

AUSTRALIAN
BUSINESS
ACADEMY



Student Handbook

**Semester 1
2011**

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.

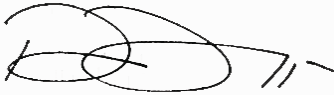
This will be a challenging and rewarding year where you will see the results of your effort and commitment as you progress through your course and enjoy the student life and camaraderie of your colleagues at the Academy.

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

2011 Session and Census Dates

2010 Continuing Students - 2011 Session and Census Dates					
Semester 1			Semester 2		
Start	Census	End	Start	Census	End
7-Feb-11	8-Mar-11	1-Jul-11	18-Jul-11	16-Aug-11	9-Dec-11

New Students 2011 - Session and Census Dates for 21 Week Units											
Session 1 2011			Session 2 2011			Session 3 2011			Session 4 2011		
Start	Census	End	Start	Census	End	Start	Census	End	Start	Census	End
7-Feb-11	8-Mar-11	1-Jul-11	2-May-11	31-May-11	23-Sep-11	18-Jul-11	16-Aug-11	9-Dec-11	3-Oct-11	11-Nov-11	13-Apr-12

New Students 2011 - Session and Census Dates for 44 Week Units *					
Session 1 2011			Session 2 2011		
Start	Census	End	Start	Census	End
7-Feb-11	12-Apr-11	9-Dec-11	18-Jul-11	27-Sep-11	29-Jul-12

* indicates a 44 week unit

Academic Administration Dates

The Academic Administration date is always the last day of the second week, after the commencement of any Session outlined above. For example, the Academic Administration date for Session 1 2011 is Friday 18th February 2011.

2011 Holidays and Examination Periods

Canberra Day holiday (ACT only)	Monday 14 March
Good Friday holiday	Friday 22 April
ANZAC Day holiday	Monday 25 April
Easter Monday holiday	Tuesday 26 April
Semester 1 Mid semester break	Monday to Friday 25 - 29 April
Queen's Birthday holiday	Monday 13 June
End-of-semester examination week	Monday to Friday 27 June - 1 July
Semester 2 Mid semester break	Monday to Friday 26 - 30 September
Labour day holiday	Monday 3 October
Family and Community Day (ACT only)	Monday 10 October
End-of-semester examination week	Monday to Friday 5 - 9 December
Semester 2 concludes	Friday 16 th December

Australian Business Academy Key Administrative Personnel

Chief Executive Officer	Benjamin Farinazzo
General Manager	Sean Steele
Academic Manager	Simon Winchester
Service Delivery Manager	Kristy McCoy
Student Recruitment Manager	Lucas Walker
IT Administrator	David Tench

CANBERRA

Campus Manager
Maile Steele

Student Services Officer
Kerri Hames

PARRAMATTA

Campus Manager
Karen Sta Ana

Student Services Officers
Sue Evans, 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 two locations:

Canberra

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

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 88201

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 (Systems Analysis and Design)
- Diploma of Management
- Diploma of Tourism
- Advanced Diploma of Accounting
- Advanced Diploma of Graphic Design
- Advanced Diploma of Management
- Advanced Diploma of Marketing
- Advanced Diploma of Sport 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 most students having an industry-based project to research, prepare and present for assessment as part of the BUSEMP100 unit.

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 sports event management.

6 University articulation

The Academy advises and supports its 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 subject 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 and university
- 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 Management (<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 or view our credit transfer and articulation agreements on the website under the VET FEE-HELP page.

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

It is in the ecology of the ABA Academic Philosophy to empower our students to build, define and achieve their academic goals via a teaching framework that supports, challenges, engages, promotes and rewards learning. This, then, empowers our students to prosper in their future careers or study.

The underlying principle of our academic philosophy is to create a learning environment that is focussed, relevant, demanding and to do this within a context of support, mutual respect, ambition and pride.

Our academic philosophy is therefore:

Objectives based

1. Creating a learning environment that fosters the development of student's aspirational goals that can guide them in their studies.
2. Being success driven in creating graduates that can grab pathways to employment or further education with the confidence that a sound knowledge in their discipline can give.
3. Developing in students an inquisitive mind, open to new ideas and an invigoration to explore and build upon their knowledge gained at ABA as their future lives bring challenges to be relished and solved.

