



2018



STUDENT HANDBOOK

A Message from



AGB Training (AGB) is pleased to have you with us. Whether you are a Domestic or International AGB students, we want you to enjoy and benefit from the course you undertake. By taking action to learn, it ensures your career moves into the right direction.

Training today is a vital and accountable part of any successful individual's personal development.

Individuals are increasingly capitalising on the competitive advantage gained by adding to a well-trained workforce.

Our competent, well-trained staff are equipped with the skills and flexibility needed to adapt quickly to the rapid pace of change in today's working environment.

AGB is playing an important role in encouraging employment growth by providing a training resource, creating a framework in which effective employment opportunities and training is more likely to take place.

AGB's capacity to assist a wide range of individuals results in AGB being consulted whenever a training or employment opportunity arises.

AGB places a great emphasis on attracting competent Training Consultants and encouraging continuous improvement by promoting their professional development. We are committed to ensuring a safe and productive work environment for our staff and students.

As a registered training provider, AGB strives to ensure quality in all aspects of training service delivery whilst meeting the requirements of the Australian Quality Training Framework.

The management of AGB is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment. This means that all our students receive the best possible training delivery.

Our Locations

AGB Training Head Office and Training Centre

31 Barwon Terrace, South Geelong, Victoria 3220

AGB Training Transport and Logistics Training Centre

6 Curtis Street, Belmont, Victoria 3216

AGB Melbourne Training Centre

Suite 110

St Kilda Road Towers, 1 Queens Road, Melbourne 3004

Country Victoria – For a list of all Country Victoria locations please contact AGB Training

New South Wales – For a list of all New South Wales locations please contact AGB Training



THE COURSES YOU NEED FOR THE CAREER YOU WANT

AGB Training is proud of its commitment to the local community, quality of training and the flexibility it provides to the students. We have a strong working relationship with training providers both locally and nationally allowing us to provide the best possible services to our clients.

AGB Training is a Registered Training Organisation (RTO) that provides training programs designed to be adapted to individuals' learning needs, abilities and expectations, using proven training methods, motivation and encouragement.

AGB Training is a Registered Training Organisation (RTO) 21832 CRICOS 03356C providing Nationally Accredited Training and Assessment, reporting to;

- Australian Skill Quality Authority (ASQA)
- Victorian Commission for Gambling and Liquor Regulations (VCGLR)
- VicRoads Accredited
- WorkSafe Vic Accredited
- CRICOS

We are approved to provide funded training in: Victoria reporting to Skills First Program.

CRICOS 03356C provider since 2013

WHY STUDY WITH AGB TRAINING?

AGB Training provides a range of exciting current industry training courses with unit information delivered by our dedicated industry-qualified trainers. We use blended learning to ensure our students graduate with a wealth of skills and knowledge. Blended learning provides a broad range of experience via on-campus learning, online learning and industry or community-based training.

Our courses are available at a number of sites within Victoria, with Flexible Delivery options available.

We pride ourselves on providing training that can be tailored to suit industry skills requirements or businesses and can be delivered at one of our training centres or in your workplace.

We provide nationally accredited courses because your education should take you where you want to go.

We pride ourselves on creating local opportunities that are recognised across the country. We are also VicRoads and WorkSafe accredited to provide specific licence courses for forklifts and trucks.

OUR MISSION

“To be a leading provider of programs that add benefits to both the learners and the employers alike”

- To provide high quality training programs to customers.
- Engagement with industry partners to ensure programs are relevant to the workforce in the future.
- Strive to enhance the learners experience through new modes of delivery methods such as students placements, simulated working environment and ICT (Information and Communications Technology).
- Providing engaging trainers who meet the required AGB standards such as qualifications, skills, industry and vocational currency.
- Value for money.

OUR VISION

- Excellence
- Innovation
- Flexibility
- Value

As an RTO, we have the responsibility to:

- Support you in learning, studying, and developing skills in a learning environment which is positive, safe, encouraging and accepting of individual differences.
- Do our best to make sure that you can complete your course at the campus of your choice and in ways that are convenient to you.
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences.
- Advise you of changes to fees, course delivery, timetable and location and of any alternative arrangements available to you.
- Protect the welfare of children and other vulnerable people who may come into contact with our students in the context of workplace components of a course, visits to industry and simulated workplace settings.
- Ask students (where applicable) to sign a declaration in relation to their history of violent or abusive behavior or dealing with vulnerable people, and offer the services of a student support officer should a student request it in relation to making this declaration.
- To ensure all students are treated as mature learners.
- To ensure all operations and practices follow the principles of Access and Equity.
- To provide a learning environment free of harassment and discrimination.
- To provide an opportunity of appeal with an assessment decision.

