

# Student Handbook

Academy of Global Business Training PTY LTD



[www.GlobalBusinessTrainer.edu.au](http://www.GlobalBusinessTrainer.edu.au)

*trading as*

## Global Business Trainer

# 2018

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## Introduction

This student handbook booklet is designed to provide you with information about the services provided by the Academy of Global Business Training AGBT and our approach to providing you a safe, fair and supported environment to participate in online training and assessment. This booklet does not provide you with specific information about a particular course offered by the Academy of Global Business Training. This information is contained in the Course Brochure supplied separately.

Academy of Global Business Training is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework AQF certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

### Our mission

The Academy of Global Business Training's mission is to deliver quality training and assessment that meets the needs of learners and industry.

### Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional

development.

- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

### E-Learning & Digital Literacy

In order to study at Academy of Global Business Training, you must have access to the internet and a PC or laptop.

All learning resources, E-Book, instructions, activities and assessments are in the AGBT Learning Management system LMS accessed by your allocated student email.

AGBT has a multichannel virtual

technology suite of communication tools and applications APPS to support your training and assessment.

### Workplace Suitability

Learners must be employed or have access to a suitable workplace to undertake workplace activities and interact with other employees or workers.

Assessments must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in a business environment and include access to:

- Office equipment and technology
- Workplace documents, organisational policies and procedures for customer service

## Quality Training

### What You Can Expect From Us

Academy of Global Business Training aims to provide training services of the highest quality possible that are reflective of current industry needs and employer expectations. This is achieved through ensuring:

- a. Training is delivered by appropriately qualified trainers who have current and extensive industry experience
- b. All training products used and/or developed meet the requirements of the appropriate Training Package
- c. All training products used and/or developed are reviewed before use by the organisation's staff for quality, accuracy and currency
- d. All courses and qualifications are

developed in consultation with industry

- e. Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and assessment provided to our learners
- f. The individual learning and support needs of all learners are identified upon entry into a course/qualification and modified where applicable to assist with successful completion
- g. All trainer/assessors regularly participate in moderation and validation of the units and courses/qualification in which they deliver
- h. Compliance with all legislation and Standards for delivery and assessment, privacy and anti-discrimination
- i. All learners and employers records are stored and accessed in line with of Global Business Trainer Privacy Policy, Australian Skills and Quality Authority ASQA requirements and specific contractual requirements set out in the NSW Smart and Skilled 2015 guidelines

### COMPETENCY BASED TRAINING AND ASSESSMENT

There are a number of components to competency based training and assessment. These include:

**Competency standards** – an industry determines specification of performance which sets out the skills, knowledge and attitudes required to operate effectively

in employment. Competency standards are made up of units of competency – which are made up of elements, performance and knowledge evidence and assessment conditions. Competency standards are an endorsed component of a Training Package.

**Competency based training** – training that develops the skills, knowledge and attitudes required to achieve competency standards

**Competency based assessment** – is the gathering and judging of evidence in order to determine whether a person has achieved a required standard of competence. This means they have the necessary skills, knowledge and attitudes to work in a particular industry at that particular level.

#### **Delivery of training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

#### **Results and certificates**

On completing the training program with AGBT, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by AGBT will be accompanied by a transcript which will detail the units of competency issued

within the qualification.

- Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations.
- A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

## **Essential Requirement:**

### **Pre-Enrolment:**

Learners are informed prior to enrolment that access to an internet connection and computer is essential. An AGBT Engagement officer will conduct a pre-enrolment conversation of the learner's current skills and experiences relevant to the competency requirement to ensure we can provide the most optimal learning experience suitable to needs and objectives.

### **Pre Enrolment and Initial Client Contact Checklist:**

Student Handbook

Course brochure and assessment requirements

STEP 1-Initial Client Contact Checklist

STEP 2 - Suitability Discussion

STEP 3 - Optional: Digital Literacy

## Our expectations of you

The Academy of Global Business Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of the Academy of Global Business Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and the Academy of Global Business Training publications, Virtual Communication Applications & Education G-suite, tools, and Learning Management System; with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and the Academy of Global Business Training staff members and their right to privacy and confidentiality.

## Student support

AGBT caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment stage onwards.