Relevancy based

1. Our philosophy is grounded by creating programs that are relevant to the student and their future pathways. In developing our diplomas and advanced diplomas, we present graduating students with achievements that are valued to those who would employ our graduates or accept them in further education.
2. We recognise the necessity to build a learning environment that develops our student's problem solving abilities cognitive skills.
3. We understand that subject matter that is real-world focussed is better learned and better applied. As such, we develop programs that have a direct association between the subject matter and how/ why the student can apply this knowledge to their future.
4. Our belief that learning that is not confined to rigid parameters will better reflect the future to which students will need to apply their knowledge.

Sound pedagogically based

- 1 Our philosophy is that learning is enhanced through engaging the student in a process of guided learning together with encouragement and support to develop ideas for themselves.
2. We see value in a learning program that is fair – that expects commitment from the student and that develops a firm sense of responsibility in their own learning and, ultimately, their achievement.
3. Our belief is that, as a measure of competency, assessment that refrains from testing knowledge but, more so, tests application of that knowledge in a practical sense, achieves superior results in learning.
4. Academic philosophy that develops a student centric learning model and encourages the student to take control of their learning..

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,

small class sizes and individual attention,

everyday access to Learning Facilitators, the Campus Manager and the Student Services Officer,

dedicated internship, employment and job search programs (BUSEMP100, not mandatory for all students)

high quality, modern premises,

current technology, computer systems and software,
job search assistance, encouragement and training, and
post-graduation support.

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.

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.

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.

Students who continue disruptive behaviour after counselling may be suspended or expelled from the Academy..

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. The cost of a replacement card is \$33.

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 your Learning Facilitator or in the assignment boxes located on campus.

Email of work due to your Learning Facilitator is not permitted unless expressly allowed by your Learning Facilitator.

In all cases, students must keep a copy of assignment work.

There are academic penalties if assessment work is not presented on the due date.

10 Academic Matters

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

- Successfully complete academic requirements - being all assessment items in all subjects 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 Subject Outline and Assessment Guide.

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

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

Assessments may be individual or group based. It is a requirement that each student in a group assessment share equitable involvement in the group's end product. A Learning Facilitator may, at their discretion, mark each member of the group differently in accordance with the contribution each member has (or has not) made to the group's end product.

10.1.1 Examinations

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

Examinations are held in the middle of the semester and in the last week. Mid semester examinations are sometimes held during class time whilst final examinations are held in the final week which is a non-teaching week.

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.

12.1.1.1 Examination format

Examinations procedures are quite rigorous and exact so as to ensure all students across all campuses and all subjects 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

Notification of a result in an examination 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 both unexpected and beyond your control, a student is unable to sit an examination at the scheduled time. A deferred examination should be seen as a significant concession and will be granted only in exceptional circumstances.

Requests for deferred examination are to be made only on the Deferred Assessment Request form to be found in the back of the Student Handbook. This form, together with accompanying documentation should be given to the Campus Manager or Student Services Officer. This documentation should be very detailed and explicitly explain why the student could not attempt the examination at the scheduled time.

An initial deferment request for a First Sit examination:

A deferred first sit examination request, on the appropriate form with accompanying documentation, will be assessed by the Campus Manager. If an application is granted, a student must sit the scheduled re-sit examination which will be assessed as a first sit attempt with the same rights as a first sit examination. If an application is not granted, a student must sit a re-sit examination at the scheduled date and time and the result of that examination will be taken as a re-sit examination. No further examination will be given.

An initial deferment request for a Re-sit examination:

A deferred re-sit examination request, on the appropriate form with accompanying documentation, will be assessed by the Campus Manager. If an application is granted, a student must sit a special re-sit examination at a time determined by the Campus Manager. If an application is not granted, a student will be awarded a fail for that examination, will be removed from the subject and will need to re-enrol in that subject when next it is offered.

