

AUSTRALIAN  
**BUSINESS**  
ACADEMY



## **Student Handbook**

**Semester 2  
2010**

**[www.ABA.edu.au](http://www.ABA.edu.au)**



# Welcome

Australian Business Academy was founded in 1996 as a private education provider with the philosophy of providing a dynamic, quality approach to vocational education and learning. The Academy is committed to providing students with access to vocational education that is highly relevant and sought after in the employment market and incorporates advances in knowledge, skills and technology. ABA provides students with a learning environment that embodies and nurtures innovation, knowledge and determination.

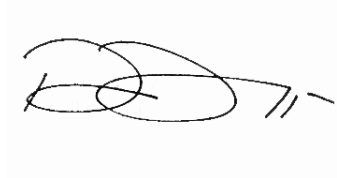
This will be a challenging and rewarding year where you will see the results of your effort and commitment as you progress through your course and enjoy the student life and camaraderie of your colleagues at the Academy.

From all the staff and Learning Facilitators of the Academy we hope you enjoy your time with us and achieve all the success you are seeking.

Your development, progress, welfare and ultimate success as a valued member of the ABA community are paramount. We are ready to advise and assist you on all aspects of your study and participation in Academy life.

In this handbook, you will find the principles and requirements which guide us all as we work and study at ABA. They ensure that we treat each other with respect and dignity and provide the best opportunities for success.

Thank you for coming to study at ABA as you work towards graduation in your chosen field and prepare for your new career and continued learning.



Benjamin Farinazzo

Chief Executive Officer

## Important Dates 2010

### Semester 1

Semester commences	8 February
Canberra Day holiday (ACT only)	8 March
Census date	9 March
Good Friday holiday	2 April
Easter Monday holiday	5 April
Mid semester examination week	12 April – 16 April
Mid semester break	19 April – 23 April
ANZAC Day holiday	26 April
Queens Birthday holiday	14 June
End of semester examination week	28 June – 2 July
Semester concludes	2 July

### Semester 2

Semester commences	19 July
Census date	17 August
Mid semester examination week	20 September – 24 September
Mid semester break	27 September – 1 October
Labour Day holiday	4 October
End of semester examination week	6 December – 10 December
Semester concludes	10 December
Graduation (Canberra campus)	14 December (to be confirmed)
Graduation (Sydney campuses)	17 December (to be confirmed)

### The following year - 2011

Semester 1 commences	7 February 2011
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## **Australian Business Academy Personnel**

<b>Chief Executive Officer</b>	Benjamin Farinazzo
<b>General Manager</b>	Sean Steele
<b>Academic Manager</b>	Simon Winchester
<b>Commercial Services Manager</b>	Shane Gray
<b>IT Administrator</b>	David Tench

### **CANBERRA**

**Academic and Campus Manager**  
Simon Winchester

**Student Services Officer**  
Maile Steele

### **NORTH SYDNEY**

**Campus Manager**  
Karen Sta Ana

**Student Services Officer**  
Sue Evans

### **PARRAMATTA**

**Campus Manager**  
Karen Sta Ana

**Student Services Officer**  
Anita Woischuk

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## **1 The Australian Business Academy Handbook**

This Handbook describes the Academy, its facilities, programs of study, responsibilities of students, policies for grievances, emergency procedures and other matters. It is your source for all matters concerning your study at the Academy.

If any matter is unclear, please refer to the Handbook and to your campus Student Services Officer or Campus Manager – we are here to help.

## 2 Campus Locations

Australian Business Academy has campuses at three locations:

### Canberra

Street address	Level 1 12 Moore Street Canberra City
Postal Address	PO Box 1675, Canberra, ACT 2601
Contact	(02) 6248 0877

### North Sydney

Street address	Level 2 77 Pacific Highway North Sydney
Postal Address	PO Box 135, North Sydney, NSW 2059
Contact	(02) 9929 4095

### Parramatta

Street address	Level 4 56 Station Street Parramatta
Postal Address	PO Box 562, Parramatta, NSW 2124
Contact	(02) 9806 0233

### **3 Registration, Accreditation and Partnerships**

The Academy is a Registered Training Organisation number 1359

The Academy is registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), number 01752G, to offer courses to overseas students.

Australian Business Academy is accredited by the following:

ACT Vocational Education and Training Authority (VETA)

VETAB in NSW

Australian Tourism Training Review Panel

#### **4 Awards given**

ABA offers the following programs:

- Diploma of Accounting
- Diploma of Business Administration
- Diploma of Graphic Design
- Diploma of Human Resources Management
- Diploma of Information Technology
- Diploma of Management
- Diploma of Tourism
- Advanced Diploma of Accounting
- Advanced Diploma of Graphic Design
- Advanced Diploma of Marketing
- Advanced Diploma of Sports and Recreation
- Advanced Diploma of Tourism

## **5 Industry and business partnerships**

ABA's reputation in industry has grown due to the practical edge of ABA courses across these industry sectors and the expertise of Learning Facilitators who are sourced directly from industry. Industry and business partnerships are a cornerstone of the Academy's educational and learning strategies. These partnerships assure the relevance, adaptability and applicability of each subject area to changing industry and business skill needs, the employment needs of employers and the job readiness of our graduates. Each course is highly practical with every student having an industry-based project to research, prepare and present for assessment.

The benefit of this learning strategy is that it gives students direct experience in live projects in a controlled environment and builds stronger links with industry and businesses as they see the value and skills of Academy students and graduates. Live assignments include market research projects, business plan development, corporate identity and style design, interactive multi-media CD-ROM and website development, travel package development and sport event management.

## 6 University articulation

The Academy advises and supports its students and new graduates who wish to further their studies at university and gain a degree in their chosen field.

Through the process of articulation, ABA graduates can gain entry to university and credits for subjects studied at ABA. Depending on the course and the university you choose and your results, you could be eligible to enter at second year after successfully graduating from the Academy.

Entry into university courses is highly competitive but an ABA credential, especially with good results, can be a real advantage in gaining a university place and receiving credit status in degree subjects. Even where entry or credit status is indicated, you may have to compete with many others for a limited number of places in the course of your choice.

In general, the articulation process has two possible outcomes – *entry status* and *credit status*.

*Entry status* indicates that your ABA qualifications are considered by a university as sufficient for your entry to a degree course. *Credit status* indicates that your entry status is accompanied by specific or general unit exemptions that will be granted within a related degree course. This is sometimes called *advanced standing*.

Universities may offer credits in various ways, for example:

- identifying credits in nominated subjects such as Accounting 1 or Human Resource Management
- giving a proportion of the credit points required for a course, such as 24/72 credit points as the first year of the degree course
- a number of unspecified credits, say two.

In each case, allocation of these credits to you, as an applicant for a university place, will depend on a number of factors such as:

- your choice of degree course
- your success in securing a place in the degree course
- the way you structure your degree (majors and minors)
- the similarity between the content of your ABA course and your nominated degree subjects
- the grades you earned in your ABA subjects.

It may be possible for ABA graduates with the following certification to enter university and gain credit status for the subjects they have successfully completed as follows:

Diploma of Accounting ( <i>up to 12 months credit</i> )
Diploma of Management ( <i>up to 12 months credit</i> )
Diploma of Graphic Design ( <i>up to 12 months credit</i> )
Diploma of Business Administration ( <i>up to 12 months credit</i> )
Diploma of Human Resources Management ( <i>up to 12 months credit</i> )
Diploma of Information Technology ( <i>up to 12 months credit</i> )
Advanced Diploma of Accounting ( <i>up to 18 months credit</i> )
Advanced Diploma of Marketing ( <i>up to 18 months credit</i> )
Advanced Diploma Graphic Design ( <i>up to 18 months credit</i> )
Advanced Diploma of Sports and Recreation ( <i>up to 12 months credit</i> )
Advanced Diploma of Tourism ( <i>up to 18 months credit</i> ).

Please talk to your Student Services Officer for further advice

## **7 Awards**

ABA won the ACT Small Registered Training Organisation of the Year in 2001, 2003 and 2008 and was a finalist in 2000, 2002, 2004, 2005, 2006 and 2007.

ABA was a state finalist in the Telstra Small Business Awards in 2004.

In 2002 and 2006 ABA students won the award of ACT Vocational Student of the Year.

In 2010 ABA was a finalist in the AFTA national awards for Industry Tourism Trainer of the Year.

## **8 Philosophy of education**

### **8.1 Principles**

The Academy operates under the following principles:

the Academy provides each student with a learning environment in which to develop their ability and capacity to think creatively, to examine problems from different perspectives, to gather, analyse and synthesise information and ideas, and to communicate effectively their ideas and recommendations orally and in writing,

the Academy provides a learning environment in which students develop high levels of competency in operational skills and management expertise for their chosen future professions,

students gain a sound understanding of the industry in which they will practise their chosen profession within broader society,

the Academy develops students' awareness of the constantly changing environment in their chosen area of work and develop practices and procedures in the workplace,

the Academy provides Learning Facilitators who are committed to the development of their profession and their students' learning. The Learning Facilitators are not only highly experienced and skilled in their fields but also know current best practice and engage in research and further study to maintain that expertise,

each student's studies will enlighten and broaden their horizons and experiences and extend their expectations of their skills, abilities and work prospects,

the Academy promotes tolerance for all individuals by respecting difference and embracing diversity ,and

staff and students of the Academy strive for innovation, knowledge and determination.

### **8.2 Quality of education**

Students benefit in studying at the Academy through:

qualified, committed academic staff with relevant and current industry experience and knowledge,

a small student population, small class sizes and individual attention,

everyday access to facilitators, the Campus Manager and the Student Services Officer,

industry experience programs as an integral part of each course,

high quality, modern premises,

current technology, computer systems and software,

job search assistance, encouragement and training, and

post-graduation support.

The Academy's surveys over 10 years show that higher than 97% of graduates find jobs or university places of their choice within 12 weeks of graduation.

## **9 Student responsibilities**

### **9.1 Behaviour**

#### **9.1.1 Classrooms**

Leave your classrooms in a tidy and clean state for the next users of the room.

No food or drink, except for water in plastic bottles, is to be consumed in the classrooms.

You are not permitted to place your feet, or any other unsuitable part of your body, on the furniture.

#### **9.1.2 Dress standards**

Dress at the Academy is to be clean, neat and presentable at all times.

Unkempt and skimpy clothing such as torn and dirty clothing and mid-riff and singlet tops are not acceptable. Rubber thongs and bare feet are not acceptable footwear on campus because they are not acceptable for any insurance claims. Keep in mind the need to wear footwear which protects your feet from injury.

#### **9.1.3 Illness**

The Academy's emergency procedures require that if you become ill during class and need to go home you first advise your Learning Facilitator and then the Student Services Officer that you are leaving the campus. This ensures that we know where you are in the event that the building requires emergency evacuation or someone is looking for you.

Details of doctors, medical facilities, chemists and counsellors are available from your Student Services Officer.

If you do not attend class for a day due to illness you are required to provide a medical certificate when you next attend the Academy.

#### **9.1.4 Language**

The Academy expects all individuals to use appropriate language on campus. If you use disrespectful, inappropriate or foul language you will be asked to leave the classroom and or the campus.

