much experience with written communication.

We will do everything we can to support your LLN difficulties. We may also ask you to complete a short LLN test to determine the level of LLN difficulty. We will also try and assist you as much as possible by

- Requesting that you complete only the essential written questions
- Providing examples and explanations of all technical terms used
- Providing examples on how to complete certain tasks
- Ensuring that documents and forms are written and formatted in plain English
- Using clear headings, highlighting certain key words or phrases
- Encouraging you to ask questions if you feel you need further assistance

The level of Language Literacy and Numeracy in our courses is at a Year 10 level. Upon enrolment, you are asked about your language, literacy and Numeracy skills (LLN) or whether you require any other special learning needs. If English is your second language and you are unable to complete the assessment, ABE Education will refer you to an appropriate service that can help you improve your LLN before you undertake the course.

The Department of Education, Science and Training, also has a Workplace English Language and Literacy (WELL) Program to assist adults with literacy in the workplace.

You can also contact the Reading and Writing Hotline on 1300 6555 06 for information or advice about literacy, and the numerous resources which are available to assist people.

Alternatively, visit the Reading and Writing Hotline website at www.literacyline.edu.au/



Equal opportunity (Human Rights and Equal Opportunity Commission Act)

Equal opportunity is about ensuring that all employees and students have equal access to opportunities.

Equal Opportunity groups are people affected by past or continuing disadvantage or discrimination in employment. As a result they may be more likely to be unemployed or working in lower paid jobs. These groups are:

- women
- Aboriginal people and Torres Strait Islanders
- members of racial, ethnic, and ethno-religious minority groups
- people with a disability

At ABE Education we take Equal Opportunity seriously by

- making sure that workplaces are free from all forms of unlawful discrimination and harassment
- providing programs to assist members of EEO groups to overcome past or present disadvantage (EEO strategies could include workplace rules, policies, practices and behaviours e.g. recruitment programs and access to training and career development).
- ensuring access is provided to all students regardless of gender, race or disability.

If you feel you have been treated unfairly, and would like to make a complaint, please contact one of our staff.

Disability (Disability Discrimination Act)

Part of providing equal opportunity for all, is to recognise and assist those with disabilities. ABE Education abides by the Disability Standards for Education (2005). The purpose of the act is to clarify the obligations of education and training service providers and the rights of people with disability, under the *Disability Discrimination Act 1992* (DDA).

As mentioned earlier, ABE Education will make 'reasonable adjustments' to accommodate a student with disability.

An adjustment is reasonable if it adjusts the learning and assessment by taking into account the student's learning needs and balancing the interests of all parties affected, including those of the student with the disability, the education provider, staff and other students.

For example, if you have a disability which prevents you from using a computer, we will post you out a hard copy of the material. We may be able to enlarge the font of the learning material, or provide as much audio and visual components as possible.

We may also be able to adjust the assessment process to assist a person with disability. The focus of the adjusted assessment is to enable the participants to demonstrate that they have achieved the unit purpose, rather than on the method used.

ABE Education will determine whether an adjustment is reasonable by taking into account

- the nature of the student's disability
- his or her preferred adjustment
- any adjustments that have been provided previously
- any recommended or alternative adjustments.



Any adjustments must be deemed reasonable and reasonably practicable, and should not cause hardship for the student or for ABE Education. There may be occasions where it will not be deemed reasonable to make the necessary adjustments. All adjustments or non-adjustments will need to be justified in line with legal provisions.

If you have a disability or believe you will experience difficulty in any way, we encourage you to discuss with one of our staff, how reasonable adjustment can be made to the learning material and online study environment to accommodate for your difficulties.

Rest assured that all your information will remain confidential and we promise to act sensitively and with consideration at all times.

Anti-discrimination

The Anti-Discrimination Board states that discrimination occurs when “someone is treated unfairly because they belong to a particular group of people or have a particular characteristic”

There are several legislative requirements which cover anti-discrimination. These include:

- Anti-discrimination Act
- Racial Discrimination Act
- Sex Discrimination Act
- Human Rights and Equal Opportunity Act
- Disability Discrimination Act

These Acts and their corresponding regulations help give everyone an equal chance. Copies of these Acts and Regulations can be found at <http://www.comlaw.gov.au/>

ABE Education will implement measures to ensure diversity is valued and respected by both staff and students. We are committed to providing a work and online training environment which is free of discrimination on the basis of sex, race, age, marital or domestic status, homosexuality, disability, pregnancy, infectious disease, transgender, carer’s responsibility and discrimination because of who you are related to or associated with.