A second or subsequent request for a deferred examination:

Any further absence from a scheduled examination or a specially scheduled examination must be advised on the Deferred Assessment Request form in the back of the Student Handbook. This form is to be given to the Campus Manager who will then pass it to the Academic Manager for a decision. The Academic Manager will assess whether or not to grant a deferred examination. If an application is granted, a student must sit a special first sit or re-sit examination (as appropriate) at a time determined by the Campus Manager. If an application is not granted a fail for that examination will be recorded and the student must re-enrol in the subject when next it is offered.

Students will be notified by email of the decision of the Academic Manager or Academic Committee as to their request for a deferred examination.

Normal appeal processes will apply and as detailed in the Student Handbook.

Important Notes

A request not made on the appropriate form will not be accepted

A medical certificate must state the medical condition and the doctor must state explicitly why the student cannot attend an examination at the scheduled time. A non specific medical certificate or no medical certificate will not be accepted as a legitimate excuse

A car breakdown is not seen as sufficient excuse

A car accident accompanied by a police report is considered a legitimate excuse

Attending hospital with a friend or family member is generally not considered a legitimate excuse but will be assessed by the Campus Manager

Being late or forgetting to come is not considered a legitimate excuse

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 subjects. Re-sit examinations will not be given for some Tourism subjects. 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 subject and must re-enrol in that subject when next it is offered and pay the tuition costs that apply.

10.1.2 Assignments

All subjects 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 Subject Outline and Assessment Guide unless specifically advised otherwise.

Assignments are to be placed in the assessment boxes or as directed by your Learning Facilitator.

Assessment boxes be cleared 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 10% for each business day late.

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

Students who do not submit an assessment by the fifth business day after the due date, without prior approval from their Learning Facilitator, will be graded fail for that assessment.

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%.

10.1.2.4 Assessment due date extension

If a student requires an extension to the due date for an assessment they must discuss this with their Learning Facilitator. Students should realise that an extension is a significant concession and will not be given unless a good reason can be seen. An extension due to heavy assessment workload is not a legitimate reason to justify an extension. All students have assessment due dates clearly published in the Subject Outline and Assessment Guide and it is expected that they be able to manage their time accordingly.

10.1.2.5 Last day for submission of assessments

Notwithstanding any other advice, any deferment or extension granted that may imply an assessment piece may be submitted after the end of the semester, no submission for any in-class, take-home assessment piece will be accepted after Friday at 4:30pm of week 20 of the semester.

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 subject.

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 Internship

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

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

It is your responsibility to source an internship.

Industry experience requirements for each award are a minimum 60 hours, part-time students may wish to apply for Recognition of Prior Learning. Diploma of Accounting and Diploma of Human Resources Management students do not complete BUSEMP100 and therefore do not have a mandatory internship requirement to complete the requirements for their award.

Diploma of Accounting	0 hours
Diploma of Human Resources Management	0 hours
Diploma of Management	60 hours
Diploma of Graphic Design	60 hours
Diploma of Business Administration	60 hours
Diploma of Information Technology	60 hours
Diploma of Tourism	60 hours
Advanced Diploma of Accounting	60 hours
Advanced Diploma of Management	60 hours
Advanced Diploma of Marketing	60 hours
Advanced Diploma of Sports and Recreation	60 hours
Advanced Diploma of Graphic Design	60 hours
Advanced Diploma of Tourism	60 hours

In keeping with our commitment to prepare students for the business world we actively encourage and expect you to organise your own placements. However, 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, upon request.

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 January 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 transfer or 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, a copy of which is included in this handbook..

Students must submit all relevant documentation and other relevant evidence as part of their credit transfer or 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 test.

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.

Credit transfer and RPL assessments will be conducted by the Academic Manager. The Academic Manager may seek comment from a relevant Learning Facilitator, who is competent in the field of study.

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 subject 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 Appeals policy described in this Handbook.

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

10.8 Testamur and Academic Record

An 'Academic Record' is a statement of results for all subjects 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 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 OnLine

Students can access public ABA student pages, restricted on-line subject 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 Academic Manager. 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 Academic Appeals and Non-academic Appeals processes

An appeal must be received within three months of a decision being conveyed to a student to which the appeal is being made. An appeal will not be heard if made after this period.

An appeal can take two forms – an Academic Appeal or a Non-academic Appeal.