AGBT is committed to providing support, advice or assistance during training to all students. To ensure the quality delivery of training and assessment, AGBT provides:

## STUDENT ENGAGEMENT

In order to provide students with the required support, Academy Of Global Business Training will:

- offer an online learner management system LMS called AGBT eLearning which contains the required information, material and assessments on each of its courses with access to our trainers for tuition and support via phone, email and by appointment for a face to face Hangout session to support student's needs;
- assign student cohorts to trainers to ensure consistent monitoring of academic progression and provision of ongoing support to students in their enrolled course;
- establish student support strategies such as assignment of Study Coaches to assist in effective engagement with the students and provision of any support required during the course of their study with ACADEMY OF GLOBAL BUSINESS TRAINING;
- adopt technological methods of

communications such as Webinars and AGBT Hangouts to allow maximum provision of assistance to all students including those in remote areas so they are not disadvantaged because of distance;

- monitor and review academic progress of each student before they advance to the next census stage of their course;
- maintain regular contact with each student via Trainer/Assessors and Study Coaches in order to provide them with timely and effective support;
- assist students by approving a course extension, leave of absence or withdrawal from the course if they are facing circumstances affecting their academic progression.

## STUDENT PROGRESSION

In order to meet the academic progression requirements of the enrolled course, students are required to:

- achieve competency in the number of units of study specified by the Qualification

ACADEMY OF GLOBAL BUSINESS TRAINING will determine a student's progression by any or all the following means:

- Completion of the required number of units within the timeframe stated in the Training Plan
- Level of communication with the Trainer and Study Coach
- Access to eLearning in order to

complete assessments tasks

- irregular attendance during the course which is inhibiting completion of required units of study; and

ACADEMY OF GLOBAL BUSINESS TRAINING will use the following strategies to address situations where students are not meeting academic progression requirements:

An email will be sent from the Student Services Team

- Trainers will schedule a meeting Face to Face via Hangouts, Webinar or Skype to provide support to students and agree on individual strategies which will assist them to achieve satisfactory study progression.
- Study Coaches will assist in monitoring the academic progress of each student and implement remedial support in consultation with the Trainer for those students deemed in need of assistance to achieve satisfactory progression.

## WELFARE AND GUIDANCE

ACADEMY OF GLOBAL BUSINESS TRAINING recognises that students may, from time to time, face difficulties in their lives which could impact on their capacity to undertake and/or complete the course in which they are enrolled.

Wherever possible, ACADEMY OF GLOBAL BUSINESS TRAINING will assist students by:

- Discussing with them the difficulties they are facing;

- Providing flexibility through approved course extensions and/or leave of absence for agreed periods of time.

If the student's needs exceed ACADEMY OF GLOBAL BUSINESS TRAINING's ability to support them, referral will be made to an appropriate external agency for assistance.

### Your safety

The Academy of Global Business Training is committed to ensuring that your learning is conducted in a safe environment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and Observe hygiene standards particularly in eating and bathroom areas.

### Your equity

The Academy of Global Business Training

is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All the Academy of Global Business Training staff including contractors are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from the Academy of Global Business Training staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission HREOC. Students who feel that they have been discriminated against or harassed should report this information to a staff member of the Academy of Global Business Training that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to the Academy of Global Business Training, they are advised to contact the HREOC Complaints Infoline on 1300 656 419.

### Your privacy

The Academy of Global Business Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles



2014.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

AGBT is required to collect and report full Australian Vocational Education and Training Management Information Statistical Standard AVETMISS data in accordance with the National VET Provider Collection Data Requirements Policy.

As part of the enrolment process we are required to obtain an individual's Unique Student Identifier or sufficient information to obtain the Unique Student Identifiers on behalf of an individual. The privacy of individuals is protected in line with the [Student Identifiers Act 2014](#) and the *Privacy Act 1988 Cth*. Where an individual has authorised AGBT to create a USI on their behalf, the personal information collected for the purpose of creating a USI shall be destroyed as soon as possible after the USI application has been made or it is no longer needed for that purpose. The only exception to this requirement is where AGBT is required under or by another law to retain the information.

In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases AGBT will seek the written permission of the student for such disclosure.

### UNIQUE STUDENT IDENTIFIER USI

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier USI. Your USI links to an online account that contains all your training records and results transcript that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results transcript. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results transcript throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation.

Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

A copy of the 'RTO –Student Information for USI' can be found on our website or email us at

[Welcome@GlobalBusinessTrainer.edu.au](mailto:Welcome@GlobalBusinessTrainer.edu.au)

or you obtain further information and apply for your USI by visiting

[www.usi.gov.au](http://www.usi.gov.au)

As part of your enrolment application you must apply and provide your USI to Academy of Global Business Training. Your enrolment will not be able to be processed until this is provided and we are able to verify the USI via our Student Management System. Certificates are unable to be issued until a valid USI is supplied.