As an RTO, we have the right to:

- Choose to run any course or withdraw it, and where necessary hold a course at a campus other than that advertised.
- Alter the fees, times or dates for the whole or any part of a course as needed.
- Not necessarily guarantee that you will be able to complete your course at the campus where you first enrolled, at the times or on the days you were first offered and/or in the manner you were first offered; for example, by class attendance or external studies.
- Remove a student from a course if they intentionally breach AGB Trainings policies, procedures and/or guidelines relating to misconduct including theft, or breach of safety and welfare of one's self or others.
- Remove a student who provides false or misleading information.



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Vocational Education and Training

Vocational Education and Training (VET) enables individuals to gain qualifications for various types of employment, and skills to help them in the workplace.

VET courses provide an education that directly relates to gaining employment and developing their existing skills to progress in their career. These courses will suit you if you enjoy learning in a practical and hands-on environment.

VET courses are usually shorter and have more of a practical component than higher education courses and have an industry and trade focus.

The VET sector is crucial to the Australian economy both for the development of the national workforce and as a major export industry.

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

Competency Based Training

Competency based training and completion is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency based training programs are comprised of competency standards set by industry that each student is assessed against to ensure all the outcomes required have been achieved.

Progression through a competency based training program is determined by the student demonstrating that they have met the competency standards through the training program and related work, not by time spent in training. This way, students may be able to complete a program of learning much faster.

Registered training organisations (RTOs) have the prime responsibility for assessment of competency, consistent with the provisions of the Australian Quality Training Framework (AQTF). However meaningful and on-going consultation is required with the employer and the apprentice around the development, delivery and monitoring of a training plan and the attaining of competencies within the relevant qualification.

Your Study Pathway

Discover qualifications to suit your learning pathway:

This table will help you to see where you fit in the range of qualification types that are offered. Don't worry if you are not sure exactly what level you are. Contact us today and we will be able to assist you with entering the right course at the right level based on your skills and experience.

QUALIFICATION LEVEL	KNOWLEDGE	SKILLS
Doctoral Degree	Graduates at this level will have systemic and critical understanding of a substantial and complex body of knowledge at the frontier of a discipline or area of professional practice.	Graduates at this level will have expert, specialised cognitive, technical and research skills in a discipline area to independently and systematically: <ul style="list-style-type: none"> · Engage in critical reflection, synthesis and evaluation · Develop, adapt and implement research methodologies to extend and redefine existing knowledge or professional practice · Disseminate and promote new insights to peers and the community · Generate original knowledge and understanding to make a substantial contribution to a discipline or area of professional practice
Masters Degree	Graduates at this level will have advanced and integrated understanding of a complex body of knowledge in one or more disciplines or areas of practice.	Graduates at this level will have expert, specialised cognitive and technical skills in a body of knowledge or practice to independently: <ul style="list-style-type: none"> · Analyse critically, reflect on and synthesise complex information, problems, concepts and theories · Research and apply established theories to a body of knowledge or practice · Interpret and transmit knowledge, skills and ideas to specialist and non-specialist audiences
Bachelor Honours Degree, Graduate Certificate, Graduate Diploma	Graduates at this level will have advanced theoretical and technical knowledge in one or more disciplines or areas of practice.	Graduates at this level will have advanced cognitive, technical and communication skills to select and apply methods and technologies to: <ul style="list-style-type: none"> · Analyse critically, evaluate and transform information to complete a range of activities · Analyse, generate and transmit solutions to complex problems · Transmit knowledge, skills and ideas to others
Bachelor Degree	Graduates at this level will have broad and coherent theoretical and technical knowledge with depth in one or more disciplines or areas of practice.	Graduates at this level will have well-developed cognitive, technical and communication skills to select and apply methods and technologies to: <ul style="list-style-type: none"> · Analyse and evaluate information to complete a range of activities · Analyse, generate and transmit solutions to unpredictable and sometimes complex problems · Transmit knowledge, skills and ideas to others
AGB offers courses at these levels	Advanced Diploma	Graduates at this level will have broad theoretical and technical knowledge of a specific area or a broad field of work and learning. <ul style="list-style-type: none"> · Analyse information to complete a range of activities · Interpret and transmit solutions to unpredictable and sometimes complex problems · Transmit information and skills to others
	Diploma	Graduates at this level will have technical and theoretical knowledge in a specific area or a broad field of work and learning. <ul style="list-style-type: none"> · Analyse information to complete a range of activities · Provide and transmit solutions to sometimes complex problems · Transmit information and skills to others
	Certificate IV	Graduates at this level will have broad factual, technical and some theoretical knowledge of a specific area or a broad field of work and learning. <ul style="list-style-type: none"> · Complete routine and non-routine activities · Provide and transmit solutions to a variety of predictable and sometimes unpredictable problems
	Certificate III (Traineeships)	Graduates at this level will have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning. <ul style="list-style-type: none"> · Complete routine activities · Provide and transmit solutions to predictable and sometimes unpredictable problems
Certificate II (Traineeship)	Graduates at this level will have basic factual, technical and procedural knowledge of a defined area of work and learning. <ul style="list-style-type: none"> · Undertake defined activities · Provide solutions to a limited range of predictable problems 	
Certificate I	Graduates at this level will have foundational knowledge for everyday life, further learning and preparation for initial work. <ul style="list-style-type: none"> · Undertake defined routine activities · Identify and report simple issues and problems 	