Academic Appeal

Students are to raise their concern with their Learning Facilitator in the first instance or with their Campus Manager. Students must raise the matter, if unresolved with their Campus Manager prior to submission of a formal Academic Appeal.

Students must submit any appeal on the Appeals Form contained in this handbook. The appeal will be heard by the Academic Manager. The Academic Manager may seek additional information as required. If the student is not satisfied with the decision of the Academic Manager the student may Appeal to the General Manager, again on the Appeals Form. If a student is not satisfied with the decision of the General Manager the student may appeal to the Chief Executive Officer, again on the Appeals Form. An appeal will not, unless in exceptional circumstances, be heard unless this procedure is followed.

If the student is not satisfied with the decision made by the Chief Executive Officer the student may refer the matter to the Administrative Appeals Tribunal, an Australian government body. There may be fees and charges involved in this action to be borne by the student,

Non-academic Appeal

Students are to raise their concern with their Campus Manager in the first instance prior to submission of a formal Non-academic Appeal.

Students must submit any appeal on the Appeals Form contained in this handbook. The appeal will be heard by the Service Delivery Manager. If a student is not satisfied with the decision of the Service Delivery Manager the student may appeal to the General Manager. If a student is not satisfied with the decision of the General Manager the student may appeal to the Chief Executive Officer, again on the Appeals Form. An appeal will not, unless in exceptional circumstances, be heard unless this procedure is followed.

If the student is not satisfied with the decision made by the Chief Executive Officer the student may refer the matter to the Administrative Appeals Tribunal, an Australian government body. There may be fees and charges involved in this action to be borne by the student,

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.

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 10.14.2)
- 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 subject. The student does not get two chances in each subject studied but gets two chances for their entire period at ABA.

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

Students may appeal decisions made by the Academy.

10.15 Textbooks

Students are issued with course textbook lists before commencement of their first class and again in their orientation packs during orientation. The Co-Op may also come onto campus during orientation to sell books during that week. It is a student responsibility to ensure they have their textbooks before the commencement of classes.

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

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 8:30 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, there is information regarding student accommodation options available on Live OnLine.

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

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 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

All census dates are published on the ABA website on the VET FEE-HELP page. The Census Date will be no less than 20% of the way through the subject being studied.

The Census Date is that date after which it is not possible to defer, alter or withdraw from a subject 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, , 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 its equivalent 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 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 tuition fees will not be applied and no academic penalty noted.

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

An appeal process is described in this Handbook.

12.6 Withdrawal from a subject or program

It is important to realise that once a student (or responsible fee payer) has signed the Application for Enrolment Form and that enrolment is accepted by ABA, the student is personally liable for all fees payable to ABA either directly, if a non-VET FEE HELP student, or through the VET FEE HELP system. If a student either leaves the Academy or does not commence study and fails to withdraw or defer from a course or subject(s)/units in the manner outlined below, on or prior to the Census Date, they remain liable for all tuition fees.

A student wishing to withdraw or defer must complete and lodge an Enrolment Variation or Withdrawal Form prior to Census Date. Failure to do so will cause the student to be liable for tuition fees.

Withdrawal Policy

Applications for withdrawal MUST BE MADE IN WRITING (and will be acknowledged in writing)

Withdrawals from a unit after census will incur the full cost of the unit

Withdrawals from a unit after academic administrative date will incur a \$300 administrative fine

Deferral Policy

Applications for deferral MUST BE MADE IN WRITING (and will be acknowledged in writing)

Requests are considered on an individual basis and approvals are at the discretion of the Academic Manager.

Deferral from a unit after census will incur the full cost of the unit

Deferral from a unit after academic administrative date will incur a \$300 administrative fine

The maximum deferral period is ONE YEAR

An application for withdrawal or deferral must be made on the Enrolment Variation or Withdrawal 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. Withdrawal or deferral from a unit after academic administrative date will incur a \$300 administrative fine.

A request for withdrawal after the Census Date will be considered on an individual basis at the discretion of Academic Manager. In this case, students must complete both a Enrolment Variation or Withdrawal Form and an Application for Special Consideration form, copies of which are in this Handbook. Students should note that Special Consideration is defined very specifically under the Higher Education Support Act directions about which are given on the Form. Students should be aware that refund of fees after the Census Date should not be taken for granted and that significant and extraneous circumstances must be proved for such a decision to be made. A student may appeal this decision using the appropriate Appeal Form.