It is important to note that there are two types of discrimination.

1. Direct discrimination is when someone is treated unfairly because of their sex, race etc as listed on the previous page, compared to someone else who does not have that characteristic, in the same or similar circumstances.
2. Indirect discrimination is when there is a requirement or rule that is the same for everyone but in effect disadvantages people from a particular group more than people from other groups — unless the requirement is reasonable in the circumstances. For example:
 - an employer says that they need a person over 180cm tall to do a certain job, which could indirectly discriminate against women and some ethnic groups (sex or race discrimination);
 - a qualifying body excludes everyone with diabetes from registration on safety grounds, which could indirectly discriminate against individuals whose diabetes is controlled and would not impede them from doing the job safely (disability discrimination).

Based on the above information, if you feel you have been discriminated against, please do not hesitate to contact us.



Sexual harassment

Anti-discrimination law defines sexual harassment as:

- unwanted sexual advances, or unwelcome requests for sexual favours; or
- other unwelcome conduct of a sexual nature; and
- in the circumstances, a reasonable person would have expected you to be offended, humiliated or intimidated by this behaviour

It is against the law for someone to sexually harass you and ABE Education deplores all forms of sexual harassment. We will take active measures to ensure a work and study environment free of sexual harassment. Evidently, both students and staff are expected to abide by sexual harassment legislation.

Depending on the circumstances, any of the following could be sexual harassment:

- staring or leering in a sexual manner;
- unwelcome wolf whistling;
- comments about a person's physical appearance or sexual characteristics;
- sexual or physical contact, such as slapping, kissing, touching, hugging or massaging;
- displaying or circulating sexual material, for example on a notice board or by email;
- repeated sexual invitations when the person invited has refused similar invitations before; and
- initiation ceremonies involving unwelcome sexually related behaviour.
- intrusive questions about sexual activity;
- sexual assault (also a crime under the Crimes Act).

It is important to note that even though your learning may be electronic, sexual harassment also applies and can in fact include words, or images transmitted by phone fax, email, forums etc.

We take sexual harassment allegations and complaints very seriously, so if you feel that you have been sexually harassed, please contact the managing director.

Prevention of harassment, vilification, bullying

In addition to ensuring WHS and Equal Opportunity, and preventing discrimination and sexual harassment, we are also committed to preventing other forms of harassment, vilification and bullying. As noted above, we are dedicated to providing an online learning environment which respects diversity and recognises the rights of all staff and students.

Harassment, vilification and bullying, violates the rights of individuals and will often result in undue stress which can affect and damage your work or study environment.

Both employees and students also have a responsibility to ensure a harassment free environment. For ABE Education students, this means respecting all participants in the online forums by:

- Respecting different opinions shared by others and respecting any cultural or social circumstances which reflect their views
- Treating all participants fairly without harassing or bullying them in any way
- Actively acting to prevent any discrimination against other participants in the forums.

You may also assist to prevent such behaviour by

- Refusing to join in with these types of actions and behaviour
- Supporting the person saying no to these behaviours
- Acting as a witness if the person being harassed decides to lodge a complaint.



We will not tolerate any behaviour which is considered vilifying, bullying or harassing and you may be kicked out of forums if your behaviour is persistent.

If you feel that you have been harassed, vilified or bullied, or if you know of any one studying with ABE Education who feels this way, please contact us or encourage the person to contact us.

Privacy Act 1988 (Commonwealth)

Privacy is one of the most importance legislative requirements. The primary purpose of the Privacy Act is to address the protection of people's personal information. ABE Education takes its responsibilities in relation to privacy very seriously and regulates how your personal information is handled. Privacy principles will cover

- how your personal information is **collected** (e.g. the personal information you provide when you fill in a form)
- how it is then **used** and **disclosed**
- its **accuracy**
- how **securely** it is kept
- your general right to **access** that information.

The information we collect upon enrolment may seem excessive but some of this information is required by the Australian Skills Quality Authority (ASQA) and the National Quality Council (NQC).

ABE Education may also use your personal information, with your consent, to advise of any industry updates or courses which you may interested in.