Training Products

Our programs offer opportunities to assist you in the development of your skills and knowledge.

We have a belief that our programs offer the opportunities to assist in the development of our student's skill and knowledge as preparation for your chosen career pathway and assist your ability to access your employment goals.

The Difference is in the Approach.

We offer both complete training packages and/or Skill set cluster training, tailored to the students' and/or employer's needs. AGB is committed to providing high quality competency based training and assessment from nationally accredited courses, to meet the needs of its students and the wider community. AGB is committed to continuous improvement of the training and assessment that it delivers, thereby further strengthening ties through consultation with local industries, students, and other Registered Training Organisations and Training Industry Regulators.

Domestic Scope

BSB40215 Certificate IV in Business
BSB42415 Certificate IV in Marketing and Communication
BSB51615 Diploma of Quality Auditing
BSB42615 Certificate IV in New Small Business
BSB51415 Diploma of Project Management
BSB61215 Advanced Diploma of Program Management
BSB51915 Diploma of Leadership and Management
BSB61015 Advanced Diploma of Leadership and Management

RII40815 Certificate IV in Civil Construction Design
RII50515 Diploma of Civil Construction Design
RII60515 Advanced Diploma of Civil Construction Design

TLI42016 Certificate IV in Logistics
TLI50415 Diploma of Logistics

CHC42015 Certificate IV in Community Services
CHC52015 Diploma of Community Services
CHC51015 Diploma of Counselling
CHC62015 Advanced Diploma of Community Sector Management
CHC43215 Certificate IV in Alcohol and Other Drugs
CHC53215 Diploma of Alcohol and Other Drugs
CHC43315 Certificate IV in Mental Health
CHC53315 Diploma of Mental Health

TLI31216 Certificate III in Driving Operations
TLI31616 Certificate III in Warehousing

CHC30213 Certificate III in Education Support
CHC40213 Certificate IV in Education Support

TLILIC2001 Licence to Operate a Forklift Truck
TLILIC2002 Licence to Operate an Order Picking Forklift Truck
TLILIC2014 Licence to Drive Light Rigid Vehicle
TLILIC2015 Licence to Drive Medium Rigid Vehicle
TLILIC2016 Licence to Drive Heavy Rigid Vehicle
TLILIC3017 Licence to Drive Heavy Combination Vehicle
TLILIC3018 Licence to Drive Multi Combination Vehicle

HLTAID003 Provide First Aid (level 2)
HLTAID001 Provide Cardiopulmonary Resuscitation