### Guarantee of Service

AGBT is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that AGBT is unable to commence or complete the course, it will, if possible, arrange for the agreed training and assessment to be completed through another RTO. Fees may be incurred.

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any

refund of fees, will be obtained. If transfer is not possible, AGBT will provide a refund of any unused portion of the fee.

### ENROLMENT

All learners are required to have a pre-enrolment competency discussion with an Engagement Officer to ensure the suitability of the qualification for them. Upon selection of an appropriate aligned course, the enrolment application form is emailed to the Learner. This application is to be submitted to the Training Services Unit for processing plus required payments and documentation proof of identity/Centrelink benefits to secure your enrolment. Details of what is required are provided in the AGBT's Enrolment Application Pack. Please ensure you read this application carefully and forward all required evidence with your application otherwise this may hold up the processing of your enrolment.

If you want to apply for Government subsidised funding **NSW Smart and Skilled** then you will also be required to complete an additional application form for these programs. Both forms must be received with required evidence otherwise this will be unable to be processed. Further details regarding Smart and Skilled can be found in this handbook.

Details of our qualifications and delivery areas can be found on our scope of registration, which can be found on our website or visiting [www.training.gov.au](http://www.training.gov.au)

Additional specific information regarding all our qualifications, including delivery methods and areas, fees and charges and entry requirements/eligibility can be

found in the relevant qualification information located on our website or you can request information to be sent out to you.

### ENTRY REQUIREMENTS

Some of the qualifications and accredited courses offered by Global Business Trainer have specific entry requirements, which will determine if you are eligible for entry into the program. These may include but not limited to:

- Minimum age requirements
  - Minimum language, literacy and numeracy skills
  - Pre-requisite qualifications or specified units of competency
  - Access to appropriate workplace or previous industry experience for assessment to take place
- Be a resident in a certain state/s some qualification are only offered in certain states

## Fees and Refunds

### Fee for Service

We will only charge \$1500 at enrolment and no more than \$1500 at recurring schedules.

You can find more information about our Fees and Refund Policy on the Global Business Trainer website or email us at

[welcome@GlobalBusinessTrainer.edu.au](mailto:welcome@GlobalBusinessTrainer.edu.au)

- Students will be notified of any additional equipment costs prior to enrolment
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.

When you decide to enrol into an online course at the Academy of Global Business Training, upon registration you will be charged an initial deposit of \$1500. At initial registration you must read, understand and accept the Terms and Conditions which forms part of Course Enrolment Agreement. You will receive an email receipt as well the initial emailed welcome note. You are officially enrolled with your first payment. The remainder of the fees are payable in the consecutive 15 day blocks; at a maximum of \$1,500 for each instalment.

The first 5 days-after your enrolment and initial deposit, is your grace period if you change your mind. In the next 5 consecutive days, you can also change your mind however will only receive 75% refund. The final enrolment fees are paid in the following 5 consecutive days.

Fees must be paid in full upon receiving this notification from AGBT. The payment structure depends on the cost of the course.

We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, bank cheque, credit card or via Pay Pal. notification of enrolment. Fees must be paid in full.

For the list of current fees and charges please request a copy of the Academy of Global Business Training schedule of fees and charges.

### STUDENT CANCELLATION

Students who cancel their enrolment part way through a training program

must notify the Academy of Global Business Training in writing at the soonest opportunity if consideration of fee reimbursement is required. Once the Academy of Global Business Training is notified a refund will be issued for the component of training not commenced.

The Academy of Global Business Training is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation.

### REFUNDS

If you provide notice to cancel your enrolment within the 5 day grace period you will be entitled to a 100% refund of your initial fees paid minus \$25 transaction reversal fee. If you provide notice to cancel your enrolment between day 6 and day 10 after the original application, you will be entitled to a 75% refund of your initial fees paid.

The amount retained by Global Business Trainer is 25% it is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training. After the 10 days, if you provide notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees.

### **Cancellation of Course or Program by Academy of Global Business Training**

Should AGBT cancel a course for any reason, students enrolled at the time AGBT announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties.

Where a student has purchased a text or

training workbooks and subsequently cancels, the Academy of Global Business Training will not refund monies for the text unless a written request for a refund is received and the Academy of Global Business Training is satisfied that the text is in as-new condition.

