Institute of Advanced Business Studies
Student Handbook

(RTO: 32337)
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The Institute of Advanced Business Studies

Welcome to the Institute of Advanced Business Studies (IABS - RTO Number 32337). This guide is an introduction to studying with IABS; it explains how we operate and what to expect whilst training with us. IABS is registered to provide national training packages as listed on our scope of registration; this list may be found on the VET website www.training.gov.au

Providing high quality training and assessment to our students is very important to us. We are serious about our meeting our compliance obligations as an RTO. For this reason it is important that students read this guide carefully before confirming enrolment in any of our courses. The information should be carefully read and considered so that students make decisions that are right for them.

To maximise students potential for success, our organisation employs staff who are highly qualified and industry experienced. Their experience is invaluable because it provides our students with a real insight into what it is like working within their chosen field. Our aim is to ensure that our students receive the highest quality training, education and practical workplace experience possible.

Unique Student Identifier (USI)

The USI program has been implemented by the Commonwealth from 2015. As a nationally-recognised training provider we can only issue qualifications and statements of attainment to students who provide us with a valid USI. Students are requested to obtain their own USI from the government website at www.usi.gov.au and provide it to us. If students need help obtaining their USI, they should contact IABS for assistance.

Confidentiality

IABS is obliged under the National Vocational Education and Training Regulator Act 2011 and the Standards for VET Regulator 2015 to disclose to the Australian Skills Quality Authority (ASQA), the Department of Education and Early Childhood Development and Early Childhood Development and Training and other related government entities certain information relating to each students' studies with us, including student identities (USI) and details of issued qualifications and statements of attainment. Also, if the employer or another party has paid for the course then, upon their request, we will provide them with information relating to each students studies. Other than this, student and client personal details remain confidential at all times and are not disclosed to any other third party without written consent.

Privacy Policy

All RTOs are bound by the National Privacy Principles under the Privacy Amendment (Private Sector) Act 2000. You have the right under the Privacy Act to see your records. At IABS, we are committed to ensuring student confidentiality.

Occupational Health and Safety

IABS is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of occupational health, safety and security by adhering to government legislation and taking a personal interest in the wellbeing of our staff and visitors. All employees, contractors and visitors to our organisation are covered by our Occupational Health and Safety policy. Our organisation abides by the Commonwealth Employees Occupational Health and Safety Act 1991 and Victorian Workers Compensation legislation. All employees and students are responsible for Occupational Health and Safety in the workplace.
Access and Equity

Access and Equity in practice is about ensuring that all students irrespective of difference have the same opportunity to achieve their desired learning outcomes.

Therefore at IABS:

- Our selection process is non-discriminatory and students are provided with the assistance and guidance they require to make their training decisions. We are transparent in the information we provide in various formats about the training, assessment and support services to be provided, and student rights and obligations.
- We provide an inclusive learning environment through careful consideration of student learning preferences, selection of resources, varied delivery strategies, and encouragement to participate.
- We establish the needs of our students at enrolment, and work with them to cater for these needs.
- We are fair and flexible in our approach to learning and make reasonable adjustments where required to ensure that students achieve in a safe and positive learning environment. Our focus is on providing the support that students need to maximise their chances of success.
- We ensure that students have access to training material and facilities necessary to complete their course as is reasonably expected to be provided by an RTO.
- We interact with employers and other parties who contribute to the learning and assessment process.
- We ensure that students have timely access to current and accurate records of their participation and progress.
- We have provided appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively (discussed under Assessment Appeals in your Student Guide).
- The learning guides at IABS (hard copy or online) are to be used as a guide only in learning new skills and knowledge. They are not to be used to change existing workplace standards or procedures. Learning guides should encourage students to look at their workplace and discover the standards or procedures there.