International Scope

092991E CHC42015 Certificate IV in Community Services
092995A CHC52015 Diploma of Community Services
092993C CHC43315 Certificate IV in Mental Health
092997K CHC53315 Diploma of Mental Health
092992D CHC43215 Certificate IV in Alcohol and Other Drugs
092996M CHC53215 Diploma of Alcohol and Other Drugs
092994B CHC51015 Diploma of Counselling
092998J CHC62015 Advanced Diploma of Community Sector Management
087803A CHC30213 Certificate III in Education Support
087804M CHC40213 Certificate IV in Education Support

089826M RII40815 Certificate IV in Civil Construction Design
089829G RII50515 Diploma of Civil Construction Design
089831C RII60515 Advanced Diploma of Civil Construction Design

092999G TLI42016 Certificate IV in Logistics
093000G TLI50415 Diploma of Logistics

086992K BSB40215 Certificate IV in Business
093001G BSB42415 Certificate IV in Marketing and Communication
091763C BSB51915 Diploma of Leadership and Management
087455E BSB51415 Diploma of Project Management
091765A BSB61215 Advanced Diploma of Program Management
091764B BSB61015 Advanced Diploma of Leadership and Management

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that assess the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course for which RPL is sought.

Where RPL is granted you will be considered to have already successfully completed the unit(s) of competency, and will not have to participate in training or assessment activities for that unit(s).

In determining where RPL may be granted, the college must be confident of the currency of the applicant's competency. In fields where practical/technology is changing rapidly, RPL may not be granted.

RPL is a process that recognises what you have learnt from:

- Life experience, Work experience, Non-accredited/accredited training programs.

Recognition of Prior Learning application must be completed on or before enrolment.

For more information and for fees please visit our website www.agb.edu.au

Credit Transfer

Credit Transfer recognises formal education that you have previously undertaken. If you have successfully completed any units from the course in which you are enrolling, or the equivalent, you may be eligible for Credit Transfer.

If eligible, you may receive exemptions from the units you have already completed. The units previously completed must be identical or equivalent to those in the course you are seeking credit for.

Please complete Application for Credit Transfer form to apply for Credit Transfer for units completed at other institutions or against other courses. There are no fees for Credit Transfer Application.

Credit Transfer application must be completed on or before enrolment.

Visit our website for more information.

<https://www.agb.edu.au/local-training-courses/enrol/recognition-of-prior-learning>



How to Apply

How to Enrol - Domestic

Part 1 –

Course Enquiry

Enquire about a course via Phone, Email or Online. Discussion with AGB Representative and book into information session.

Part 2 –

Language Literacy and Numeracy Assessment

AGB Training recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of this pre-training review process, you are now required to complete a language, literacy and numeracy (LLN) exercise which will be used to assess your LLN ability to undertake your chosen course.

Part 3 –

Information Session

- Course Requirements

Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

- Course Duration

- Units

- Holiday Study Period

- What is involved in the course

- RPL and CT

Part 4 –

Enrolment Application

The Enrolment Eligibility form has 2 purposes, it assesses your eligibility to access the Skills First Program Government Funding as well as recording all your enrolment details necessary to undertake a course with AGB Training.

Please note that you will need to provide your Unique Student Identification Number (USI)

Part 5 –

Pre Training Review

The purpose of the Pre-Training Review is to assist you to determine if the course and training provider are right for you and for the training provider to determine if your course is right for you and that you have the necessary skills to complete the course.

All students **must** complete a Pre-Training Review in order to be invited to commence training.

The Pre-Training Review will

1. Identify any competencies previously acquired (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);
2. Ascertain the most appropriate qualification for that student to enrol in, including consideration of the likely job outcomes from the development of new competencies and skills;
3. Ascertain that the proposed learning strategies and materials are appropriate for that individual;
4. Where the proposed learning includes portions delivered online, identify the learners digital capacity, including access to necessary technology, and where necessary identify steps to overcome and barriers in this regard;

Part 6 –

Enrolment Confirmation

Once all enrolment documents have been completed and assessed, you will be enrolled into the qualification, trainer and assessor will be assigned to help you through the course.

Note that enrolment is not confirmed until fees have been paid as agreed.

Upon confirmation of enrolment, a Letter of Offer, Training Plan and Invoice will be sent to you.

Evidence on all documents need to be certified. Please sign to confirm your place in the course and mail or hand in to any of our AGB Training Centres.

Please check all details and pay attention to location, commencement, date and time.