## SMART AND SKILLED NSW SUBSIDISED GOVERNMENT FUNDING

Academy of Global Business Training is an approved provider for subsidised training under the NSW Smart and Skilled contract for the Department of Industry. The full list of AGBT funded qualifications can be found here:

[Smart & Skilled Academy of Global Business Training](#)

For those whom wish to apply for government funding under NSW Smart and Skilled, for a full or part qualification or traineeship, you will need to complete a Smart and Skilled Application. This funding is only available to those who reside or work in New South Wales. You may request the application form by contacting [SmartSkilled@GlobalBusinessTrainer.edu.au](mailto:SmartSkilled@GlobalBusinessTrainer.edu.au) or call us on 02 8324 1481.

You will be provided with a copy of the "2018 Smart and Skilled Fee Administration Policy" upon your enquiry.

### Eligibility

Regardless of the level of any previous qualifications held, you are able to access subsidised Smart and Skilled training up to Certificate III level. This

means that even if you have a higher level qualification you may still be eligible to re-train to enter or re-enter the workforce.

You can also enrol in subsidised training at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for these courses.

Previous qualifications do not affect eligibility, but may affect the student fee.

Further details regarding eligibility and fees can be found by visiting [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) or by contacting 1300 772 104. Details can also be found on our website.

As part of Smart and Skilled you will be required to pay a Student Fee which is determined by the information in your Smart and Skilled application. There is a set amount that is charged for the full qualification rather than an annual fee. Further details regarding fees can be found by reading [Smart and Skilled Fee Administration Policy: 2018](#) also available from [www.training.nsw.gov.au](http://www.training.nsw.gov.au) or by contacting Smart and Skilled.

You may be eligible for a concession payment of \$240.00 but you must be able to provide evidence of receiving a government benefit. Details of benefits and acceptable evidence can be found on the Smart and Skilled Application form.

Under Smart and Skilled you are eligible for a Fee exemption if you are Aboriginal, Torres Strait Islander or if you have a disability upon enrolment. This must be indicated on your enrolment forms.

Additional information regarding fees can be found on the Fees and Charges section of this handbook.

You will be required to complete the Smart and Skilled Application form to apply for Smart and Skilled funding. This is a required document and information indicated on these forms must be submitted and processed by Training Services Unit in order to finalise the enrolment. This includes any identification, evidence of receipt of government benefits and payment details/agreement. Failure to provide the correct information may result in your application not being processed.

If you are intending on applying for credit transfer C/T or Recognition of Prior Learning RPL for any of your units you will need to also complete a Credit Transfer application form and RPL Application kit.

### **NOTIFICATION OF ENROLMENT PROCESS**

As the Registered Training Organisation RTO we are required to validate your eligibility for Smart and Skilled funding prior to your enrolment, based on the information that you provide to us in the Smart and Skilled Application. You can check your own eligibility prior to completing forms by visiting the Smart & Skilled website [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) and answering some questions about your individual circumstances.

On Page 15 is a summary of the "Notification of Enrolment Process" under Smart and Skilled and used by Academy of Global Business Training.

## DISCONTINUING STUDENTS

If for any reason you decide to discontinue with your training under Smart and Skilled please advise formally of your intention to discontinue and your training end date.

We will under our Smart and Skilled Operating Guidelines:

- Provide you with an updated training plan showing all units of competency achieved results
- Finalise any units outstanding that you may be eligible for so we can issue with a Statement of Attainment for the units you have completed and this will be done within 21 days of your notification date. provide any refunds to you as per to our fee refund administration policy
- For traineeships New Entrants we will notify State Training Services Regional office within 14 days of your notification to discontinue

## TRANSFERRING OUT PROCESS

If you choose to transfer out of Smart and Skilled contract/funding with Academy of Global Business Training please advise us as soon as possible so we advise you on the process and options.

You can choose to continue your training by:

- Visiting the Smart and Skilled website to identify another RTO that is able to provide subsidised training
- Contacting State Training Regional Office for assistance
- Remaining with Academy of Global Business Training to complete your qualification on a "fee for service" basis without receiving subsidised

funding

- Being referred by us to another provider

In addition we will:

- Provide you with an updated training plan and results showing units you have completed competency in, commenced but not completed and/or not commenced

## CONSUMER PROTECTION STRATEGY

Please find following the link to the Academy of Global Business Training-Smart and Skilled Consumer Protection Strategy

1. [Consumer Expectations](#)
2. [Consumer Protection Strategy](#)
3. [Terms and Conditions](#)

Consumer Protection and Privacy Officer-George:

Privacy@GlobalBusinesstrainer.edu.au

## Our Obligations to you

- providing the training and support necessary to allow the consumer to achieve competency
- providing a quality training and assessment experience for all consumers
- providing a clear, accessible feedback and consumer protection system, including an identified consumer protection officer
- at any time you may contact the following people.