12.7 Inter-campus transfers

Transfers between ABA campuses are allowed only at the discretion of the Academic Manager. A student seeking transfer should write to the Academic Manager outlining their request.

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 Acceptable and unacceptable use and behaviour

The using of and participation in ABA on-line, in-class, on-campus and remote computing resources for unproductive, offensive, inappropriate or illegal tasks is not allowed. This policy describes what is acceptable and not acceptable use and behaviour on ABA IT and computer facilities. The policy also describes actions that may be taken if inappropriate use of facilities is made by students.

Use of ABA IT and computing facilities includes but is not limited to the ABA network, ABA access to the Internet, Computers, software, printers, scanners, display monitors and other peripherals.

13.5.1 Penalties for unacceptable use of computer or IT facilities

The Academy reserves the right to withdraw access rights to any student who generally misuses computing services. Further disciplinary action may be taken with respect to additional penalties that may be imposed on the student.

In the first instance action will be taken under to procedures and policies described in the Non-academic policy outlined in this Handbook. Normal appeal process against a decision made will apply.

13.5.2 Monitoring of student use of IT and computing facilities

ABA reserves the right to monitor all communications, use and data stored on ABA network servers and workstations, all interactions across the network made by students and all interactions made on or via the Internet by students.

13.5.3 Acceptable use of IT and computing facilities

Students are to show respect for others when using or participating in on-line learning activities. Acceptable use includes but is not limited to:

- limited use of ABA network and facilities for private use
- using computing facilities for academic work
- respecting the privacy of all other users at all times
- obeying all relevant rules
- using language appropriate to the public nature of blog or wiki sites provided for student comment
- facilitating a respectful two-way on-line communication without bullying or ridiculing others
- showing consideration to others

13.5.4 Unacceptable use of IT and computing facilities

ABA sees as unacceptable use of its Computing and IT facilities as including but not limited to the following:

Students should ensure that they:

- do not distribute ABA licensed software to others
- do not open attachments from un-trusted sources when using email or the internet or when using external storage devices such as discs or USB drives
- do not browse, read or send mail from any other user's mailbox unless granted permission
- do not originate or circulate items with objectionable or offensive content
- do not use abusive, objectionable or offensive language or provide unlawful information in emails, blogs, wikis or websites
- do not send or participate in the circulation of chain letters
- do not send inflammatory, harassing, threatening or slanderous email
- do not violate any software licenses, copyrights, state, federal or international laws governing intellectual property and online activities
- do not use encryption on email as this circumvents virus checking software and firewall rules of operation
- do not click on the unsubscribe option to unsolicited email (spam) mail
- do not provide access to unauthorised users
- do not access internet sites that are not associated with their academic work
- do not download inappropriate files
- upload any content from ABA that would be seen as inappropriate distribute software to others
- do not give their ABA password to any other person except to the ABA Systems Administrator

Except for limited personal use for email purposes that ABA would consider reasonable, activities which obviously violate the principles of acceptable use are unacceptable. Such unacceptable behaviour includes, but is not limited to, the following actions:

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

using language appropriate to the public nature of blog or wiki sites provided for student comment

facilitating a respectful two-way on-line communication without bullying or ridiculing others.

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

sending forged email messages from or to the ABA network

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

logon 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?

T

he 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

15.1 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	WHOOP 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.

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	WHOOP WHOOP WHOOP	Evacuate to the Assembly area.

REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY

15.2 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.

15.2.1 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)

15.2.2 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.

15.2.3 Alarms

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

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

REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY

15.2.4 Assemble Point

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

REMEMBER: DO NOT USE LIFTS IN AN EMERGENCY

15.2.5 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	WHOOP 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:

- Equity and Fairness Policy
- Personal Information Policy
- Privacy Policy
- VET Tuition Fee Assurance and Refund Policy
- Request to Refund VET FEE-HELP Tuition Fee
- Recognition of Prior Learning or Credit Transfer
- Deferred Examination Request Form
- Application for Consideration of Special Circumstances Form (withdrawal after Census Date)
- Academic Appeals and Form
- Non-academic Appeals and Form
- Enrolment Variation or Withdrawal Form (including withdrawal or course change)

EQUITY AND FAIRNESS POLICY

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 subject of study, participating in or being assessed in a course or subject 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 subject 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 subject 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 subject 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 subject of study without cognisance to the student's application for or acceptance of VET FEE-HELP assistance.
- 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 subject 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

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 Appeals policy.