Unique Student Identification Number (USI)

If you're studying Nationally Recognised Training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). AGB Training cannot issue certification documentation without first verifying an individual's USI.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life.

Individuals can create their USI for free by themselves. It is a quick and easy process and will only take a few minutes of your time. Go to: <http://usi.gov.au> to create your USI.

IMPORTANT: The details you enter when you create your USI must match exactly with those shown on the form of ID used and must match the details you write on your enrolment application form.

Certifying Documents

To have a document certified, an individual must take the original and a photocopy to an authorised person. The authorised person must write on every page of the copy document "I certify that this is a true copy of the document produced to me on (date)", sign each statement and provide their name and designation, for example "Pharmacist".

<http://www.justice.vic.gov.au/home/justice+system/legal+assistance/statutory+declarations/>

How to Enrol - International

For information about International Student Fees and Enrolment Process please see the AGB Student Prospectus.

<https://www.agb.edu.au/international-students/enrol>

Skills First Program

Am I Eligible?

Generally you are eligible for Skills First Program Funding training place from the RTO's funded qualifications if you are:

- An Australian Citizen
 - An Australian Permanent Resident (holder of a permanent visa)
 - An New Zealand Citizen
- and are any of the following:

1. Under 20 years of age

- Seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- Seeking to enrol in VCE or VCAL
- Seeking to enrol in an Apprenticeship
- Seeking to enrol in a School Based Traineeship

2. 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.

You can also check what you may be eligible for using the interactive **Victorian Skills Gateway Eligibility Indicator**.

Located at: <http://www.education.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx>

Evidence of Eligibility for the Skills First Program

Evidence of an individual's eligibility for the Skills First Program is to be sighted and copies retained by the RTO for each Eligible Individual, prior to commencement in training, in accordance with these guidelines.

- Sighted by AGB Employee or by a Certified Authorised Person.

Evidence of Identification

- Australian Birth Certificate (not Birth Extract) or
- Current New Zealand Passport or
- Current **GREEN** Medicare Card or
- Current Australian Passport or
- Naturalisation Certification
- Formal Documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence.

If a birth date is not presented on identification above, the following identification must be presented:

- Current Drivers Licence or
- Current Learns Permit or
- Proof of age card or
- Keypass card

Eligibility Criteria for Individuals Referred under particular initiatives

- Asylum Seekers
 - Workers in Transition Program, Retrenched Workers
 - Automotive Supply Chain Training Initiative
- Please speak to one of our representatives

Determining the number of courses in which an individual is eligible to enrol in 2018

An individual is eligible to enrol in and commence a maximum of 2 government subsidised courses per calendar year.

An individual is eligible to undertake a maximum of 2 government subsidised courses at one time.

Fee For Service Students

Not eligible for Government Funding?

For students who are not eligible to receive skills first program funding are required to pay full course fees. AGB Training offers a numbers of alternatives including direct debit payment plans and study loan options.

Direct Debit Payment Plans

Deposit of 10% is required prior to commencement of course. Fortnightly or monthly payments must be paid as per direct debit payment schedule.

Study Loans

Study Loan finance options available, talk to AGB today for more information.

- Finance for students seeking assistance in paying for their education.
- Study Loans offers loans to people seeking to complete vocational and higher education in Australia.
- Study Loans is Australia's first dedicated private student loan provider. <https://studyloans.com.au/>
- **NOT** available for International students



Payment

Policy Statement

AGB Training will ensure that all students are provided with accurate fees, charges and refund information prior to enrolment.

Current fees and charges, policies and procedures are provided to students through our website. (www.agb.edu.au)

Our fees charges and refund policy and procedures are also published on our website. All fees charges and refunds will adhere to all relevant governing legislation and regulations in their development, implementation and collection. The information and data collected is in accordance to the Privacy Act. For further information on how AGB stores and secures your personal information please refer to our website.

Course Fees

Administration Fee

Is a fee charged for the training service provided

Resource Fee

- It is the responsibility of the student to buy their text books.

Concession Fee (Concession Not Available on Admin Fee)

- A concession fee is 20 percent of Tuition Fee Eligible Concessions are;
- Commonwealth Health Care Card;
 - Pensioner Concession Card
 - Veteran's Gold Card



Payment Continued

Booking Fee

For all licence units a non-refundable booking fee is charged and must be paid upon enrolment.