General Support: [Mary](#)  
admin@GlobalBusinesstrainer.edu.au

Welcome Team:  
welcome@GlobalBusinesstrainer.edu.au

Online Engagement Officer:

[Russel@GlobalBusinesstrainer.edu.au](mailto:Russel@GlobalBusinesstrainer.edu.au)

Consumer Protection and Privacy Officer-  
George:

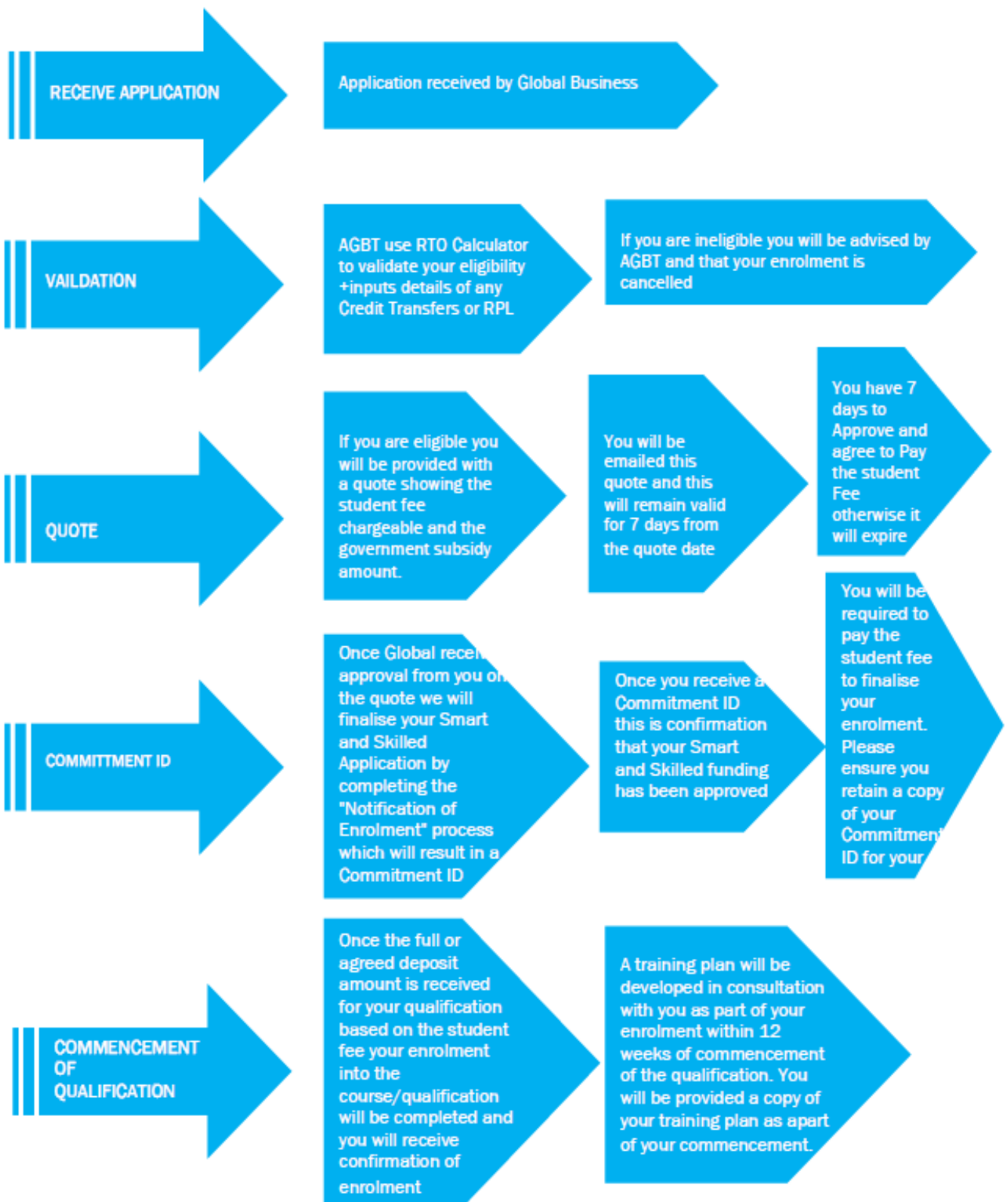
[Privacy@GlobalBusinesstrainer.edu.au](mailto:Privacy@GlobalBusinesstrainer.edu.au)

You may also contact your dedicated  
Trainer and Assessor.