We accept no criticism of individuals. If you do not agree with someone's ideas, feel free to question, challenge, ask for an explanation or agree to disagree. Do not attack the person. Saying 'I don't agree with that idea because ...' is an acceptable response. 'I don't agree – you're an idiot' is not acceptable towards either staff or other students.

#### **9.1.5 Laptops**

Students may bring personal laptops to the Academy for their personal use outside class.

Use of a laptop in class for taking notes, working on group projects and making presentations must be with the agreement of the Learning Facilitator.

In all cases, a laptop must be used in battery mode. Do not connect your personal laptop to the Academy's power or computer network. If you have data on your computer that you wish to use in a class presentation, you should copy that data to either a CD-ROM or a USB drive which can then be loaded into the Academy's computers for your presentation.

#### **9.1.6 Mobile phones, PDAs, MP3s and iPods**

Mobile phones, PDAs, MP3s and iPods are not to be used in class or exams.

Mobile telephones are to be turned off during class time as a courtesy to your Learning Facilitators and fellow class members. You may direct genuinely important calls to the Student Services Officer.

Mobile phones cannot be used as calculators in examinations, tests or for similar purposes as this requires phones to be switched on. Please ensure that you bring a calculator to class when needed.

#### **9.1.7 Respect for other users of the building**

As a representative of ABA's student body, you are expected to conduct yourself in an appropriate manner for other occupants of the premises. The thoroughfares in and around the building are used by building occupants and visitors. It is not acceptable to block the thoroughfares in any way or conduct ball games or similar activities in the building or its surrounds.

### **9.1.8 Rubbish and recycling**

There are rubbish bins in each classroom and in common areas. Please place any rubbish in the bins before you leave the room. Do recycle any items where possible. There are bins in the computer rooms to recycle paper.

### **9.1.9 Smoking**

Smoking is prohibited in any enclosed area of the campus.

### **9.1.10 Vandalism**

Vandalism on campus is not tolerated.

Penalties will be enforced, including suspension and restitution. Students found responsible for any vandalism are required to restore the vandalised item or area to its original condition or make such restitution as deemed appropriate by the Academy. Suspension may be enforced until such actions are taken.

## **9.2 Left and lost property**

The Academy accepts no responsibility for student property left in classrooms, on campus, at Reception or with any member of staff.

Every care is taken to safeguard property on the Academy's premises but the Academy and staff take no responsibility for student property that is lost or stolen on campus. Bags and any valuable items are your responsibility.

Valuables, including laptops and other electrical items, will not be held at Reception for safekeeping. They are the sole responsibility of the student.

Please check with the Student Services Officer for any lost property. Any unclaimed property is donated to charity or otherwise disposed of at the end of each semester.

## **9.3 Participation**

To facilitate learning, students are expected to participate actively in classes by asking relevant questions, answering questions, participating in group exercises and in other ways contributing to the positive learning environment within the class.

Where appropriate, students will be asked to assess the contribution of fellow students in group exercises.

Students are also expected to behave and not disrupt learning for fellow classmates. The Learning Facilitator will ask any student who constantly disrupts a class to leave the class. They will be disciplined by the Campus Manager in the first instance and the General Manager in the second and final instance.

Students who continue disruptive behaviour after counselling may be suspended or expelled from the Academy at the discretion of the General Manager.

## **9.4 Safety**

Where required, staff and students will use appropriate safety or protective clothing or equipment.

## **9.5 Student contact details**

Please keep the Student Services Officer informed of your contact details and those of your responsible fee payer. Should you or your responsible fee payer change address during the semester, or acquire a new mobile phone number, let us know the details. This way we can keep you, and them, up to date with information during and after your time at the Academy.

## **9.6 Student identification cards**

All ABA students are issued with a Student Identification Card when they start at the Academy.

Each student must have their ID card with them at all times on campus. You will be required to produce your card to borrow Academy equipment and undertake certain Academy assignments and excursions.

You cannot enter the campus without your ID card.

The card includes a photo, your signature, date of birth and expiry date and is widely accepted as proof of identity. If you lose your card, every effort should be made to relocate it. Many full time students are eligible for travel concessions on public transport and the identity card confirms that eligibility.

If you lose or damage a card you must order a replacement from the Student Services Officer. Please have \$33 to pay for the replacement card when you order.

Many external organisations require you to produce your student ID card to establish entitlement to concessions or discounts. It is advisable to carry the card at all times.

#### **9.7 Timeliness**

Students are required to complete all assignments, reading, worksheets and set work by the due date or prior to the relevant class.

## **10 Academic matters - Fulfilment of your Award requirements**

To successfully complete the requirements of your award, you must complete the following conditions:

- Successfully complete academic requirements - being all assessment items in all units presented as part of the award program,
- Meet or exceed the minimum attendance requirements of the Academy,
- Meet or exceed the industry experience requirements of your particular Award program,
- Complete all payments due to ABA, and
- Return in good order all materials and equipment borrowed from ABA.

### **10.1 Assessment**

Students are assessed progressively and with a wide range of assessment methods throughout their course at the Academy. The assessments students will undertake are described in the Unit Outline and Assessment Guide.

Assessment will vary between units but will have some of the following types of assessment:

- Examination,
- Assignment,
- Portfolio,
- In-class observation,
- Workshop,
- Interview, and
- Presentation.

#### **10.1.1 Examinations**

Many, but not all units of study, include assessment by examination. Examinations are held twice each semester and each unit may have no examinations, one final end of semester examination or a mid-semester and final examination. The assessment guide in each Unit Outline and Assessment Guide will advise of the assessment/ examination schedule.

Examinations are held in week 10 and week 20 of the semester. These are generally non teaching weeks.

Students will be advised of the examination schedule well before time and will need to make arrangements to attend the examination on the day specified and at the allocated time.

##### **10.1.1.1 Examination format**

Examinations procedures are quite rigorous and exact so as to ensure all students across all campuses and all units are treated equitably.

The following is a guide of examination procedures:

- Examinations will commence on time,
- No one will be allowed entry to the examination after 15 minutes of the examination's start,
- No one will be allowed to leave in the last 15 minutes of the examination,
- Allowable texts, equipment, dictionaries, calculators or other matters will be advised, and
- Talking, cheating and disruptive behaviour will not be tolerated.

Specific conditions relate to external examinations set by AFTA for Tourism units. These are described below.

##### **10.1.1.2 Notice of Examination results**

Students will be notified of their result in an examination within ten working days of the receipt of the assessment or the examination

Notification will be means of email, or on Academy noticeboards, or on the ABA website, or in-class or personally. Names will not be displayed where public or wider student access is available only student numbers. As such, student numbers should be kept confidential.

Most, but not all examinations can be re-sat once if the student does not achieve a passing grade of 55% or more. Notice of the need to re-sit an examination will be communicated to the student and a time and place will be advised.

##### **10.1.1.3 Deferred examination**

A deferred assessment is made available when, for reasons beyond your control, such as sickness or accident, you are unable to present an assessment at the scheduled time.

Requests for deferred assessments are to be made to the Learning Facilitator.

The Learning Facilitator will advise each student granted a deferred assessment of the time, place and nature of the reassessment. That time and date will generally be at the time and date of any re-sit examinations.

Students granted a deferred examination retain their right to a subsequent re-sit examination if they fail the deferred examination.

#### **10.1.1.4 Re-sit examinations**

A re-sit examination will be granted to a student who fails a first-sit examination in most but not all units. Re-sit examinations will not be given for some Tourism units. Where a re-sit is granted, there will be one only re-sit allowed.

The re-sit will be held on a specified date and time set by the Academic Manager and this will be communicated to the student.

The maximum mark that can be achieved on a re-sit examination is 55% for that examination.

A student who receives a fail grade on their first attempt at an examination and a fail grade on a subsequent re-sit examination, will be deemed to have failed that unit and must re-enrol in that unit when next it is offered and pay the tuition costs that apply.

#### **10.1.2 Assignments**

All units have assignments as part, or all, of their assessment of a student's competency.

Assignments have the dual roles of assessing a student's knowledge of the subject matter taught and to develop a student's greater knowledge of the subject beyond either lesson or textbook. As such, assessments are designed to assess competency and as a learning device in and of themselves.

##### **10.1.2.1 Submitting an assignment**

Assignments are to be submitted by 4:30pm on the day stated on the assessment schedule contained in the Unit Outline and Assessment Guide unless specifically advised otherwise.

Assignments are to be placed in the assessment boxes.

Assessment boxes be cleared and papers date stamped at 4:30pm each day by the Student Services Officer at each campus.

Electronic delivery of assignments is possible only when agreed to by your Learning Facilitator.

Students must retain a copy of their assignment.

All written assignments are to be typed and presented in the style and format set out in the ABA Communications Guidelines.

##### **10.1.2.2 Late or no submission of an assignment**

Assessments submitted after the due date will be penalised 5% for each day late.

An assignment received ten business days late will not be accepted and a fail grade given to that assignment.

Students who do not submit an assessment by the tenth business day after the due date, without prior approval from their Learning Facilitator, will be graded fail for that assessment and will receive a mark of zero.

##### **10.1.2.3 Re-submission of an assignment**

An assignment may be re-submitted once only if, on the first attempt, a grade of fail is received.

No re-submission of an assignment will be accepted after one calendar month from the original due date set.

The maximum mark a re-submission can attain is 55%.

#### **10.1.3 Special arrangements for Travel and Tourism assessment**

##### **10.1.3.1 Australian Federation of Travel Agents**

The Australian Federation of Travel Agents (AFTA) is the official body responsible for travel and tourism course content. AFTA also sets examinations and associated examination procedures for these courses.

##### **10.1.3.2 AFTA education and training procedures**

These procedures are specified by the Australian Federation of Travel Agents Education and Training Board and cannot be varied by ABA.

1. Reading time of five minutes is allowed during which time no writing may take place. Students must not read the paper until told they may do so. The examination must be conducted in a room adequate to house students at single desks with a passage between desks sufficient for a person to walk between. At least one exam supervisor must be present throughout the examination. Should a student need to leave the room a staff member must accompany them throughout their absence.
2. For open book exams, students may take into the exam their AFTA Travel Career Development workbook for that module and an atlas. The workbook may contain added highlighting, sidelining and handwritten notes. No other books, notes or papers may be taken in to the exam. The following AFTA modules have open book exams: Australian Airfares and Ticketing, Standard International Fares and Ticketing, Advanced International Fares and Ticketing, International Promotional Fares and Bank Settlement Plan.
3. Supervisors must not answer any question about meaning, interpretation or correctness of any question in the exam paper. They should tell the candidate to use their own judgment and report any such questions in their report on the exam.
4. At the completion of each examination the supervisor should ensure that:
  - (a) each script book is securely fastened with no loose papers
  - (b) each script book has the student's name and the Academy name and class written on it
  - (c) the number of script books matches the number of students completing the examination
5. The exam papers are to be marked by the Learning Facilitator and results entered on the class list. The pass mark for all subjects is 75%, the credit mark is 85% and the distinction mark is 95%.
6. In the event of a student failing a module, the failed paper will be discussed with the student. AFTA will allow one resit per module. Students who fail the resit must undertake further course instruction or attend tutorial sessions before attempting a further examination.
7. Bank Settlement Plan (BSP) examinations are not under the control of AFTA. However it is a required subject to be an Australian Travel Consultant (ATC). Students are advised that the exam is an open book examination and they are able to take all their notes and books into the examination room with them.
8. If a student has any query regarding the examination, results or fees this should, in the first instance, be directed to the Academy. AFTA is not able to respond to individual queries from students. Before contacting AFTA, Academies should check that the query is valid and attempt to resolve it if possible.
9. Any impropriety on behalf of any individual student, class, lecturer or Academy with respect to the examinations may result in the cancellation of the exam results for the student(s) involved and students would then have to resit the examination for the module(s) involved.