Payment Options

Students are required to pay all fees prior to course commencement. Students who have not paid fees or made alternative arrangement will not be permitted to attend class.

A purchase order or authority to invoice on a company letterhead must accompany enrolments that are to be invoiced to a company.

When Collecting fees in advance no more than \$1,000 can be collected for each individual student prior to training commencing.

After commencement of training, amounts of up to \$1,500 may be collected at anytime.

Making Payment

Acceptable payment options can be made at the following AGB training site locations via

- Direct Debt/Transfer
- Eftpos/Credit Card (onsite)
- Cheque, Made payable to AGB
- Cash (onsite)

Our Expectation and House Keeping

Our Expectations

- Treat all staff, students and the general public with respect, fairness and courtesy.
- Attend training sessions regularly and on time.
- Contact AGB if unable to attend training.
- Submit assessment tasks by the due date or ask for an extension of time.
- Contribute equally to any group assessments which receive a group mark.
- Participate in activities to promote learning.
- Treat all AGB equipment with respect and not intentionally cause damage.
- Use protective equipment where required and follow all workplace health and safety (WHS) instructions.
- Report any workplace health, safety or environmental incidents to Trainer and/or Student Support immediately.
- Communicate any concerns that you have about learning outcomes to trainer or follow the AGB appeals process / grievance procedure.
- Let the trainer know of any learning needs that may require assistance to successfully complete training.
- Ensure inform AGB Training of any change in personal details. Eg address and contact details.
- At enrolment, give true and accurate information AGB Training of previous training qualifications in relation to eligibility for any training subsidised by the Victorian Government.
- Do Not
 - Plagiarise, collude or cheat in any assessment event or examination.
 - Illegally copy software licensed to AGB Training.
 - Install software onto AGB Training computers.
 - Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.

General Housekeeping

- Classrooms must be left neat and tidy at all times. Rubbish must be removed and equipment returned to its allocated areas.
- Follow basic hygiene requirements including hand washing.
- Smoking is prohibited on all AGB Training sites. The only exception is in the designated smoking areas. Smokers and users of tobacco products must dispose of the remains in the proper containers.
- You must not be under the influence of drugs or alcohol at any time while on any AGB Training site. You must not bring any drugs or alcohol on any AGB Training site. Please refer to the Drug and Alcohol Policy for more information.
- Seek assistance from an AGB Training Team Member if you become ill or injured on site.
- Please ensure that you respect both AGB Training team members and your fellow students, Do not engage in behaviour which may offend , embarrass, threaten or harm other students, staff or the general public
 - including SMS messaging or any form of cyber bullying.

Studying with AGB Training

Orientation Program

Prior to attending your first class with AGB Training, you will attend an Orientation Program, where you will meet student support staff and in some instances your trainer. Each student will be issued with student information handbook. The staff will discuss and answer questions relating to any queries concerning the forthcoming training and assessment.

The following areas will be covered:

- Welcome
- Introduction to the Student Support team
- Attendance
- Textbooks
- Timetable
- Submission of work
- Plagiarism
- Extensions
- Respect in class
- Study buddy
- Facebook Groups
- Surveys

Computers and Devices

It is not a requirement to bring a laptop/device to class, however if a student would like to they can.

As part of a course students may be required to complete online structured learning, research and assessments, as well as access emails using a computer/device. It is the students responsibility to ensure they have access to suitable equipment.

Studying Expectations and Requirements

Students who wish to complete their qualification in the set duration will be required to study at least 25 hours per week. You are required to attend all set classes and participate in self study including but limited to, homework, assessment tasks and individual research.

Attendance

Full attendance is most advantageous except when there is an illness, accident, or personal issue.

If you are working casually, you are to adjust your work schedule to meet your training obligations. If you are unable to attend class you are to call through to 1300 123 242 to report your non-attendance. You will be required to produce a medical certificate if you were unable to attend class because of illness. If you do not meet your attendance requirements AGB Training has the right to withdraw you from your studies, and collect any outstanding fees.

Your attendance for class is recorded, as AGB Training is obligated to maintain attendance records for government agencies reporting.

Course Involvement

It is a requirement of all Nationally Accredited Courses, that all students be actively involved in sessions. It is advantageous that all students contribute to group discussions and complete tasks set in time frames allocated. Wherever possible, AGB Training will provide assistance and support students to achieve goals and outcomes for each unit of the course.