Expectations of Students

As a student with IABS, we have certain expectations of you (Please read these expectations thoroughly before agreeing to commence any training with us):

Students should:

- If applicable attend the workplace training to successfully complete their training. Students must maintain an 80% attendance (e.g. minimum of 7 attendances for 9 sessions). For every session missed, a doctor’s certificate or a supervisor statement is required to explain nonattendance.
- Maintain a high standard of presentation at all times.
- Participate in all training activities and carry out any tasks that may be asked by the Trainer to the best of the students’ ability.
- Complete self-paced learning workbooks, online guides and/or assessments as required. Submission of assessment tasks is mandatory. Students are required to work individually (group assignments not accepted), to complete these. Specific time frames are given for the completion of assessment tasks, as a guide, and the trainer will collect the completed tasks from all participants at the beginning of the next session. It is preferred that students submit each unit assessment electronically; however, they are able to submit hardcopy to the IABS post office box. Students are required to submit their first assessment within 3 months of completing their enrollment paperwork and being sent their Learners material. Failure to do so may result in IABS cancelling the student enrolment and withdrawing them from a course. In this event the student will need to recommence the enrolment process again if they wish to recommence the course. Extensions may be possible;
however, students need to advise their trainer/assessor or the student co-ordinator of the need for an extension before the due date.

- Plagiarism is the act of using another’s work as one’s own. Examples of plagiarism include copying the work of another or summarising the work of another. Any student found plagiarising work will gain a non-completion result in the module attempted. Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they themselves had committed plagiarism.

- Advise the Trainer/Assessor if you will be unable to attend a particular session/ off-the-job training or structured training sessions/workshops. Absenteeism may result in units not being completed, or competencies not being achieved. Excessive absenteeism may result in your removal from the program. Excessive tardiness may result in you being marked absent for that training session.

- Advise any concerns regarding progress throughout the training program (including any support needs) immediately with the trainer/assessor.

- Must advise IABS of any changes in your personal details on the Student Enrolment Details form.

- Must keep training areas and facilities tidy at all times.

- Not consume, or be under the influence of alcohol or elicit substances during the training hours at any time. Being intoxicated is unacceptable and will result in the student being asked to leave the premises. Continued abuse of this policy may result in removal from the course and forfeit of any fees paid.

- Not interrupt or threaten other participants. Abusive behaviour or physical violence can result in instant expulsion from the course.

- Provide feedback on the training experience during and on completion of your studies. All RTO’s are required to submit data based on student and employer feedback in relation to Quality Indicators. To assist with the collection of data all students will be required to complete the Student Questionnaire and reporting data related to student engagement. This data will then be submitted to the RTO registering body. Students can email any feedback at any time to admin@iabs.edu.au. We want to hear about anything that we can do better.

Fees and Charges

Students should seek information about specific course fees from IABS administration prior to enrolment and refer to information provided on our website for individual courses. Published fees will include all learning and assessment materials unless specifically advised otherwise.

By signing the enrolment form the student is agreeing to pay for the full amount of the course. Failure to make payment will void enrolment. Award certificates will not be issued to students who have not made full payment for their course.

Fees and Charges for additional services involving re-enrolment and re-issue of awards are charged as follows:

- Reissue of awards: $80.00 (please see reissue requirements under ‘Issuing Statement of Attainments’)

- Re-enrolment due to inability to reach competency after final attempt: $full course fee
Payment Terms
Depending on the course, a maximum payment of no more than $1499 may be required at enrolment. The balance of fees due and payable will be due in accordance as per the course detailed in the course information provided at enrolment.

The following methods of payment of fees are acceptable (EFT Preferred):

- EFT or Direct Bank Deposit to IABS bank account; IABS bank details available on request.
- Money order. Addressed to the IABS Student Services Co-ordinator to our postal address: P.O. Box 4088, Melbourne University, Parkville, Vic 3052.

Receipts are issued to the payee to acknowledge payment of fees on request. A student is not considered enrolled in a course and therefore not eligible for the issue of an award until the total course fee is paid.

Victorian Government Training Guarantee
The Victorian Training Guarantee (VTG) is a program making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold. There is a limited number of government subsidised training places available to people who meet the eligibility criteria. The information below outlines the eligibility requirements for a VTG Government-subsidised place. Please note that funding is available for full certificate courses only, not individual skill sets. Fees for a VTG Government-subsidised place are made up of 2 components:

1. Tuition Fees (The amount claimed under the VTG if a student is eligible)
2. Course materials (Non Refundable - Student contribution)

To check your VTG eligibility visit the website:

Refund Policy
IABS has developed a fair and equitable approach to refunds as follows:

- Where IABS cancels a course, students will be notified in writing and given the option of a full refund or credit towards another course.
- Where the student fails to attend and they or their sponsor fails to provide notice of their intention not to attend, full course fees will be charged.
- Where notice of non-attendance is provided either by the student or the sponsor within 7 days of course commencement and course materials have not been provided a 10% administrative charge (per unit enrolled) will apply.
- Where a student advises their intention to cancel after course commencement full course fees will be charged.
- Where non-attendance is advised and subsequently deemed by IABS as beyond the participant’s reasonable control, cancellation fees (1 above) may be waived in the form of a full credit for future course attendance. The 10% administrative charge per unit will still apply.
- Applications for refund need to be submitted by the student in writing to:
  IABS Administration, PO Box 4088
  Melbourne University, Parkville, VIC 3052

Students will be informed by email about refund decisions and fee refunds will be made by direct bank deposit to the original payee within 14 days of approval.
Students will not be entitled to a refund for the following reasons:

- Change of job/position or work hours
- Non-completion of the required assessment activities,
- Not completing the course within the specified completion timeframe (without applying for an extension – refer below);
- Failing to attend a scheduled class, moving residences or change of mind.

Course Enrolment, Induction, Transfer and Completion

IABS is committed to ensuring that each student receives quality training with a well-resourced learning environment and the support they require to reach their study objectives in a realistic timeframe. In practice this means we will ask at enrolment about any special requirements that each student may have and agree any assistance that may be required. We will also monitor each student’s progress throughout studies and provide feedback. We also provide consistent support to our students with a trainer/tutor support. At IABS, we want our students to achieve their goals.

Students are able to enrol by completing an electronic or hard copy enrolment form available to download from the website or by email from the IABS Student Services Co-ordinator Coordinator, and submitting it via email to admin@iabs.edu.au

Note: We ask students to be vigilant about advising us of any changes to their personal details. We send all correspondence and the qualification certificate to the address provided.

At enrolment students should speak with IABS about any specific questions or concerns they have in relation to:

- Course Training and Assessment options;
- Support regarding issues that might interrupt their training or affect their ability to continue or complete your training

Enrolments

Students attending face-to-face classes or online courses are requested to complete the pre-training student enrolment questionnaire, and the enrolment form, both of which are available from our website www.iabs.edu.au. The information on these forms tells us a little about each student. It may be requested by and collected for the Department of Education and Early Childhood Development to assist the federal and state governments in vocational education and training (VET) research. It is expected that the prospective student alone will complete this form and it is a true and correct representation of their ability and interests.

Course Commencement: Once the registration form has been accepted and the payment processed, the student will receive an email from IABS with information about how to commence the course. It may take up to two (2) business days from the time the payment has been processed to receive an email from us.

Course Completion and extensions: Students should ensure that they understand the timeframe allowed for completion of the course. At IABS we try to be fair to students and allow sufficient time to complete each course. Information about the timeframe allowed for a course is available from us directly by email or telephone contact. You should seek clarification from the IABS Student Services Co-ordinator as necessary. If students need additional time to complete studies, they may apply for an extension. There is usually no charge for extensions this will be confirmed on application for extension. A course application extension form can be obtained by emailing IABS. We will notify students by email or letter about the outcome of the application and their new course end date.
Induction

Student Induction is about ensuring that they are familiar with the following aspects of our organization (refer Induction checklist):

For Online and face to face learning (as applicable) IABS will outline:

- The trainers and assessors; timetable and venues (facilities that are available at a venue for student comfort, safety and support requests)
- Understanding the training; receiving the learning materials and understanding the assessment procedures, including the method, format and purpose of assessment.
- Acknowledging the Student rights, obligations and responsibilities.
- Confirming the award to be received/ Qualification
- Where to go to seek assistance; including lodging complaints and appeals

Course transfer

Students may request a transfer of their enrolment to another course prior to course commencement. Contact admin@iabs.edu.au. Course transfers are granted solely at the discretion of the IABS Student administration Coordinator.

Recognition of Prior Learning (RPL)/ Credit Transfer (CT) Process

If a student has previously completed training or has course related skills and experience, they may be eligible for Recognition of Prior Learning (RPL). On request, we are able to provide a guide to RPL and the required documentation to apply for it, for students.