At any time, you may request a copy of your personal details on file and your training progress at ABE Education. Your file will not be accessed by anyone outside the organisation, unless you have provided written permission identifying a third party who may access the file.

We will not disclose any of your information, and your file cannot be accessed by other parties, unless required by law, such as to ASQA or NQC, or otherwise allowed under the Privacy Act. As ABE Education is subject to audits, your file may be showed to government officials for the purposes of the organisation's audit only.

If you refuse to provide us with the information required, ABE Education may not be able to provide its training to you.

We are committed to protecting your personal information and will abide by the 10 National Privacy Principles:

1. Principle 1 – Collection
2. Principle 2 – Use and disclosure
3. Principle 3 – Data quality
4. Principle 4 – Date security
5. Principle 5 – Openness
6. Principle 6 – Access and Correction
7. Principle 7 – Identifiers
8. Principle 8 – Anonymity
9. Principle 9 – Trans border data flows
10. Principle 10 – Sensitive Information



If you would like a copy of your personal information, or need your details amended, please contact one of our staff on **02 9798 5000** or simply email on info@abeeducation.edu.au

You can find out more about this Act on www.privacy.gov.au

Work Health and Safety

ABE Education is committed to providing a healthy work and study environment and to promote safety. The legislation governing Safety is the Work Health and Safety Act and Regulations 2011. As this is not a normal study environment there are some special ergonomic requirements which you should take into consideration to ensure a healthy study environment. Please make note of the following when completing your studies with us:

- **Sitting**
 - Ensure your feet are flat on the floor and your knees equal to or slightly lower than your hips
 - Ensure your shoulders are relaxed
- **Your keyboard**
 - Position keyboard directly in front of your body
 - Adjust keyboard height to ensure shoulders are relaxed
 - Keep the mouse as close as possible to the keyboard
- **Your screen**
 - Centre the screen in front of you
 - Position the top of the screen 2-3 inches above seated eye level
 - Sit at least an arm's length from the screen
 - Reduce glare
- **Take Pauses and Breaks**
 - Take short 1-2mins stretch breaks every 30mins
 - Avoid eye fatigue by resting and refocusing eyes periodically
 - Use correct posture

You can find more information on ergonomic practices by visiting: <http://www.ergonomics.com.au/>

Support services

As mentioned earlier, ABE Education will try and assist you as much as possible. However there are some things which may be beyond our scope or reach. The following services below may be of further assistance:

- **ABE Education**
8.30am – 6pm
(02) 9798 5000
- **Reading Writing Hotline**
8.30am – 6pm
1300 655 506
<http://www.readingwritinghotline.edu.au/>
- **Department of Education and Training (NSW)**
(02) 9561 8000
www.det.nsw.edu.au
 - **Aboriginal Unit:**
(02) 9244 5393
 - **Disability Services:**
(02) 9244 5085
- **Department of Education and Training (QLD)**
(07) 3237 0111
<http://education.qld.gov.au>
- **NSW Fair Trading**
13 32 20
www.fairtrading.nsw.gov.au



- **QLD Building Commission**
1300 815 127
<http://www.buildingcommission.com.au>
- **ASQA**
1300 701 801
<http://www.asqa.gov.au/>
- **Adult Migrant English Services**
(02) 9289 9222
<http://ames.edu.au/>

GOOD LUCK

We hope that this Handbook has covered all the information you will require in the duration of your studies with us. Most importantly, we wish you an enjoyable and informative online experience. Any feedback, both good and bad, are always welcome and will help us improve our online education platform.

If you have any questions or need assistance with your learning, please do not hesitate to contact one of our staff on **02 9798 5000** or via email on info@abeeducation.edu.au. Remember that we are here to help.

APPENDIX A – CHECKLIST

Below is a quick participant checklist to ensure you are ready to enrol with ABE Education

Have you downloaded and read the student handbook?	<input type="checkbox"/>
Have you obtained a USI?	<input type="checkbox"/>
Do you have a current and active email address?	<input type="checkbox"/>
Do you have a PDF reader installed on computer e.g. Adobe reader?	<input type="checkbox"/>
As this is an online course, do you have basic computer knowledge?	<input type="checkbox"/>
Do you have access to an active internet connection?	<input type="checkbox"/>