#### **10.1.3.3 Bank Settlement Plan– IATA Procedures**

Bank Settlement Plan (BSP) procedures are as specified by the International Air Transport Association Board and cannot be varied by ABA.

1. BSP is an open book exam, so students may take with them any materials that they feel relevant to the examination.
2. The Learning Facilitator may supervise this exam.
3. On completion of the exam, papers are forwarded to IATA BSP where they will be marked.
4. Allow approximately three weeks for certifications and results to be returned. Students are required to gain a mark of 75% to pass.

#### **10.1.3.4 Galileo procedures**

These procedures are as specified by Southern Cross Systems – distributors of Galileo and associated training packages – and cannot be varied by ABA.

1. On successful completion of the exam – 80% mark - students are issued with an ATTRP (Australian Tourism Training Review Panel) accredited certificate, recognised by the Australian Federation of Travel Agents.
2. Galileo certificates are returned to the Academy for the signature of the Learning Facilitator and Chief Executive Officer.
3. If students are employed in a Galileo agency within 12 months of completion of their course, a sign-on to the live system is given to them with no further training. Employment after those twelve months requires attendance at an update course before a sign on to the live system is given.

4. Professor Galileo, which is a mini version of Galileo for practice on home PCs, is copied and distributed to students by the Academy. Students are offered this disk at the completion of the First Class training program.
5. Time spent using Professor Galileo is not to be used as a credit towards the mandatory number of hours of Galileo.

### 10.2 Attendance

Attendance is a criterion for your assessment as competent in each subject. To qualify for any ABA certification your attendance at all lectures, classes and workshops must be regular and punctual.

The Academy requires you to obtain at least an 80% attendance rate in every subject to satisfy this criterion for competency. Failure to do so without cause will result in a fail being awarded for the particular unit of study.

If you are unable to attend your class you need to inform the Student Services Officer before the lesson commences so that handouts and class information can be arranged for you.

Classes begin and finish on time.

You are expected to be in the classroom before class commences and stay until the end of the class. Late arrival and early departure is not acceptable as it disrupts your classmates' learning and affects your learning outcomes.

Learning Facilitators give breaks at appropriate points in all classes longer than one hour.

### 10.3 Industry experience

An important part of your education is the work industry experience that all students are required to complete. This involves gaining employment for a number of hours in a field relevant to your studies.

Industry experience is a requirement of your award and failure to complete your industry experience requirements will result in your not being awarded your qualification.

It is your responsibility to source industry experience placement.

Industry experience requirements for each award are as follows:

Diploma of Graphic Design	40 hours
Diploma of Management	40 hours
Advanced Diploma of Accounting	40 hours
Advanced Diploma of Graphic Design	80 hours
Advanced Diploma of Marketing	80 hours
Diploma of Information Technology	80 hours
Diploma of Tourism	80 hours
Advanced Diploma of Sports and Recreation	120 hours
Advanced Diploma of Tourism	120 hours

Selection and arrangement of placements is a collaborative process. In keeping with our commitment to prepare students for the business world we actively encourage you to organise your own placements. We understand that some students may not be comfortable setting up their first placement. We are happy to help you and to assist with contacts in your chosen industry for placements throughout your course.

Whilst on your industry experience our students are covered by ABA work cover insurance.

It is a requirement that any student who is unable to attend industry experience placement contacts the employer and the Academy by 9.00am on that day and inform both of the situation. As placements are designed to mirror normal work conditions, students are also required to advise their work placement employer and to provide a medical certificate (if ill) to the Campus Manager or Student Services Officer.

Students are expected to conduct themselves appropriately at all times whilst on their industry experience. This includes wearing appropriate clothing and following the workplace rules.

Failure to show on any day results in failure for the assessment, unless you notify the employer and Academy by 9.00am on that day. If you are ill or fail to attend on any day you are expected to make that day up at a time suitable to your industry experience employer.

All students are assessed on their performance by their industry experience employer. A student who receives a poor performance review will be considered to have failed this requirement. The student will be required to find and undertake a second placement themselves.

In some circumstances, recognition of prior or concurrent industry experience will be given and part or the whole of the industry experience requirement will not need to be taken. This decision will be made by the Academic Manager upon your application for RPL.

#### **10.4 Payment of monies outstanding and return of equipment**

A condition of an award granted by ABA is that all fees and payments due to ABA have been paid in full.

#### **10.5 Return of materials and equipment**

A condition of an award granted by ABA is that all books and equipment borrowed or hired from ABA are returned in good order.

#### **10.6 Conferring of Awards and Graduation**

Upon graduation, students will have conferred upon them their award. The awards of Diploma or Advanced Diploma will be conferred on students meeting the conditions of that particular award. The date of confirmation will be the Graduation Day.

Only those students who have successfully completed all requirements of the award and who have met all other obligations will be eligible to graduate.

A graduation ceremony will be held in December to confer awards on successfully completing students.

Students not meeting the requirements of their Award will not graduate and will not participate in the Graduation Ceremony.

#### **10.7 Credit transfer and recognition of prior learning**

When entering the Academy, students are invited to seek recognition of prior learning (RPL) and credit transfer for any previous formal study and learning achieved through life or industry experience that they believe covers specific elements of the course in which they are enrolled.

Recognition of prior learning (RPL) and credit transfer are alternative learning pathways to an Australian Qualification Framework (AQF) qualification. The difference is that credit transfer relates to learning achieved through formal education and training and RPL is learning achieved outside the formal education and training system.

Credit transfer and RPL can both be used in two ways:

as alternative mechanisms for access to a course or qualification such as obtaining a place in a course using RPL (based on life or industry experience) or credit transfer (based on having completed an alternative course at an equivalent level) when they have not completed the Higher School Certificate or equivalent qualification

for the award of credit in a course or qualification leading to the partial completion for that course or qualification credit may be awarded on the basis of a combination of credit transfer and an individual RPL assessment for additional non-formal or informal learning.

It is Academy policy that a student cannot receive more than a total of 50% for credit status and RPL in an Academy course.

The following procedures will be followed:

Students are invited to seek credit transfer for any previous study and recognition of prior learning (RPL) for learning from work and life and experience they believe cover specific elements of a subject in which they are enrolled,

Students must apply for credit transfer and RPL before the Census Date,

The application is to be made on the Credit Transfer and Recognition of Prior Learning application form, which can be obtained from the Student Services Officer. A copy is included in this handbook,

Students must submit all relevant documentation and other relevant evidence as part of their credit status and RPL application. Assessment of the application will be in the form of a review of the documentation and may include an interview and oral and written testing,

Required documentary evidence includes academic and training transcripts and certificates, course and subject outlines, job descriptions, evidence of industry experience, referee reports and testimonials,

Address the application and submit it to the Campus Manager who will issue a receipt.

1. Credit transfer and RPL assessments will be conducted by the relevant Learning Facilitator, who is competent in the field of study and approved by the Academic Manager,

Students will be advised of the outcome of their credit transfer or RPL application when the Academic Manager endorses the decision,

Credit transfer and RPL assessments will be completed and the student advised of the outcome within three weeks from the day the application is submitted to the Academic Manager. Meanwhile, it is in the student's best interest to participate fully in the unit until they are informed of the outcome of their application,

Appeals against the outcome of credit transfer and RPL assessments are to be lodged in writing in accordance with the Academic Grievance policy described in this Handbook, and

Note that the Australian Federation of Travel Agents (AFTA) does not allow credit transfer or RPL for specific units in Travel and Tourism courses.

### **10.8 Testamur and Academic Record**

An 'Academic Record' is a statement of results for all units completed to date and completion, if attained, of any award. A Testamur is the document that conveys upon the student their Award.

Each student will receive an Academic Record and Testamur at the completion of their studies, upon graduation. There is no charge for either at graduation. There is a charge for replacement Testamurs and Academic records.

### **10.9 Replacement Academic Record and Testamur**

A replacement Academic Record and/ or Testamur is available for a payment of a fee. The current fee is \$45. Request for a replacement Academic Record and/or testamurs must be made in to the Academy together with payment of the fee.

### **10.10 'Live On-line'**

Students can access public ABA student pages, restricted on-line unit sites via the 'Live On-Line' link on the ABA.edu.au website.

'Live On-Line' gives access to:

- ABA students' noticeboards
- learning sites for your program of study
- online learning sites
- second hand text books
- graduate pathways
- handbooks and style guides
- other information

### **10.11 Passwords and student numbers**

Access to 'Live On-Line' secure sites is by username and password. This is provided during orientation. Students must keep their password confidential.

### **10.12 ABA as a case study**

Students are not permitted to use the Academy as the subject of an assessment piece without prior permission from the Academy Board. Written submissions to use ABA as a case study for a subject must be forwarded to the Campus Manager via the relevant Learning Facilitator before any such project is commenced.

### **10.13 Appeals process**

Students may appeal decisions made by staff of the Academy. The appeals processes are described in this Handbook.

### **10.14 Penalties**

#### **10.14.1 Cheating**

Cheating is any means by which a student gains or causes to be gained an unfair advantage in an assessment or assignment. Cheating includes, but is not limited to the following:

- passing information to, or receiving information from, other sources during tests or assignments
- bringing or importing disallowed material into examinations or tests
- copying the work of others, including plagiarism (see 10.15.2)

allowing other students to copy your work.

All such matters will be brought to the attention of the Academic Manager.

#### **10.14.2 Plagiarism**

Plagiarism is a form of cheating that involves improper use of another person's work without due acknowledgement of the source, thereby inferring that the work is that of the person who has plagiarised.

This is a very serious form of cheating and all matters will be brought to the attention of the Academic Manager.

#### **10.14.3 Cheating penalties**

The penalties for cheating are:

1st Offence: A grade of NYC for that assessment. A make-up assessment may be granted at the discretion of the Academic Manager,

A second or third offence will be an offence committed in any assessment of any unit. The student does not get two chances in each unit studied but gets two chances for their entire period at ABA.

2nd Offence: A grade of NYC will be awarded for that unit. No make-up opportunity will be given. The student will need to re-enrol in the unit and pay appropriate fees when next the unit is presented,

3rd Offence: The student will be excluded from the Academy for not less than one semester.

The Academic Manager will advise the student and the Learning Facilitator of any penalty imposed and any action to be taken. In the interim, no mark will be indicated to the student.

The Academic Manager will place a copy of such notice on the student's record.