### Other Contacts

- Issues to do with quality of training,  
Australian Skills Quality Authority ASQA  
[www.asqa.gov.au](http://www.asqa.gov.au)
- Smart and Skilled enquiries/complaints  
Phone: 1300 772 104  
[smartandskilled.enquiries@industrynsw.gov.au](mailto:smartandskilled.enquiries@industrynsw.gov.au)
- Consumers specifically asking for a  
refund or similar  
NSW Fair Trading  
Phone: 13 32 20  
[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

## SMART AND SKILLED -NOTIFICATION OF ENROLMENT PROCESS





## FEES AND REFUNDS

In accordance with applicable State legislation, the Academy of Global Business Training is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

### Fees payable

**Government Funded Courses -Smart and Skilled** Students should contact Global Business Trainer at [SmartSkilled@GlobalBusinessTrainer.edu.au](mailto:SmartSkilled@GlobalBusinessTrainer.edu.au) for NSW Government Subsidised Training Fees **Fee for Service:** Fees are payable when the student has received notification of enrolment. Fees must be paid in full within 10 days of receiving an invoice from the Academy of Global Business Training. The Academy of Global Business Training may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of the Academy of Global Business Training schedule of fees and charges.

### Student cancellation

Students who cancel their enrolment part way through a training program must notify the Academy of Global Business Training in writing at the soonest opportunity if consideration of fee reimbursement is required. Once the Academy of Global Business Training is notified a refund will be issued for the component of training not commenced. The Academy of Global Business Training is entitled to retain fees for any

component of the course completed up until the point of notification by the student cancellation.

### Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. This is \$30 per printed work book.

### Refunds

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

### Payment method

The Academy of Global Business Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer account details available on request
- Cheque made payable to the Academy of Global Business Training
- Payment in cash is discouraged.

## FEES AND CHARGES -SMART AND SKILLED

The following fees related to qualifications we offer as part of Smart and Skilled

FEE AND REQUIRED EVIDENCE	Amount																		
<p><b>EXEMPTION: Aboriginal and/or Torres Strait Islander Trainees</b>  <b>Evidence required:</b> This must be indicated on your Enrolment Application Pack and Smart and Skilled Application</p>	\$0																		
<p><b>EXEMPTION: Trainees with a Disability exemption for one qualification per calendar year. Evidence required one of the following:</b></p> <ul style="list-style-type: none"> <li>- Centrelink evidence letter or income statement; proof Disability Support Pension including DSP Concession Card. Please note these must clearly show your CRN; OR</li> <li>- A letter or statement from one of the following support need for training support</li> <li>- A medical practitioner; or</li> <li>- An appropriate government agency; or</li> <li>- Relevant specialist allied health professional</li> <li>- Centrelink evidence – dependent child of a recipient of a Disability Support Pension</li> </ul>	\$0																		
<p>CONCESSION: Government Benefit Recipients -specific benefits only – see below</p> <p>Evidence must be provided show that you were in receipt of the below government benefit 14 days two weeks prior to the commencement of your course/qualification:</p> <p>OPTION 1:</p> <table border="0"> <tr> <td><input type="checkbox"/> Age Pension</td> <td><input type="checkbox"/> Austudy</td> <td><input type="checkbox"/> Carer Payment</td> </tr> <tr> <td><input type="checkbox"/> Exc Circumstances Relief</td> <td><input type="checkbox"/> Widow Allowance</td> <td><input type="checkbox"/> Widow B Pension</td> </tr> <tr> <td><input type="checkbox"/> Farm Household Allowance</td> <td><input type="checkbox"/> Wife Pension</td> <td><input type="checkbox"/> Special Benefit</td> </tr> <tr> <td><input type="checkbox"/> Newstart Allowance</td> <td><input type="checkbox"/> Veteran's Affairs</td> <td><input type="checkbox"/> Youth Allowance</td> </tr> <tr> <td><input type="checkbox"/> Sickness Allowance</td> <td><input type="checkbox"/> Family Tax Benefit A – Max</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Veteran's Children</td> <td><input type="checkbox"/> Parenting Payment</td> <td></td> </tr> </table> <p>Evidence required for any of the above benefits:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Letter from the Department of Human Services Centrelink</li> <li><input type="checkbox"/> Current Pension Concession Card</li> <li><input type="checkbox"/> Current Department of Human Services Centrelink Income Statement</li> </ul> <p>OPTION 2: You may be one of the following:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> dependant child of a Beneficiary excluding the Disability Support Pension</li> <li><input type="checkbox"/> spouse or partner of a Beneficiary excluding the Disability Support Pension</li> <li><input type="checkbox"/> child of a Disability Support Pension Centrelink/Veterans Affairs Beneficiary</li> <li><input type="checkbox"/> dependant spouse or partner of a Disability Support Pension -Veteran's Affairs Beneficiary</li> </ul> <p>Evidence Required: Evidence must be provided at the time of enrolment. A letter or income statement from Centrelink/Veteran's Affair must show CRN and clearly state the</p>	<input type="checkbox"/> Age Pension	<input type="checkbox"/> Austudy	<input type="checkbox"/> Carer Payment	<input type="checkbox"/> Exc Circumstances Relief	<input type="checkbox"/> Widow Allowance	<input type="checkbox"/> Widow B Pension	<input type="checkbox"/> Farm Household Allowance	<input type="checkbox"/> Wife Pension	<input type="checkbox"/> Special Benefit	<input type="checkbox"/> Newstart Allowance	<input type="checkbox"/> Veteran's Affairs	<input type="checkbox"/> Youth Allowance	<input type="checkbox"/> Sickness Allowance	<input type="checkbox"/> Family Tax Benefit A – Max		<input type="checkbox"/> Veteran's Children	<input type="checkbox"/> Parenting Payment		\$240
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<input type="checkbox"/> Veteran's Children	<input type="checkbox"/> Parenting Payment																		