PRIVACY POLICY

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

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 subject 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 subjects 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 subject of study without incurring a VET FEE-HELP debt for that subject.

The Census Date is set not less than 20% into the term of the subject's delivery. Once the Census Date has passed, the student will have a liability to the Australian Government for the tuition cost of the subjects 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 subjects of study. This is known as the “**VET Course Assurance Option**”; or
- b) a refund of any up-front VET payments for any VET subject 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 subject 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

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 subject 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 subjects of study (that is, VET subjects 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 subjects 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 subjects 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 subjects of study completed with the Academy or to offer any replacement VET subjects 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 subjects 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 subjects 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

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 subject or course of study,
- Only when a request is made for a refund after the Census date for the particular subject 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 subject 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.

Student ID	Student name
Subject (s) requested for credit transfer and RPL	ABA course title and subjects
Supporting documentation: 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.	
Any additional supporting evidence: 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.	
Student signature	
Date	
OFFICE USE ONLY	
Action required	
Assessment of documentation	
Further documentation	
Interview	
Testing	

DEFERRED ASSESSMENT REQUEST FORM

Student ID _____ Student Name _____

Subject _____

Assessment _____

Learning Facilitator _____

Reason _____

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

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

Recommended/Not recommended

Learning Facilitator's signature _____ Date _____

Authorised

Academic Manager/
Campus Manager _____ Date _____

APPLICATION FOR CONSIDERATION OF SPECIAL CIRCUMSTANCES

Students are required to complete and submit this form if they have chosen to withdraw or defer from a subject 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:

Family name	
Given names	
Student number	
Program enrolled	
Postal address	
Email address	

Part B Subject details

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

Subject code	Subject name

Please tick which of the following applies:

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

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?

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 subject or course and reimbursement of funds.

Student's signature

Date

OFFICE USE ONLY - Date received

APPLICATION FOR AN APPEAL AGAINST AN ACADEMIC DECISION

An academic grievance relates to a decision made regarding a student's attendance, industry internship, assessment result or other academic matter that is detrimental to the student and that the student wishes to appeal. To make a formal request for the decision to be reviewed, the student is required to complete this form and supply whatever evidence to support the student's case.

An appeal will not be heard unless the student has first raised the matter with their Learning Facilitator or their Campus Manager in the first instance and their Campus Manager in all cases.

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

Completed forms are to be submitted to the Academic Manager. The reviewing party may call for further information if required to assist in making a decision.

Part A

Personal details

Please complete:

Family name	
Given names	
Student number	
Program enrolled	
Postal address	
Email address	

Part B

Unit details

The units of study I wish the decision to be made in respect:

Subject code	Subject name

Part D
Evidence schedule

What documentary evidence are you attaching to this application to support your appeal?

Item	Name of document
1	
2	
3	
4	

You may attach further documentation

Part E
DECLARATION

I wish to appeal an academic decision made against me as detailed 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 a decision will not be revised unless exceptional circumstances can be demonstrated.

I have read and understand the ABA Student Handbook relating to appeals and grievances.

Student's signature

Date

Date received

APPLICATION FOR AN APPEAL AGAINST A NON-ACADEMIC DECISION

A non-academic grievance relates to a decision made regarding a student's non-academic relationship with the Academy that is detrimental to the student and that the student wishes to appeal. To make a formal request for the decision to be reviewed, the student is required to complete this form and supply whatever evidence to support the student's case.

An appeal will not be heard unless the student has first raised the matter with their Campus Manager in the first instance.

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

Completed forms are to be submitted to the Service Delivery Manager. The reviewing party may call for further information if required to assist in making a decision.