#### **10.14.4 Appeals against penalties**

Refer to Policies section.

#### **10.15 Textbooks**

Students are issued with course textbook lists before commencement of their first class and again in their orientation packs on day one of classes each semester.

The University Co-operative Bookshop Ltd is located as follows:

Canberra: Australian National University campus, Building 17, Union Court, Australian National University, Canberra ACT 0200, Phone: 02 6248 6934, Fax: 02 6248 8949

North Sydney: North Sydney campus of the Australian Catholic University, Carroll Building  
40 Edward Street, North Sydney NSW 2060, Phone: 02 99297574, Fax: 02 99594683

Parramatta: Parramatta Campus of the University of Western Sydney, Cnr James Ruse Drive and Victoria Road , Rydalmere NSW 2116 , Phone : 02 96308905, 02 96859441, Fax: 02 96859442

The Academy purchases textbooks for the Travel and Tourism students from Australian Federation of Travel Agents (AFTA). Students are invoiced for the cost of Travel and Tourism textbooks for each term and receive them at the beginning of each term.

Second-hand textbooks are available. ABA provides a facility for students to advertise their used textbooks for sale on the ABA website. ABA provides this service only and does not warrant the textbooks advertised.

## **11 Student services and facilities**

### **11.1 Academy opening hours**

Monday to Thursday 8:30 am to 5:30 pm and to 9:30 pm if evening classes are being held.  
Friday 8:30 am to 5:30 pm

Saturday by appointment.

Opening hours during non-teaching or exam weeks vary, notifications are provided on Student Noticeboards in the campus. Students with particular needs during these periods should provide notice to the Student Services Officer.

### **11.2 Accommodation**

The Academy does not provide accommodation for students.

### **11.3 Austudy, Abstudy and Youth Allowance**

Students taking ABA courses may be eligible for financial assistance through Austudy, Abstudy and Youth Allowance subject to the conditions which apply to each allowance.

Centrelink administers these allowances. For information phone Centrelink's youth and students line 13 24 90 or Abstudy line 13 23 17 or go to [www.centrelink.gov.au/internet/internet.nsf/individuals/st\\_payments.htm](http://www.centrelink.gov.au/internet/internet.nsf/individuals/st_payments.htm)

### **11.4 Booking Academy equipment**

To borrow or reserve any Academy equipment students need to fill in the booking sheet from the Student Services Officer.

The following equipment is available for education purposes only:

- video camera
- digital camera
- computers
- overhead projectors/data projectors/plasma screens/LCD screens
- televisions and VCR players.

### **11.5 Student computers and printers**

As well as the computers in computer labs and the graphic design room there are student computers in the student lounge or nearby. Printers are supplied for students in all computer labs, as well as the graphic design room. Paper is provided for students to print assignments and assessment pieces.

Students are allocated an allowance of \$20 each semester for printing. Each page of printing reduces this allowance by 10 cents. So you have 200 pages of printing available to you each semester. Whenever you choose a print the system will tell you how much the proposed print will cost you, the balance left in your account and ask for confirmation that you wish to print. Use this resource carefully.

You can recharge your print account in \$20 amounts via the Student Services Officer. To assist the Academy to save resources, students are requested to save documents and research onto their own storage devices or email them to their home email.

### **11.6 Student concessions**

#### **11.6.1 Canberra**

Full-time ABA students are eligible for all normal concessions available to full-time students within the ACT. This includes:

- ACTION Buses travel pass
- State Rail Concession for New South Wales Railways
- student discount for air travel
- other concessions normally granted to full-time students.

#### **11.6.2 North Sydney and Parramatta**

Full-time ABA students are eligible for all normal concessions available to full-time students within NSW. This includes:

- public transport – all CityRail train, STA buses and ferries
- private bus companies (such as Westbus, Harris Park Transport and Baxter Coach Line – application required)
- State Rail Concession for New South Wales Railways – country services
- student discount for air travel
- other concessions normally granted to full-time students.

### **11.7 Student lounge and facilities**

At each campus, the Academy has a student lounge where students may congregate between classes. There are also facilities for preparing lunch and snacks.

Please use these facilities responsibly and ensure that you leave the lounge area and kitchen or tearoom clean and tidy for all users.

## **12 Census Date, Fees, Enrolment, Deferral and Withdrawal**

### **12.1 Census Date**

Each semester a Census Date will be published. The Census Date will be no less than 20% of the way through the unit being studied.

The Census Date is that date after which it is not possible to defer, alter or withdraw from a unit without academic penalty or monetary cost.

### **12.2 Fee arrangements**

All fees are firm for the period of initial enrolment initially and for study taken contiguously.

ABA reserves the right to vary course fees without notice.

Payments can be made by cash, cheque, EFTPOS, BankCard, MasterCard, Visa, AMEX or Diners Club.

### **12.3 Qualifications for enrolment**

The Australian Business Academy accepts:

students currently studying for the Higher School Certificate or those who have completed the HSC or its equivalent in recent years,

graduates who have completed university courses and who want to add a professional qualification to their degree, and/ or

mature age people who have industry experience and who want to change, re-orient or upgrade their careers.

### **12.4 Terms and conditions of enrolment**

The Academy's terms and conditions of enrolment are accepted when the *Application for Enrolment* form is signed by the Applicant (and by the Responsible Fee Payer (RFP), if that person is different) and submitted to Australian Business Academy (ABA). The application may be accepted or rejected by ABA, and if it is accepted, it will be signed by ABA and a copy stored on the Applicant's student file

### **12.5 Deferment Policy**

Applications for deferment must be made on the appropriate form.

A request for deferment prior to the Census Date will be granted and all tuition charges will be returned.

A request for deferment after the Census Date will be considered on an individual basis only at the discretion of Academic Manager. A deferment of the academic grade may be made, however, a refund of the cost of the unit or units will not be made unless exceptional circumstances are argued to, and approved by Academic Manager inline with VET FEE-HELP provider guidelines.

The maximum period for deferment in total is two semesters.

### **12.6 Withdrawn by the Academic Manager**

ABA reserves the right to dis-enrol and withdraw a student for breaching the rules of the Academy as set out in this or subsequent Handbooks. This action will be taken by the Academic Manager.

Should withdrawal by the Academic Manager occur prior to the Census Date all tuition charges will not be applied and no academic penalty noted.

Should this occur after the Census Date there will be no refund of tuition charges and an academic penalty will be applied.

An appeal process is described in the Policies section of this Handbook.

### **12.7 Withdrawal policy**

A student may apply for withdrawal from one, some or all units commenced or about to be commenced.

This application must be made on the appropriate form, a copy of which is included in this Handbook.

A request for withdrawal prior to the Census Date will be granted in all instances and all tuition charges will not be applied nor academic penalty be noted.

A request for withdrawal after the Census Date will be considered on an individual basis only at the discretion of Academic Manager. The academic grade would, in normal cases, be fail for that unit or units and a refund of the cost of the unit or units

will not be paid unless exceptional circumstances are argued to, and approved by Academic Manager inline with VET FEE-HELP provider guidelines.

**12.8 Inter-campus transfers**

Transfers between ABA campuses are allowed only at the discretion of the Academic manager. See your campus Student Services Officer for further details.

### **13 ABA Information Technology Facilities**

The privilege of using the ABA's computing facilities is accompanied by the responsibility of exercising high standards of honesty and consideration for others.

When you log on to the ABA network you are accepting ABA Information Technology Acceptable Use Policy. You take responsibility for your actions in using the computing hardware and software and consent to any sanctions or disciplinary action which may result.

#### **13.1 Guidelines for acceptable use**

The guiding principles for 'acceptable use' are for students to:  
use computing facilities only for their academic work

show consideration to others

do not provide access to unauthorised users

respect the privacy of all other users

obey all relevant rules.

#### **13.2 Internet**

ABA computing systems are connected to the Internet. For your academic work you may use the Internet to communicate with other users by electronic mail, read newsgroups, transfer files and search for information on the World Wide Web.

Your access to the Internet may be revoked if you abuse your privilege to use it.

#### **13.3 Responsibilities**

All users share responsibility for the integrity and security of the computer system. If you observe any breach of system or network security please inform a member of the ABA staff immediately.

Students may:

use the facilities available in any of the laboratories and the student common room if the laboratories are not being used for a class, and if you are not depriving other students of access. Do not occupy a terminal for excessive periods if others are waiting,

only use ABA computing systems for which you have been given an account by an authorised person,

only use a personal laptop on battery power and not connected to Academy power or computing network in any area of the Academy and in class only with the agreement of the Learning Facilitator.

#### **13.4 Passwords**

Passwords are critical to system security.

These are the important points to remember about choosing a password:

choose a password that is easy to remember but hard to guess

never write down your password

never tell your password to another person

never let another person see you enter your password

#### **13.5 Unacceptable use and behaviour**

Using computing resources for unproductive or illegal tasks costs all the network users. The Academy reserves the right to withdraw services and deny access to any student who generally misuses computing services. Disciplinary action may be taken.

ABA reserves the right to monitor all data stored on ABA network servers and workstations to ensure the effective operation of the computing system.

Activities which obviously violate the principles of acceptable use are unacceptable. Such behaviour includes, but is not limited to, the following actions:

- using the facilities for any purpose other than those prescribed or explicitly permitted by the Academy

- using the computing systems for the conduct of a business or any other commercial purposes

- failing to obey any reasonable instruction from a Learning Facilitator, network administrator or other staff member

- wilfully or through negligence damaging or altering the arrangement of the Academy's computing hardware and software. This includes connecting laptops or any other device to computers or networks without prior permission

- attempting to interfere with supervisory or accounting activities of the Academy's computer systems or obtaining systems privileges to which you are not entitled. Any such attempt is a serious transgression

- encrypting information in your files for any purpose other than those prescribed or explicitly permitted by the Academy.

There are also behaviours which affect other users which are not acceptable. These include but are not limited to:

- using computing and communication services (such as electronic mail and network news) to propagate abuse or any other material that contravenes anti-discrimination laws, which includes harassment, or is otherwise insulting, rude, abusive or offensive

- sending email messages to all members of a mail group without Academy permission whilst logged onto the ABA network

- sending forged email messages whilst logged onto the ABA network

- having any publicly accessible files (such as a plan or project) in your account that contain abuse or any other material that contravenes anti-discrimination laws, which includes harassment, or is otherwise insulting, rude, abusive or offensive

- disrupting available services by performing any action that denies other users access to the computing resources or adversely affects their use of the facilities. This includes:

  - running, eating, drinking, talking loudly, or playing music in a computing laboratory or near computing equipment and other users

  - holding up printer queues, fetching and storing large files

  - playing any games on the computing systems.

### **13.6 Security Breaches**

Security breaches include, but are not limited to, the following actions by students:

- allowing another person to access your account, such as telling them your password

- intentionally accessing or attempting to access another user's account, programs or data files with or without their explicit permission. An exception may be for group projects where a prior arrangement has been made for students to collaborate on a project

- using the computer systems for any form of cheating or plagiarism

- attempting to gain unauthorised access to any computer system within or outside the Academy

- attempting to circumvent any hardware or software protection or prescribed resource limits.