<p>applicant is a dependant of the beneficiary.</p>	
<p><b>Administration Fee</b></p> <p>Those who do not fall under the exemption or concession fees will be charged a student fee based on a full qualification amount set out in the "Smart and Skilled: 2017 Student fees" and individual circumstances. A quote for your student fee contribution will be provided to you by Global Business Trainer upon processing of your Smart and Skilled Application. Please refer to the Notification of Enrolment Process in Smart and Skilled section for additional information.</p>	<p>Based on full qualification set amount – student fee quote will be provided to you upon application for Smart and Skilled funding</p>

*If you are an existing worker trainee you are not eligible for funding under Smart and Skilled*

## Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by the Academy of Global Business Training, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately.

## Our continuous improvement of services

The Academy of Global Business Training is committed to the continuous improvement of training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous

Improvement Report template is available on request. Students are encouraged to provide feedback to the Academy of Global Business Training so we can improve our services in the future.

### Learner satisfaction survey

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to the Academy of Global Business Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach the Academy of Global Business Training

during pre- enrolment will assess a student's language, literacy and numeracy skills to ensure they have adequate skills to complete the training. AGBT uses an assessment tool to analyse each students existing LLN levels against the Australian Core Skills Framework ACSF to address the gaps found. AGBT will:

- Conduct LLN initial assessment and support during the Pre-enrolment stage
- Continue to support students during their study with training and assessment materials and strategies, to ensure that they are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services if their requirements are beyond the support available within the Academy of Global Business Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

The online assessment tool is designed to assess your Language, Literacy and Numeracy skills – and give you an idea of the right level of study for you. You can use this tool to better plan your studies and access all the different student and learner support on offer from Academy of

global Business Training

We are here to help, and to make sure that you enrol in the course that best fits your study needs. To complete the Online Learning Assessment select the course level that you are intending to study below.

- Certificate III level courses
- Certificate IV level courses
- Diploma level courses

For more information about the Online Learning Assessment, please call us on 1300 132 628

Below is a list of key organisations that provide English Language and Literacy services. If further information is required on support services, contact the Academy of Global Business Training.

- The Reading Writing Hotline  
[Reading & Writing Hotline](#)
- The Australian Government Language Literacy & Numeracy Program Innovation Skills Literacy & Numeracy [Innovation Skills Literacy & Numeracy](#)
- Adult Migrant English Program AMEP [Innovation Skills LNN Adult Migrant English Program](#)
- [Literacy Net](#)
- [Industry Resources Business And Financial Services](#)
- [Work based Resources](#)
- [Australian Core Skills Framework](#)

### **AQF levels and LEARNER REQUIREMENTS.**

The AQF is Australia's National Qualifications Framework

The AQF levels criteria are an

indication of the relative complexity and/or depth of achievement and the autonomy required to demonstrate that achievement. AQF level 1 has the lowest complexity and AQF level 10 has the highest complexity.