RPL is the acknowledgement of skills and knowledge obtained through:

- Formal Training: previous courses run by training providers or in-house courses
- Work Experience: on the job experience, including informal training (must have currency)
- Life Experience: community group involvement, family activities, sports, hobbies, leisure activities, unpaid work, organising events, household management and/or travel.

Applications for RPL will be assessed on an individual basis. Each applicant will need to provide the required documentation to demonstrate their competency via their RPL application in accordance with the competency requirements of the relevant qualification for which they are applying for RPL. Students can obtain further information from IABS.

Credit Transfer – If a student has already completed a unit of competency with another institution that is consistent with the current version on our scope of registration they may apply for credit transfer. There is no charge for credit transfer. Students will be required to provide an original of the Award received or duly executed Statutory Declaration that lists the code and title of the unit/s completed.

Structure of Courses

As a general rule, training courses and programs are divided into various subject areas.

Depending upon which course or program you are doing, these subject areas are called modules or units of competency. Within each module or unit, there is a series of learning outcomes that reflects the skills or competencies that you need to be able to show that you can do in order to satisfy the assessment requirements. We recommend a 2 hour high impact training session as a minimum for each unit of the qualification you are completing, if you are completing the course via face-to-face delivery.
Competency Based Training

A competency is a statement of what knowledge and/or skills the student needs to know to successfully complete a task. It is important that students are familiar with the competency requirements before they start their assessment so that they know exactly what they must achieve to be considered “competent”.

Competency based training requires students to gain knowledge/understanding of workplace standards and procedures and then be able to put them into action. Being competent in competency-based training and assessment means that you can learn and retain knowledge, understand how it fits into the big picture of your organisation and put it into practice in the workplace in line with their standards and procedures. A learner is graded “competent” on successful completion and submission of the required course Assessment assignments.

Assessment Process

There are four key principles of the assessment process:

- **Validity**: The assessment covers what is supposed to be assessed by adequately sampling the range of skills and knowledge needed to demonstrate competence.
- **Reliability**: Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently.
- **Flexibility**: Flexible assessments provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and are appropriate to the context, task and person.
- **Fairness**: Assessment is fair if it does not disadvantage the student who is being assessed. For assessments to be fair, the student must clearly understand what is expected of them and what form the assessment will take.

Assessment is the collecting of evidence (written assignments and course exercises) to determine if competency has been achieved. A competency is a statement of what knowledge and/or skills you need to know to successfully complete a task. It is important that students are familiar with the competency requirements before they start their assessment so that they know exactly what they must achieve to be considered “competent”.

Assessment formats

Our assessments are available in electronic or hard copy format (PDF documents). Students will receive timely access to all course materials including assessments.

Assessment monitoring

To achieve competency in a unit, it is required that the student demonstrates a complete understanding and application of the required competencies. It is an IABS goal that we will assist the students through to completion of each Unit in their chosen course.

The trainer/assessor will use both formative and summative assessment methods to determine your progress and final competency. Formative assessment will most likely involve oral questions (including contingency based questions) and observation to assess your developing knowledge and skills.

The methods used to finally assess competency (summative assessment) include oral and written contingency questions, structured assessment activities, workplace projects and practical tasks.

Once competency has been achieved the student is graded as ‘competent’ (“C”) for that particular unit. If a student fails to demonstrate a sufficient level of understanding and practical application they are deemed to be ‘not yet competent’ (“NYC”).

Students who are unable to meet a competent standard after two further attempts will be required to re-enrol in the relevant unit/s of competency and pay the relevant fees and charges.
A Statement of Attainment will be issued for those units in which the student has been found competent.

**Assessment submission process**

Students can submit assessments using the following methods:

- Electronically on a USB that is clearly named and mailed to the IABS postal address
- In hard copy, neatly presented, readable and well organised. Hard copy submission should be posted to the IABS postal address
- If available - Directly to the Trainer to pass onto the Assessor at the conclusion of a short course workshop or workplace visit if applicable

**NOTE:** IT IS THE STUDENTS RESPONSIBILITY TO KEEP COPIES OF ALL WORK SUBMITTED.

**Assessment task Feedback**

At IABS, we like to ensure that students are provided with timely feedback on all work submitted for assessment. (Refer the Assessment cover sheet in the Assessment Kit)

- We aim to provide students with feedback on their submission within ten (10) business days.
- This is a competency based course. Students will be marked either as C (Competent) or NYC (Not Yet Competent), in which case students will have the opportunity to resubmit their work on two further occasions without incurring any additional costs. The assessor will provide students with clear guidance of what is required to be marked as Competent.