### **What you are allowed to do**

Following is a list of things you are allowed to do with the computers and in the computer labs:

- surf the Internet for research purposes, not for personal use. Leave your personal research for home or the public library

- use computing programs provided for Academy and study use only, not for personal use

- ask as many questions as you like

add paper to the printers

copy your work onto a CD ROM, floppy disk where that is available, or save it onto a USB with permission of your Learning Facilitator. You are not allowed to copy other people's work

login with your User ID and password – nobody else's

use your personal laptop in battery mode in any area of the Academy and in class only with the agreement of your Learning Facilitator

listen to music on an ABA computer through headphones only with permission of the Learning Facilitator.

### **What you are not allowed to do**

You are not allowed to do the following with computers and in the computer labs"

use the computer system for your personal use

bring in programs and load them onto the computer system

connect your personal laptop to the Academy's power or computer network

download computer programs, including games, from the Internet or any other source

visit inappropriate web sites that may cause a security breach or offend other users on the network

amend Windows or computer settings and parameters without permission from a Learning Facilitator

view or alter files owned or created by others without their permission

take any sort of drink or food into any of the computer labs

listen to music on any ABA computer through the internal speakers or attached external speakers unless it is part of a presentation in class.

### **13.7 Privacy**

The Academy's network, systems and facilities are the property of the Academy. Anything sent or received using the network, systems and facilities of the Academy will be transmitted and stored on Academy property.

The Academy reserves the right to monitor both usage and content of data, discussion forums and visits to Internet sites using Academy resources to:

identify inappropriate use

protect system security

maintain system performance

protect the rights and property of the Academy

protect the rights and privacy of each student

determine compliance with this policy and Commonwealth and state legislation.

The Academy also monitors and records network traffic for accounting purposes, troubleshooting and systems management, including:

internet sites accessed

usage data such as account names, source and destination accounts and sites

dates and times of transmission or access

size of transmitted material

other usage related data.

The Academy reserves the right to inspect, copy, store and disclose the contents of the electronic communications of authorised users including students. This may be to identify inappropriate use related to a complaint, investigation request or allegation of misuse.

Following authorisation from appropriate Academy managers, the police or other law enforcement agencies, the Academy reserves the right to assist in the investigation of an offence. The contents of electronic communications, properly obtained for legitimate business or Academy purposes, may be disclosed without requiring express permission of the employee or authorised user.

Monitoring and inspection can apply to personal and Academy use of intranet or Internet services and personal and Academy related email messages. You should always assume that everything you send by email, post to a newsgroup or network server or post via a web site is public and may be read by people other than expected recipients. Any email messages, whether personal or business, may be accessed as 'documents' under the Freedom of Information Act 1982 and may also be tendered in court as evidence.

Always assume that any web site you visit will at least know the Internet address you are coming from and that the same is true for emails that you send.

### **13.8 Copyright compliance**

The Copyright Act 1968 sets out the exclusive rights of copyright owners and the rights of users. As well, certain uses may be covered by licence agreements to which the Academy is party.

It is illegal to place on a Web page, CD ROM, video or digital image any pictures or videos of people without the permission of the people in the picture or video or the copyright owner.

Software programs are protected by the Copyright Act. You do not have the right to make or distribute copies of programs without specific permission of the copyright holder.

It is not permitted to:

- perform any action that is in breach of the Copyright Act, in particular downloading, copying or donating copyrighted software

- download or store any commercial, shareware or freeware software not related to your academic work, without prior written approval from the Academy

- install or use any executable program, other than those created during your own academic work, without prior written approval from the Academy.

### **13.9 Violations of information technology guidelines**

What happens if you don't act responsibly?

The Academy considers any breach of your responsibilities in the use of the information technology facilities a serious offence. The Academy reserves the right to copy and examine files or information resident on, or transmitted via, Academy information technology resources.

*Students* deemed to be in breach of the information technology principles and guidelines are subject to disciplinary action, which may include suspension or expulsion.

*Staff* deemed to be in breach of these principles or guidelines are subject to disciplinary action available under industrial provisions.

Offenders may also be prosecuted under Commonwealth, state and international law.

The Academy:

- may temporarily remove material from web sites or close any account that is endangering the running of the system or that is being reviewed for inappropriate or illegal use

- immediately suspend your access to the computing facilities and suspend your account on the central systems

required you to appear before appropriate Academy staff members who will determine disciplinary action. to be taken.

### **13.10 Legal implications**

Unauthorised access to computer systems and materials stored on such systems is a criminal offence under Commonwealth Law. You may wish to refer to the **Crimes Act 1914**.

Any action that constitutes a breach of the **Copyright Act 1968** will have legal implications for the Academy as well as the individual making the breach.

The Academy cooperates with law enforcement authorities to ensure the security and integrity of the Academy's networks and computer systems.

### **13.11 ABA computing facilities**

The following pages provide more information on the Academy's computing system and are part of the Academy's Information Technology Acceptable Use Policy and guidelines.

#### **Data retention and security**

In the event of a PC system failure, major maintenance or system change over, the master image is copied onto the ABA system, restoring the system to new. This process deletes all files from the partition and replaces them with the new system. The Student Data partition however is discrete from the Macintosh HD and so remains untouched during this process, thereby retaining all files stored there.

Students are strongly advised to back up regularly ALL work to a USB (flash) drive, a CD ROM or an external drive.

It is the student's responsibility to back up their data. In the event that the Student Data partition is corrupted or the computer otherwise fails through hardware failure students will have to rely on their own data back up.

### **13.12 PC lab Software and hardware**

The PC labs have IBM compatible computers with Windows XP Professional as the standard operating system. The computers are supplied by Dell. These computers have a CD-ROM drive, multiple USB ports and either a floppy drive (1.4 Mb) or a zip drive (250Mb).

You have access to the local 'C' drive on the computer to run the programs. You have your own personal network drive to store your documents and files.

Do not store your documents on the 'C' drive as it is cleaned up on a regular basis.

Each lab has a printer connected to a specific computer. This computer is responsible for sharing the attached printer with all the other computers in the lab and must be switched on and running Windows for printing from any of the other computers.

All computers are connected to a server. This makes up the network. The server manages how you connect to your home folder (directory) and any other computer resources you are allowed to connect to, such as printers and shared folders on the server.

#### **Set up**

Computers in the PC labs are set up so that student work is not deleted during machine maintenance and administration.

Each computer is divided (partitioned) into two discrete compartments, C:DRIVE and D:DRIVE.

The C:DRIVE contains all the system files and applications software. It also contains additional files for maintenance and administration purposes. The C:DRIVE is created from a master system (image) so that all computers in the lab run on a common system.

The D:DRIVE partition is the larger of the two and is empty to provide a storage space for temporary student work. Emphasis is on the word *temporary*. This drive only becomes available in the extraordinary event that access to the network drives fail. All student data is to be stored in their personal drive located on the network server.

In the event of system failure, major maintenance or system changeover, the master image is copied onto the C:DRIVE, thereby restoring the system to new. This process deletes all files from the partition and replaces them with the new system.

The D:DRIVE partition however is discrete from the C:DRIVE and remains untouched during this process, thereby retaining all files stored there.

### **Data retention and security**

It is possible that the D:DRIVE partition becomes corrupted or that the computer or the hard drive, or both, fails through hardware failure.

All computers are re-imaged in January and February each year with installation of a fresh system and software. The D:DRIVE partition is cleared to allow a new partitioning structure to make space for the new system. This process may have to be run at any time throughout the year. Students will be given as much notice as possible.

Students are strongly advised to back up regularly ALL work to a USB (flash) drive, a CD ROM or an external drive.

Files are not retrievable once the re-imaging process starts and a backup is not kept. In the event of hardware failure ABA will not be able to restore lost data. This also applies to the lab server which stores student personal files.

### **13.13 Storing your personal files and documents Home folder**

Store your personal documents and files in the *Home* folder.

This Home folder follows you wherever you log on. You can log onto any student computer at ABA and access your home folder. Only you can see it and no one else can get access to it. The network administrator can access any file on the server but is only allowed to do that with the express permission of the author.

### **13.14 Computer security and the Internet**

The Student network uses security monitoring software to monitor all uses of the computer and network and provides reports to authorised Academy staff.

The computers and programs are for student work only and not for personal use. Any use outside prescribed use of the programs provided is considered a breach of security and may result in a student's usage rights being withdrawn either temporarily or permanently.

This monitoring software also monitors web pages and web sites that users attempt to visit and prevents access to inappropriate web sites and pages.

There are general categories of web pages and web sites that are deemed to be inappropriate. The filter can also block individual web sites.

#### **Blocked file types**

The security monitoring software also blocks file types. These are files that have certain file extensions. A file has a name and a file extension, which is related to the program in use.

For example, Microsoft Word is a word processing program that stores its files with a *DOC* extension – *MyDocument.doc*. Microsoft Excel stores its files with an *XLS* file extension – *MySpreadSheet.xls*. Music files can have a *WAV* (wave file) file extension or a *MP3* (MPEG file) file extension, such as *MySong.wav* or *Modona.mp3*.

The security filter will stop downloading of files that are of the types:

- MP3
- MPEG
- EXE
- AVI
- ZIP

### **13.15 Security breaches Chat room sessions**

The Internet Monitoring software bars *Chat Room* sessions and music sharing programs, such as KAZAA and GROKSTER.

These types of programs and sessions are a big security risk and are not allowed to be used, loaded or run on the ABA student network. Any attempt to use these and other similar programs is considered a security breach.

Loading and using unauthorised programs on Academy computers is considered a severe security breach.

Any student breaching network security will have their computing account suspended immediately. Your account will not be restored until management resolves the security breach. If the Academy incurs a cost in restoration the student computing network the offending student(s) are liable for full payment of that cost before their access rights are restored.

## **14 ABA Greenstar Environmental Program**

ABA is committed to caring for the environment and making contributions to re-cycling, clean energy and reduction in greenhouse gases.

ABA provides recycling points for paper, printer and copier cartridges and other recyclables on its campuses or in conjunction with the landlords on the building premises. Please drop your recyclable refuse in the appropriate bins.

ABA uses Greenchoice Power at all three campuses. This is power generated by the more environmentally friendly means of solar, wind or biomass. No greenhouse gas producing fuels are used in the production of Greenchoice Power.

Greenchoice is 15% more expensive than "standard power" so ABA has implemented a program of power conservation measures to reduce consumption by at least 15% if not more to make a sustainable long term contribution to greenhouse reduction. Some of these measures include: Low energy consumption computers using LCD rather than CRT screens. Because they use less power, they operate at cooler temperature which in turn reduces the power needed for air-conditioning. All PC's and Macs have been set to reduce power consumption by hibernating the screens in periods of non use during the day and turning off the machine completely overnight and restarting it automatically the next morning. As light globes require replacing, low energy globes are installed where they are effective.

We welcome the contribution of all staff and students to the ABA Greenstar program – please make your suggestions via the Campus Manager or the Student Service Officer.

## 15 Emergency procedures –

### 14.1 Canberra campus

During your first week at the Academy, and at various points throughout the year, the Campus Manager and Learning Facilitators will drill you on emergency procedures.