The AQF level summaries are statements of the typical achievement of graduates who have been awarded a qualification at a certain level in the AQF

### **CERTIFICATE III**

Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning

#### **Knowledge**

Graduates at this level will have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning

#### **Skills**

Graduates at this level will have a range of cognitive, technical and communication skills to select and apply a specialised range of methods, tools, materials and information to:

- complete routine activities
- provide and transmit solutions to predictable and sometimes unpredictable problems

#### **Application of knowledge and skills**

Graduates at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters

### **CERTIFICATE IV**

Units mapped to a Level 4

competency standard from the Business Services Training Package require students to meet the following learning outcomes:

- to demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- to apply solutions to a defined range of unpredictable problems
- to identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas
- to identify, analyse and evaluate information from a variety of sources
- to take responsibility for own outputs in relation to specified quality standards
- to take limited responsibility for the quantity and quality of the output of others.

### **AQF DIPLOMA CRITERIA**

Graduates at this level will have specialised knowledge and skills for skilled/ paraprofessional work and/or further learning

#### **Knowledge**

Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning

#### **Skills**

Graduates at this level will have a broad range of cognitive, technical and communication skills to select and apply methods and technologies to:

- analyse information to complete a range of activities
- provide and transmit solutions to

- sometimes complex problems
- transmit information and skills to others

### **Application of knowledge and skills**

Graduates at this level will apply knowledge and skills to demonstrate autonomy, judgement and defined responsibility in known or changing contexts and within broad but established parameters

## **Making complaints and appeals**

The Academy of Global Business Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

### **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by the Academy of Global Business Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to the Academy of Global Business Training

within 28 days of the student being informed of the assessment decision or finding.

### **Early resolution or complaints and appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## **Complaint and appeals handling**

The Academy of Global Business Training undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by the Academy of Global Business Training including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint /appeal and all

reasonable measures are taken to finalise the process as soon as practicable.

- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of the Academy of Global Business Training to review his or her complaint or appeal following the internal the Academy of Global Business Training complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- the Academy of Global Business Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Academy of Global Business Training representative is to disclose information to any person without the permission of the Academy of Global Business Training Chief Executive Officer. Decisions to release information to third parties are only to be done after the

complainant or person lodging the appeal has given permission for this to occur.

- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

## Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for Registered Training Organisations RTOs 2015, the Academy of Global Business Training provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most



importantly, it should be noted that recognition is just another form of assessment.

### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in the Academy of Global Business Training's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence. Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life

experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. The Academy of Global Business Training reserves the right to require candidates to undertake practical

assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## Getting credit for your current competence

The Academy of Global Business Training acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### What is credit transfer?

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations RTOs 2015, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by the Academy of Global Business Training. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory

evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copies of the original.

### Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in the Academy of Global Business Training's scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and the Academy of Global Business Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for

credit transfer and applicants will be advised to seek recognition.

### **Legislation**

AGBT operates in accord with a range of legislation related to training and assessment and also other legislation that covers matters such as your work health and safety, privacy and rights to a discrimination free environment. There are also a number of legislative requirements that you will be made aware of throughout your course.

Current legislation is available online at [www.austlii.edu.au Commonwealth Act Compilations](http://www.austlii.edu.au/au/other/austrlii/au/act/actcompilations/)

The legislation that particularly effects your participation in Vocational Education and Training includes:

### **Commonwealth Legislation**

- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Fair Work Act 2008
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2012
- Privacy Act 2001 including the Australian Privacy Principles
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005
- Work Health & Safety 2011

# Academy of Global Business Training

The logo consists of the word 'Global' in a large, bold, black sans-serif font. The letter 'o' is replaced by a 3D-rendered globe of the Earth, showing continents in white and oceans in blue. The globe is set against a silver, metallic-looking circular base with a swoosh effect. To the right of 'Global', the words 'Academy of' are written in a smaller, blue, sans-serif font above the word 'bal', which is part of 'Global'. Below 'Global' and 'bal', the words 'Business Training' are written in a blue, sans-serif font, flanked by two horizontal blue lines that taper to points.

**Please contact us on:**

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1300 132 628

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