Part A

Personal details

Please complete:

Family name	
Given names	
Student number	
Program enrolled	
Postal address	
Email address	

Part B

Objective of the appeal

What is the result of this appeal are you requesting? In this section, you are asked to describe what is the specific outcome of this appeal you are seeking.

Part D
Evidence schedule

What documentary evidence are you attaching to this application to support your appeal?

Item	Name of document
1	
2	
3	
4	

You may attach further documentation

Part E
DECLARATION

I wish to appeal an academic decision made against me as detailed 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 a decision will not be revised unless exceptional circumstances can be demonstrated.

I have read and understand the ABA Student Handbook relating to appeals and grievances.

Student's signature

Date

Date received

ENROLMENT VARIATION AND AMMENDMENT FORM

Enrolment Variation and Amendment Form



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 Terms and Conditions of the Application for Enrolment form and the Student Handbook for further advice.

Family Name: _____ Given Names: _____
Campus: _____ Student ID: _____

Please complete the relevant Section below;

Deferment of Study *Students may only defer a course for a maximum of 12 months.*

Course Name: _____ Course Code: _____
Semester Commenced: _____ Completion Date: _____
Intended Year and Semester for Resuming Study: _____

Deferment of Units of Study *Students may only defer units for a maximum of 12 months.*

Course Name: _____ Course Code: _____
Semester Commenced: _____ Completion Date: _____
Unit Code: _____ Unit Code: _____
Unit Code: _____ Unit Code: _____
Unit Code: _____ Unit Code: _____
Unit Code: _____ Unit Code: _____
Unit Code: _____ Unit Code: _____
Unit Code: _____ Unit Code: _____

Change of Course of Study *Students wishing to change their course must complete a new enrolment form*

Current Course Name: _____ Current Course Code: _____
Year and Semester Commenced: _____
New Course Name: _____ New Course Code: _____
Intended Completion Date: _____ Total Course Fee: _____
New Unit Code: _____ New Unit Code: _____
New Unit Code: _____ New Unit Code: _____
New Unit Code: _____ New Unit Code: _____
New Unit Code: _____ New Unit Code: _____
New Unit Code: _____ New Unit Code: _____
New Unit Code: _____ New Unit Code: _____
New Unit Code: _____ New Unit Code: _____

Variation to Study Load

Course Name: _____	Course Code: _____
Semester Commenced: _____	Census Date: _____
Unit Added: _____	Unit Added: _____
Unit Added: _____	Unit Added: _____
Unit Added: _____	Unit Added: _____
Unit Deferred: _____	Unit Deferred: _____
Unit Deferred: _____	Unit Deferred: _____
Unit Deferred: _____	Unit Deferred: _____

Withdrawal from Units of Study

Course Name: _____	Course Code: _____
Semester Commenced: _____	Census Date: _____
Unit Code: _____	Unit Code: _____
Unit Code: _____	Unit Code: _____
Unit Code: _____	Unit Code: _____
Unit Code: _____	Unit Code: _____
Unit Code: _____	Unit Code: _____
Unit Code: _____	Unit Code: _____

Withdrawal from Course of Study

Course Name: _____	Course Code: _____
Semester Commenced: _____	Census Date: _____

Please indicate your reason/s for withdrawing from your studies:

- | | |
|--|---|
| <input type="checkbox"/> Relocation | <input type="checkbox"/> Family Commitments |
| <input type="checkbox"/> Other educational institution offer | <input type="checkbox"/> Work Commitments |
| <input type="checkbox"/> Dissatisfaction with course | <input type="checkbox"/> Dissatisfaction with ABA |
| <input type="checkbox"/> Other (please indicate): _____ | |

Reason/s for Variation

Declaration

I hereby declare that I have read, and understood, the conditions regarding my requested variation to enrolment, and I hereby acknowledge that I am aware, and agree, with any financial and/or academic penalties or liabilities that may arise by virtue of this variation.

Signature of Student: _____ Date: _____

Signature of RFP (if required): _____ Date: _____

Authorised ABA Representative: _____ Date: _____

Office Use Only:

Student Records Adjusted (SRO) _____ (signature) Date: _____

Scan and E-mail to the following: Student Recruitment Manager Campus Manager Academic Manager Accounts



www.ABA.edu.au