#### 15.1.1 Roles in emergencies

- Chief Warden (white helmet)
- Floor Wardens (yellow helmet)
- Area Wardens (red helmet)
- In-house First Aid Officers (green helmet with a white cross)

#### 15.1.2 What to do in case of a building evacuation

Follow the directions of the wardens or emergency officers (police, fire brigade) to leave the building.

#### 15.1.3 Alarms

On activation of the fire systems in your building the following tones will be heard. Follow the directions of your wardens to minimise unnecessary evacuations.

Warning	Tone	Action
Alert	BEEP BEEP BEEP	Be ready to evacuate. Follow wardens directions

Warning	Tone	Action
Evacuation	WHOOB WHOOP WHOOP	Wardens only respond to this tone Evacuate to the Assembly area.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY.**

#### 15.1.4 Assembly Area

The corner of Barry Drive and Northbourne Avenue.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY.**

#### 15.1.5 After hours instructions

In the event of an Alert Tone being sounded after normal working hours, do not assume it is a false alarm, even if there is no evidence on your floor.

After hours all persons should, for their own safety, evacuate their floor when the evacuation signal is sounded and wait for instruction from the Fire Brigade before re-entering the building.

Warning	Tone	Action
Alert	BEEP BEEP BEEP	Evacuate to the Assembly area.

Warning	Tone	Action
Evacuation	WHOOB WHOOP WHOOP	Evacuate to the Assembly area.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY**

## 15.2 Emergency procedures – North Sydney campus

During your first week at the Academy, and at various points throughout the year, the Campus Manager and Learning Facilitators will drill you on emergency procedures.

### 15.2.1 Roles in emergencies

- Chief Warden (white helmet)
- Floor Wardens (yellow helmet)
- Area Wardens (red helmet)
- In-house First Aid Officers (green helmet with a white cross)

### 15.2.1 What to do in case of a building evacuation

Follow the directions of the wardens or emergency officers (police, fire brigade) to leave the building.

### 15.2.2 Alarms

Warning	Tone	Action
Alert	BEEP BEEP BEEP	Be ready to evacuate. Follow wardens directions

Warning	Tone	Action
Evacuation	WHOOB WHOOP WHOOP	Wardens only respond to this tone Evacuate to the Assembly area.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY.**

### 15.2.3 Assembly area

The corner of Little Walker St and Mount St.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY.**

### 15.2.4 After hours instructions

In the event of an Alert Tone being sounded after normal working hours, do not assume it is a false alarm, even if there is no evidence on your floor.

After hours all persons should, for their own safety, evacuate their floor when the evacuation signal is sounded and wait for instruction from the Fire Brigade before re-entering the building.

Warning	Tone	Action
Alert	BEEP BEEP BEEP	Evacuate to the Assembly area.

Warning	Tone	Action
Evacuation	WHOOB WHOOP WHOOP	Evacuate to the Assembly area.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY**

### 15.3 Emergency procedures – Parramatta campus

During your first week at the Academy, and at various points throughout the year, the Campus Manager and Learning Facilitators will drill you on emergency procedures.

#### 15.3.1 Roles in emergencies

- Chief Warden (white helmet)
- Floor Wardens (yellow helmet)
- Area Wardens (red helmet)
- In-house First Aid Officers (green helmet with a white cross)

#### 15.3.2 What to do in case of a building evacuation

Follow the directions of the wardens or emergency officers (police, fire brigade) to leave the building.

#### 15.3.3 Alarms

Warning	Tone	Action
Alert	BEEP BEEP BEEP	Be ready to evacuate. Follow wardens directions

Warning	Tone	Action
Evacuation	WHOOB WHOOP WHOOP	Wardens only respond to this tone Evacuate to the Assembly area.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY.**

#### 15.3.4 Assemble Point

St Ioannis, Greek Orthodox Church in Hassal St, Parramatta.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY.**

#### 15.3.5 After hours instructions

In the event of an Alert Tone being sounded after normal working hours, do not assume it is a false alarm, even if there is no evidence on your floor.

After hours all persons should, for their own safety, evacuate their floor when the evacuation signal is sounded and wait for instruction from the Fire Brigade before re-entering the building.

Warning	Tone	Action
Alert	BEEP BEEP BEEP	Evacuate to the Assembly area.

Warning	Tone	Action
Evacuation	WHOOB WHOOP WHOOP	Evacuate to the Assembly area.

**REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY**

## **16 Australian Business Academy Policies and Forms**

The following policies apply to ABA students:

- Academic Grievance Policy
- Non-academic Grievance Policy
- Equity and Fairness Policy
- Personal Information Policy
- Privacy Policy
- VET FEE-HELP Refund Policy
- Request for Refund Policy
- Recognition of Prior Learning
- Request for Deferment
- Notice of Change of Enrolment
- Application for Consideration of Special Circumstances

# Academic Grievance Policy

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## Purpose

The purpose of this policy is to describe procedures and policies to allow a student to instigate a grievance relating to an academic matter, for that grievance to be reviewed by appropriate persons in a timely manner and for a decision to be made and communicated appropriately.

The objective of this Policy is to create an environment that resolves grievance in a transparently fair and equitable manner, subject to the evidence made available and to the best interest of the Academy and to the complainant.

## Scope

This Policy covers but is not limited to the following academic matters:

- Review of assessment results for assignments
- Review of assessment results for examinations
- Determinations requiring the re-submission or re-sitting of assessments
- Timeliness of the reporting of results
- Comprehensiveness of feedback given on an assessment item
- Assessment of material not covered in-class, through allocated readings or through prior assessment
- Recognition of prior knowledge
- Other academic issues.

## Communication of Policy

The Academic Grievance Policy will be made known to students at their Orientation Session.

The Academic Grievance Policy will be included in the Student Handbook.

## Procedures for making a grievance

The student must follow the process outlined below:

- 1 The student must, in the first instance, discuss the grievance with their Learning Facilitator.
- 2 The Learning Facilitator will respond within seven days of the grievance being made to them.
- 3 If unresolved, the student must make a written appeal to the Campus Manager. This appeal should include full particulars of the grievance and be supported by evidence where possible.
- 4 The Campus Manager will respond to the student, in writing, within seven days of the matter being brought to their notice under 2 above.
- 5 If unresolved, the claimant can make a written appeal to the Academic Manager. The Academic Manager will not, unless in exceptional circumstances, hear an appeal unless the grievance has been discussed with the Learning Facilitator concerned and/ or the campus manager beforehand.
- 6 The Academic Manager may choose to review the matter on the basis of the written grievance and any other responses being made, may call for other responses as seen fit.  
  
The Academic Manager may, at their discretion, choose to interview the student and any other parties with interest in the appeal in order to arrive at a decision.
- 7 The Academic Manager will make a determination, in writing and within seven days of the completion of the search for evidence and representations on the matter, to the claimant, and Campus Manager and to any other parties in the matter as the Academic Manager may deem appropriate.
- 8 If the grievance remains unresolved the claimant may choose to address the grievance for review by an independent person or body as nominated by VET, if the student is supported by VET FEE-HELP, or as arranged and agreed to by the claimant and Australian Business Academy.

## Representations

The claimant and/ or respondent may be accompanied by a third person at any time in the grievance process.

## Fees and Charges

No fees and charges will be made for addressing the grievance.

Reasonable charges can be made for collection of evidence, legal representation, recovery of legal expenses and ancillary expenses. These charges will be discussed beforehand with the claimant if possible.

**Endorsements and Warranties**

These Policies have been ratified by the Board of Australian Business Academy or by its delegated authority.

Records will be kept for a period of five years

All records will be confidential.

Parties to the grievance will be allowed access to the records pertaining to the grievance.

Reasonable and full explanation of decisions will be given, in writing, if requested by the complainant and will be given as a matter of course where the grievance has progressed to being heard by the Campus Manager and beyond.

Australian Business Academy warrants that any grievance will be addressed without bias to either claimant or respondent.

## Non-academic Grievance Policy

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### Purpose

The purpose of this policy is to describe procedures and policies to allow a student to instigate a grievance relating to non-academic matters, for that grievance to be reviewed by appropriate persons in a timely manner and for a decision to be made and communicated appropriately.

The objective of this Policy is to create an environment that resolves grievance in a transparently fair and equitable manner, subject to the evidence made available and to the best interest of the Academy and to the complainant.

### Scope

This Policy covers but is not limited to the following non-academic matters:

- VET FEE-HELP matters
- Discrimination, bullying and unfair treatment

And concerns:

- All students
- All prospective students

### Communication of Policy

The Non-Academic Grievance Policy will be made known to students at their Orientation Session.

The Non-Academic Grievance Policy will be included in the Student Handbook.

### Procedures for making a grievance

The student or prospective must follow the process outlined below:

- 1 The complainant must, in the first instance, discuss the grievance with the Campus Manager.
- 2 The Campus Manager will respond within seven days of the grievance being made to them.
- 3 If unresolved, the complainant must make a written appeal to the General Manager. This appeal should include full particulars of the grievance and be supported by evidence where possible.
- 4 The General Manager will respond to the complainant, in writing, within seven days of the matter being brought to their notice under 3 above.
- 5 If unresolved, the claimant can make a written appeal to the Chief Executive Officer. The Chief Executive Officer will not, unless in exceptional circumstances, hear an appeal unless the grievance has been discussed with the Campus Manager beforehand.
- 6 The Chief Executive Officer may choose to review the matter on the basis of the written grievance and any other responses being made, may call for other responses as seen fit.  
  
The Chief Executive Officer may, at their discretion, choose to interview the complainant and any other parties with interest in the appeal in order to arrive at a decision.
- 7 The Chief Executive Officer will make a determination, in writing and within seven days of the completion of the search for evidence and representations on the matter, to the claimant, and Campus Manager and to any other parties in the matter as the Chief Executive Officer may deem appropriate.
- 8 If the grievance remains unresolved the claimant may choose to address the grievance for review by an independent person or body as nominated by VET (if the complainant is a student supported by VET FEE-HELP), or as arranged and agreed to by the claimant and Australian Business Academy.

### Representations

The claimant and/ or respondent may be accompanied by a third person at any time in the grievance process.

### Fees and Charges

No fees and charges will be made for addressing the grievance.

Reasonable charges can be made for collection of evidence, legal representation, recovery of legal expenses and ancillary expenses. These charges will be discussed beforehand with the claimant if possible.

**Associated Policies**

This Policy may be applied in conjunction with:

VET FEE-HELP Tuition Assurance Policy  
Equity and Fairness Policy

**Endorsements and Warranties**

These Policies have been ratified by the Board of Australian Business Academy or by its delegated authority.

Records will be kept for a period of five years

All records will be confidential.

Parties to the grievance will be allowed access to the records pertaining to the grievance.

Reasonable and full explanation of decisions will be given, in writing, if requested by the complainant and will be given as a matter of course where the grievance has progressed to being heard by the Campus Manager and beyond.

Australian Business Academy warrants that any grievance will be addressed without bias to either claimant or respondent.