**PLEASE NOTE:** No submission will be accepted unless the following points have been addressed:

- Assessment submission form is signed (and therefore acknowledged as being the students own work) by the student; and
- Student name, unit code or name of the unit being submitted, are included on the submission form.
- Only assignments submitted in Word or PDF format will be accepted and cannot exceed 4MB (this includes PowerPoint, images and videos). Assessments exceeding this file size requirement will be returned to students for resubmission.

**Issuance of Awards**

Students who have provided a valid USI and have satisfied all requirements of one or more units of competency that comprise an AQF course as specified by a nationally endorsed training package or accredited course/course will be issued the appropriate AQF award (certificate or Statement of Attainment) within 21 days of final competency.

**Reissue of awards**

If a student requires a reissue of any award they need to send a signed statutory declaration to confirm the previous reward has been lost along with a written signed request stating:

- Certificate required
- Name
- Date of Birth and
- Reason for re-issue

This should be sent to the Student Services Co-ordinator, after which original documents will be checked from the database, signed off by IABS administration and another Statement of Attainment issued. Payment of an administration fee of $80.00 is required prior to reissuance of awards.
Complaints and Appeals

Complaints

Our approach to managing complaints focuses on effective complaint resolution procedures where issues are managed quickly, dealt with fairly and confidentially at the local level with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures for managing complaints and appeals aim to avoid blame and undue investigation.

Roles and responsibilities

The IABS Chief Executive Officer is responsible for implementing this policy. The Student Services Coordinator has the initial responsibility for responding to complaints, counselling students and advising them about avenues and resources for further counselling or support.

The process is as follows:

Step 1: Discuss the complaint or issue with the person concerned

Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned, wherever possible. In all circumstances, an attempt must be made to settle the complaint prior to commencing a formal complaint process. All complaints will be regarded as serious matters and handled with discretion, understanding and a high level of professionalism. Confidentiality will be maintained throughout the process.

Step 2: Lodge a Complaint Form

If an agreement is not reached during the discussion stage, the student may lodge a Complaint Form which can be obtained from admin@iabs.edu.au. The complaint will be reviewed by the IABS Chief Executive Officer who will approve any recommended action and ensure it is enacted.

Students will be informed in writing of the decision within ten (10) days.

Step 3: External Appeal

Any student may appeal to the National Training Complaints Hotline 13 38 73, or via the Victorian Education website – www.education.vic.gov.au; or by contacting the Department of Education and Training – www.asqa.gov.au if they are not satisfied with the outcome of the complaint investigation.

Assessment Appeals

Any student can appeal an assessment decision within 28 (twenty eight) days of receiving the assessment results by following the next steps:

Step 1: Discuss the results with assessor

It is recommended that a student discusses the results with the assessor first.

Step 2: Lodge an Assessment Appeal Form

If an agreement is not reached during the discussion stage, the student may appeal by lodging a formal appeal using an Assessment Appeal Form within twenty eight (28) days of the discussion date which can be obtained from admin@iabs.edu.au

The disputed assessment decision will be reviewed by the CEO and another accredited assessor (not the original decision maker).

The appellant will be informed of the outcome in writing of the decision within ten (10) days.
Liability

Every effort is made to ensure our Website contains up to date and accurate information. However we accept no liability to any person or entity with respect to any inaccuracy, misleading information, loss or damage caused directly or indirectly by the information contained in the aforesaid material. Changes and additions to the information contained on the IABS site are made frequently. Any discrepancies should be reported immediately to admin@iabs.edu.au for investigation and clarification.

Intellectual property and copyright infringement

IABS maintains ownership of its intellectual property (IP) which includes the student guides, assessment workbooks, overhead slides, website content, course guides and other material. As a student with IABS you are only authorised to use our IP for your personal reference and you are expressly prohibited from using our IP for any other activity including any commercial use (unless specifically authorised by us in writing). You agree that your use of our IP without our permission constitutes a breach of contract and plagiarism and/or copyright infringement for which unliquidated damages shall be sought by IABS.