# Equity and Fairness Policy

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## Purpose

The purpose of this policy is to describe procedures and policies relating to the fair and equitable treatment of all students, or prospective students, seeking to enrol in a course or unit of study, participating in or being assessed in a course or unit of study, applying for financial assistance and other matters as provided by Australian Business Academy.

## Scope

This Policy covers but is not limited to the following:

- All prospective students
- All students

## Communication of Policy

The Policy will be made known to persons acting on behalf of Australian Business Academy in the enrolment of students.  
The Policy will be included in the Academic Handbook.

## Procedures

Australian Business Academy will:

- 1 Assess each student enrolment application on its merits without cognisance to the student's application for or acceptance of VET FEE-HELP assistance.
- 2 Present each unit of study in a similar way to all students without cognisance to the student's application for or acceptance of VET FEE-HELP assistance.
- 3 Assess the performance or competency of each student in a unit of study without cognisance to the student's application for or acceptance of VET FEE-HELP assistance.
- 4 Assess each student enrolment application on its merits without cognisance to the student's religion, gender, physical disability, sexual preferences, age, nationality or ethnicity.
- 5 Present each unit of study in a similar way to all students without cognisance to the student's religion, gender, physical disability, sexual preferences, age, nationality or ethnicity.
- 6 Assess the performance or competency of each student in a unit of study without cognisance to the student's
- 7 Provide an environment of equity and fairness in all aspects of the student's experience at Australian Business Academy
- 8 Have in place policies to address any evidence of, but not limited to, sexual harassment, bullying, racial or ethnic discrimination, religious intolerance or other matters leading to unfair treatment.

## Exception

This Policy does not prevent Australian Business Academy from taking into account a student's educational disadvantages in determining a student's application to enrol in or continue enrolment in a unit or course of study.

## Associated Policies

This Policy may be applied in conjunction with non-academic and academic grievance policies.

## Endorsements and Warranties

These Policies have been ratified by the Board of Australian Business Academy or by its delegated authority.

## Personal Information Policy

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### **Purpose**

The purpose of this policy is to describe procedures and policies relating to information collected and used by Australian Business Academy and the rights of individuals to that information and the proper storage and security of this information.

Australian Business Academy treats the privacy of its students and employees with the utmost seriousness and firmly upholds the ideal that every person has a fundamental right to privacy which extends to the use and disclosure of their personal information. Australian Business Academy is committed to maintaining privacy of information in accordance with the Information Privacy Principles (IPPs) as set out in the Commonwealth Privacy Act 1988, the requirements of the Higher Education Support ACT 2003 and its own internal procedures.

### **Scope**

This Policy covers the following:

- All prospective students
- All students

### **Communication of Policy**

The Policy will be included in the Academic Handbook.  
The Policy will be included in the Student Handbook.

### **Procedures**

When you enroll with Australian Business Academy, you will be asked to provide a certain amount of personal information. Australian Business Academy collects personal information in order to assist in the provision of academic and non academic services. Australian Business Academy will only collect information if it is required for a specific function or purpose of the Academy.

You will be required to provide personal information on your Enrolment forms, Student Services forms and other such forms and all this information will then be included in your personal file. You will be notified of any information that is being collected and kept on file.

Australian Business Academy will only use your personal information for the purpose for which it was provided; in order to provide products or services, to communicate with staff and students and to communicate with nominated people in the event of an accident or emergency.

Australian Business Academy does not sell or provide your personal information to external companies for the purposes of marketing.

Australian Business Academy may also collect statistical information in order to improve the provision of services; however this information is provided anonymously.

By law, Australian Business Academy is required to provide certain personal information to external organisations. This may include sharing information with the Department of Immigration and Citizenship (DIAC), the Department of Education, Employment and Workplace Relations (DEEWR) and with Centrelink. The information Australian Business Academy provides may include personal and contact details and course enrolment details and changes.

Students choosing to access VET FEE-HELP will also have personal information shared with the Australian government for record keeping purposes.

If you provide any health related information to Australian Business Academy, the information may be accessed by staff and health practitioners for the purpose of providing further services.

Australian Business Academy understands the importance of personal privacy and ensures that all information you provide is treated with the appropriate respect. Australian Business Academy keeps all personal information and documentation in secure locked files and employs the use of data storage programs which have password security to electronically store information and communications between the Academy and its students.

Australian Business Academy relies on students to advise of any changes to personal information in order to maintain a complete, accurate and up to date record.

You have the right to inspect your own personal information held by the Academy free of charge at any time. To access personal information, a *Request to Access Personal Information* form needs to be completed and submitted to the Student Services Officer for student requests. Australian Business Academy will only disclose information to a third party after you have provided written permission to do so.

Complaints regarding a privacy matter will be handled in accordance with Australian Business Academy's *Non Academic Grievance Policy*.

A full and complete copy of Australian Business Academy privacy policy can be found in the Student

**Associated Policies**

This Policy may be applied in conjunction with the Australian Business Academy Non-Academic Grievance policy.

## Privacy Policy

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### **Purpose**

The purpose of this policy is to describe procedures and policies relating to the keeping, using and access to private information as provided by employees, students and prospective students of Australian Business Academy. The Policy has been developed to meet the requirements of the Privacy Act 1988, the Higher Education Support Act 2003 and internal objectives in addressing information privacy.

### **Scope**

This Policy covers but is not limited to the collection, use and disclosure, security and access to personal information by the following:

- All employees
- All prospective students
- All students

### **Communication of Policy**

The Policy will be included in the Academic Handbook.  
The Policy will be included in the Student Handbook.

### **Procedures**

Australian Business Academy will collect personal information in order to assist in the provision of academic and non academic services or as required by law.

### **All information collected by Australian Business Academy will note the following:**

- the nature of the records of personal information kept by or on its behalf
- the purpose for which each type of record is kept
- the period for which each type of record is kept
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access
- the steps that should be taken by persons wishing to obtain access to that information.

Australian Business Academy will collect information:

- Will acknowledge if information is held
- Only if it is relevant for a purpose directly related to a function or activity of the Academy
- Only by lawful means
- And will take all reasonable measures to ensure that the individual is aware of the purpose for which the information is being collected
- And will ensure that the collection of personal information does not intrude to an unreasonable extent upon the personal affairs of the individual concerned
- And will endeavour to maintain the information is up to date and complete
- And will not sell or provide information to external companies for the purposes of marketing
- And will ensure that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse
- And will, if it is necessary for the record to be given to a person in connection with the provision of a service to ABA, ensure everything reasonably within the power of ABA is done to prevent unauthorised use or disclosure of information contained in the record.
- And will allow all students and employees to inspect their own personal information free of charge.
- And will allow an individual to receive a copy of their personal information
- And will disclose to a third party only after receiving written permission from the individual.
- And will, where a record is found to be inaccurate, make a correction to that information and note that an amendment has been made.

**Exceptions**

ABA uses personal information only for the purpose for which it was provided in order to provide products or services, to communicate with staff and students and to communicate with nominated people in the event of an accident or emergency.

ABA is required to provide certain personal information to external organisations in order to provide specific services and as required by law. This may include, but is not limited to sharing information with the Department of Immigration and Citizenship (DIAC), the Department of Education, employment and Workplace Relations (DEEWR), with designated authorities including the Tuition Assurance Scheme and the ESOS Assurance Fund Manager, and with ABA's representatives/agents in order to provide overseas students with services. This information may include personal and contact details, course enrolment details and changes and the circumstances of any suspected breach of a student visa condition.

Where health related information is provided to ABA, the information may be accessed by ABA staff and health practitioners for the purpose of providing further services.

ABA may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

ABA also collects statistical information in order to improve the provision of services; however this information is provided anonymously

ABA's website may use cookies and IP address data to collect statistical information regarding website usage. IP addresses are not matched with personal information.

A student's personal information may also be collected to assess an individual's entitlement to Commonwealth Assistance under the Higher Education Support ACT 2003 and to allocate a Commonwealth Higher Education Student Support Number (CHESSN). ABA will disclose this information to the Department of Education, Employment and Workplace Relations (DEEWR) for these purposes.

DEEWR will store this information securely in the VET FEE-HELP IT System (VITS). DEEWR may disclose information to the Australian Taxation Office.

Personal information gathered for these purposes will not otherwise be disclosed without the individual's consent unless required or authorised by law.

**Data Quality**

ABA relies on students to advise of any changes to personal information in order to maintain a complete, accurate and up to date record. Overseas students have a legal obligation to inform the Academy of any change in personal details such as postal address, contact number etc.

**Data Storage and Security**

ABA will ensure that suitable storage arrangements and appropriate filing procedures are in place and that suitable security arrangements exist for all records containing personal information. All reasonable safeguards will be taken to ensure that the information it holds is protected against misuse or loss from unauthorised access, use, modification or disclosure.

ABA is obligated as a Registered Training Organisation (RTO) under the Australian Quality Training Framework (AQTF) 2007 Condition of Registration, to store information on student enrolments and progress for a period of 30 years. ABA may continue to maintain personal information held by the Academy after the provision of services ceases. Information that is no longer required will either be de-identified or destroyed.

**Endorsements and Warranties**

These Policies have been ratified by the Board of Australian Business Academy or by its delegated authority.

## VET Tuition Fee Assurance and Refund Policy

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### **Purpose**

The purpose of this policy is to describe procedures and policies regarding VET FEE-HELP. It contains information about when a VET FEE-HELP debt is incurred and actions needed to be taken if a VET FEE-HELP program is discontinued by Australian Business Academy. This Policy is to protect students in the event that the Academy ceases to provide a VET course of study in which a student is enrolled.

Pursuant to the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and the associated VET Provider Guidelines, Australian Business Academy P/L ("Australian Business Academy") is required to provide a VET tuition assurance arrangement for Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in a VET Fee-Help enabled course ("a VET course of study") offered by Australian Business Academy.

### **Scope**

This Policy covers the following:

Only those students enrolled in a VET FEE-HELP unit or course of study.

### **Communication of Policy**

The Policy will be included in the Student Handbook.

The Policy will be included in the Academic Handbook.

VET FEE-HELP tuition charges and Census Date for the first semester will be published

### **When a VET FEE-HELP debt is applied**

A VET FEE-HELP debt is applied to a student on the Census Date. The debt is calculated on the number of units in which the student is enrolled and their tuition charge.

### **Census Date**

A Census Date is a date that Australian Business Academy publishes which is the last date by which an enrolled student can discontinue from, defer or switch a unit of study without incurring a VET FEE-HELP debt for that unit.

The Census Date is set not less than 20% into the term of the unit's delivery. Once the Census Date has passed, the student will have a liability to the Australian Government for the tuition cost of the units studied.

### **Refund of a VET FEE-HELP debt**

Australian Business Academy may, in exceptional circumstances and at its discretion, refund the unused proportion of any VET FEE-HELP payment it receives to the Australian Government.

This provision does not negate any rights the student has under law.

### **VET FEE-HELP Ceases**

A VET course of study is taken to have ceased if:

- the VET course of study does not commence on the agreed starting date (or a later date that has been agreed between the Academy and the enrolled students) and an arrangement has not previously been made between the Academy and the enrolled students to undertake a suitable alternative VET course of study; or
- the VET course of study ceases to be provided after it has started (for any reason); or
- the full VET course of study has not being delivered because:
  - the approval of the Academy as a VET Provider has been suspended or revoked;
  - notice is served on the Academy to cancel its incorporation or to dissolve the Academy as a legal entity;
  - the Academy has come under external administration;
  - the Academy ceases to be a Registered Training Organisation;
  - the secretary of DEEWR makes a declaration that the Academy has ceased to provide a VET course of study.

### **If a VET FEE-HELP Course Ceases**

In the event that the Academy ceases to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:

- a) an offer of a place in a similar VET course of study with another VET Provider without any requirement to pay the other provider any student contribution or tuition fee for any replacement VET units of study. This is known as the “**VET Course Assurance Option**”; or
- b) a refund of any up-front VET payments for any VET unit of study that the student commences but does not complete because the Academy has ceased to provide the VET course of study of which the VET unit of study forms part. This is known as the “**VET Tuition Fee Repayment Option**”.

### **Tuition Assurance**

Australian Business Academy has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).

Contact Details for ACPET-ASTAS:

#### **Australian Council for Private Education and Training (ACPET)**

PO Box Q1076, QVB Post Office, Sydney NSW 1230

Ph: (02) 9264 4490 Fax: (02) 9264 4550

Email: [acpet@acpet.edu.au](mailto:acpet@acpet.edu.au)

If the Academy ceases to provide a VET course of study, the ACPET-ASTAS will send each eligible student enrolled in the VET course of study a written VET Tuition Assurance Offer (“the Offer”) advising the student of the options available under the VET tuition assurance requirements.

The Offer will include directions that the student must follow in order to notify the ACPET-ASTAS of the choice they have made for each affected VET unit of study. ACPET-ASTAS will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries, that the Academy has ceased to provide the VET course of study.

A student may choose either:

#### **The VET Course Assurance Option**

Under the VET Course Assurance Option, a student will be offered a place in a similar VET course of study by ACPET-ASTAS. If the student accepts this option, ACPET-ASTAS will make all necessary arrangements to ensure a student is able to enroll in a similar VET course of study with another VET Provider.

This offered VET course of study will lead to the same or a comparable qualification without any requirement on the part of the student to pay the other provider any VET tuition fee for any replacement VET units of study (that is, VET units of study that the student had commenced but not completed because the VET course of study ceased to be offered). A student will receive full credit from the provider of the alternate VET course of study for any VET units of study successfully completed at the Academy.

The other provider nominated by the ACPET-ASTAS may have different VET tuition fees to the fees the student would have paid for VET units of study which were part of the VET course of study that the Academy ceased to provide but which the student had not yet started studying.

A student is not obliged to enroll in a VET course of study with another provider offered by ACPET-ASTAS under the VET Course Assurance Option. However, if they enroll with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the Academy or to offer any replacement VET units of study free of charge.

**OR**

#### **The VET Tuition Fee Repayment Option**

Under the VET Tuition Fee Repayment Option ACPET-ASTAS undertakes to pay the student the total of any up-front VET payments already paid by the student for any VET units of study that the student has commenced but not completed because the Academy has ceased to provide the VET course of study.

Students selecting this option who have applied for VET FEE-HELP assistance will have their VET FEE-HELP balance re-credited for the uncompleted VET units of study.

**Endorsements and Warranties**

These Policies have been ratified by the Board of Australian Business Academy or by its delegated authority.

## Request to refund VET FEE-HELP Tuition Fee

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### Purpose

The purpose of this policy is to describe procedures and policies regarding a request by a student for the refund of VET FEE-HELP assistance. This Policy is to help determine decisions to be made in the case of a request being made to refund VET FEE-HELP after a census date has passed.

This policy was made in accordance with Sections 91, 92, 93, 94, 95 and 96 of Schedule 1A of the Higher Education Support Act 2003 (HESA) and the associated VET Provider Guidelines.

### Scope

This Policy covers the following:

- Only those students enrolled in a VET FEE-HELP unit or course of study,
- Only when a request is made for a refund after the Census date for the particular unit of study.

### Communication of Policy

The Policy will be included in the Student Handbook.  
The Policy will be included in the Academic Handbook.

### Refund of a VET FEE-HELP debt

Australian Business Academy may, in exceptional circumstances and at its discretion, refund the unused proportion of any VET FEE-HELP payment it receives to the Australian Government.

### Procedure

- 1 The census date for the particular unit must have passed
- 2 A student must, in writing, request a refund of any VET FEE-HELP assistance and state clearly the reasons why such a request is required.
- 3 The student must, in writing, make known their intentions as to their continuance in a program of study.
- 4 The notice must be delivered to the Academic Manager of Australian Business Academy.
- 5 A decision to refund VET FEE-HELP will be made at the discretion of the Academic Manager and conveyed to the student within 28 days of receipt of the request from the student
- 6 If the student wishes, the decision of the Academic Manager may be reviewed by the Chief Executive Officer of Australian Business Academy. If such action is requested by the student, the student must, in writing and within 28 days of the decision being conveyed to the student, request review of the decision by the Chief Executive Officer.
- 7 The Chief Executive Officer, as reviewer, will:
  - Confirm the decision of the Academic Manager, or
  - Vary the decision of the Academic Manager, or
  - Set aside the decision of the academic Manager and substitute a new decision
- 8 The Chief Executive Officer, as reviewer, will convey this decision to the student within 28 days of receipt of the request for review of the Academic Manager's decision by the student.

### Endorsements and Warranties

These Policies have been ratified by the Board of Australian Business Academy or by its delegated authority.

## Application for Credit Transfer and Recognition of Prior Learning

Students are invited to seek credit transfer for any previous study and recognition of prior learning (RPL) for learning from life and industry experience they believe cover specific elements of a subject in which they are enrolled. Students are encouraged to apply for credit transfer and RPL before the semester begins and before the Census date. Later applications will not be considered.

Students must submit all relevant documentation and other relevant evidence as part of their RPL application. Assessment of your claim will include review of documentation submitted and may also include an interview and oral and written testing.

<b>Student ID</b>	<b>Student name</b>
<b>Subject (s) requested for credit transfer and RPL</b>	<b>ABA course title and subjects</b>
<b>Supporting documentation:</b> List and attach copies of supporting documents with sufficient information to assess your past study and experience against ABA course and subject content. Required documentary evidence includes academic and training transcripts and certificates, course and subject outlines, job descriptions, evidence of industry experience, referee reports and testimonials.	
<b>Any additional supporting evidence:</b> This might include referee comments on your academic and work performance and on any voluntary activities which contribute to your competency in part or all of a subject.	
<b>Student signature</b>	
<b>Date</b>	
<b>OFFICE USE ONLY</b>	
<b>Action required</b>	
Assessment of documentation	
Further documentation	
Interview	
Testing	

# Deferred Assessment Request Form

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Student ID \_\_\_\_\_ Student Name \_\_\_\_\_  
Subject \_\_\_\_\_  
Assessment \_\_\_\_\_  
Learning Facilitator \_\_\_\_\_  
Reason \_\_\_\_\_

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**Supporting documentation** (attach medical certificate, accident report or other evidence to support request for deferred assessment): \_\_\_\_\_

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I request deferment of the assessment above  
from \_\_\_\_\_ to: \_\_\_\_\_  
(Time and date) (Time and date)

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### Recommended/Not recommended

\_\_\_\_\_  
Learning Facilitator's signature Date

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### Authorised

\_\_\_\_\_  
Academic Manager/  
Campus Manager Date \_\_\_\_\_

# ENROLMENT VARIATION & WITHDRAWAL FORM

Student Name: \_\_\_\_\_

Student ID: \_\_\_\_\_ Campus: \_\_\_\_\_

*Students should be aware that variation or withdrawal may incur academic and/or financial penalties. Students must discuss any variation or withdrawal with the Academic Manager or Campus Managers. Please refer to the enrolment form and the Academic Handbook for further advice.*

Place complete all questions in section **A OR B OR C AND** Section **D**.

## **A** Deferment of Study

I wish to apply for deferment of my studies in a course/unit until:

Course \_\_\_\_\_ Semester \_\_\_\_\_ Year \_\_\_\_\_

*Students may only defer units or course for a maximum of 12 months.*

## **B** Change of Course

I wish to change my course from \_\_\_\_\_(course) to \_\_\_\_\_(course).

*Students wishing to change their course must complete a new enrolment form.*

## **C** Withdrawal

Please tick  and describe your reasons for withdrawal and ways by which we could improve the learning experience:

Other educational institution offer

Relocation

Dissatisfaction

Work commitments

Family Reasons

Other

## **D** Reasons for Variation

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Signature of student: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of RFP: \_\_\_\_\_

Date: \_\_\_\_\_

On behalf of ABA: \_\_\_\_\_

Date: \_\_\_\_\_

## **E** Comments and Actions – Office Use Only

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**Office Use Only:**

Student Records Adjusted (SSO) \_\_\_\_\_(signature)

Date: \_\_\_\_\_

Scan and E-mail to the following:

General Manager

Campus Manager

Academic Manager

Accounts

## APPLICATION FOR CONSIDERATION OF SPECIAL CIRCUMSTANCES

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Students are required to complete and submit this form if they have chosen to withdraw or defer from a unit of study after the Census date and wish to be considered for special circumstances.

*It is important that you read information contained in the ABA Student Handbook before completing this form.*

You must complete all Parts of this form  
You must sign the declaration in Part D  
Completed forms are to be submitted to the Academic Manager.

### Part A Personal details

Please complete:

<b>Family name</b>	
<b>Given names</b>	
<b>Student number</b>	
<b>Program enrolled</b>	
<b>Postal address</b>	
<b>Email address</b>	

### Part B Unit details

The units of study I wish to receive special consideration for are:

<b>Unit code</b>	<b>Unit name</b>

Please tick which of the following applies:

<b>I wish to apply for re-credit of my VET FEE-HELP balance</b>	
<b>I wish to apply for a refund of my tuition fees paid</b>	
<b>I wish to apply for a credit of my tuition fees paid against future study</b>	

**Part C**  
**Documents and details to support your application**

To support your case, you will need to attach any relevant documentation such as but not limited to medical certificates, counselor or psychologists reports, which states:

- The date your circumstances began
- If your circumstances changed after census date, the date of change, and the extent of that change
- How/why the circumstances affected your ability to study
- When it became apparent that you could not continue your study

Please complete the following, attach additional notes if you need:

What are the special circumstances preventing you from continuing your studies?


How were these special circumstances beyond your control?


How did these special circumstances preventing you from continuing your studies?


1.

How did your circumstances change after census date?


When did you become aware that you were unable to continue your studies?


What evidence are you providing to support this application?


**Part D  
DECLARATION**

I wish to apply for consideration of special circumstances as outlined in this form. I declare that the information I have provided herein is true and accurate.

I give my permission for ABA to contact any parties given in the documents I have supplied to verify my application.

I understand that refunds or re-credits will not be given unless exceptional circumstances can be demonstrated.

I have read and understand the ABA Student Handbook relating to discontinuation of a unit or course and reimbursement of funds.

Student's signature

Date

OFFICE USE ONLY - Date received



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