Practical Placement

Many AGB Training courses include some time working in the industry area of your course. This is called 'Practical Placement' and it gives you the chance to learn new skills and apply the skills you have already learned as part of your course.

Your work placement will help you:

- Gain insights into the kind of career you would like to have.
- Make informed decisions about further training and study.
- Become more employable.

If you do not complete mandatory practical placement, you will automatically receive a Not Yet Complete or Withdrawn for those course units associated with placement. Students not participating in practical placement will not be eligible to receive a completed qualification and Statement of Attainment will be issued in its place.

Practical Placement is a great opportunity for you to experience the workplace and develop your employability skills and networks.

All up to date work placement documents can be found at:

<https://www.agb.edu.au/current-students/work-placement>

Some placement will require a Working with Children's Check and Police Check.

This will be the students responsibility to obtain these check prior to placement. Please refer to these website's for more information.

<http://www.workingwithchildren.vic.gov.au/>

<http://www.police.vic.gov.au/>

AGB Training has a Industry Placement Officer to assist students with the placement process. AGB Training recommends students engage with the industry to gain practical placement, encouraging students to make industry connections and find facilities that offer the services that the student is interested in.

Assessments

Assessment is an important part of your learning and is required in order for you to gain a nationally recognised qualification or statement of attainment (one or more units of competency). It is generally progressive and involves more than one assessment item for each competency.

You can be assessed at any time in your course. Your Trainer will provide you with documents that detail how you will be assessed. Assessment could be a test of practical skills and/or a written test of knowledge; they can be undertaken on campus, in your workplace or at home and submitted to your Trainer by a specified date. Your Trainer will give you an outline of the course assessments to be completed and any special requirements that apply, along with the Assessment Guide for both the course and the units you are studying.

You must submit work required for assessment such as projects or reports and attend class tests on required dates. If, for any reason, you are unable to attempt an assessment task, you should discuss with your trainer in advance as you may be required to apply for an extension of time. If it is due to illness you must advise your Trainer as soon as possible, preferably prior to the scheduled time. In some instances you may require a Doctor's certificate if illness prevents you attending a scheduled assessment.

Requirements of the Assessment Process

The requirements of the assessment process are:

- To confirm that students have acquired the competencies identified in the learning outcomes.
- To demonstrate that students are competent to the agreed industry standard.
- To be assessed by a qualified/experience trainer.

Assessment Method

Methods of assessment may include:

- Knowledge Evidence – questions and answers
- Direct demonstration and observation
- Portfolios
- Projects
- Role plays, case studies and presentations

Competency Based Assessment

In keeping with the principles and practices of competency-based assessment, the competency will be made on an accumulation of evidence, not on isolated activities or events. Once you have been assessed against the standards you will receive a grade of **"C" for Competent or "NYC" for Not Yet Competent**. Not Yet Competent means that you have not met the requirements and will be given another opportunity for re-assessment.

Plagiarism

Students are to ensure that the work submitted is their own. For more information on what is considered plagiarism please visit <http://www.plagiarism.org/> . In addition AGB's Academic Integrity policy outlines the ramifications of plagiarism.

The policy can be found on AGB's website <https://www.agb.edu.au/about/forms-and-documents>

Group Work

Where students undertake a group assessment, students are to ensure their names are added to the assessment as well as outline which section they have worked on, and submit a reflective activity.

Academic Style Guide

The Style Guide provides a guidance in how to set out assignments, the use of font type and size, graphs and tables.

This document can be found on our website <https://www.agb.edu.au/about/forms-and-documents>

Re-sitting or Resubmitting an Assessment Task

If you have completed the assessment task within the required assessment dates but are initially assessed as not yet competent, you may be able to re-sit or resubmit the assessment task. This only applies to initial attempts or submissions that are considered to be a genuine attempt by the student. The number of re-sit or resubmission may be granted for each assessment task and will be subject to approval by your trainer.

If your work is not handed in by the due date and you have not applied for an extension you will be charged an additional assessment fee.

You need to discuss options to re-sit or resubmit an assessment task with your trainer within your current enrolment period for the unit(s) of competency. Please note that the enrolment period for the unit(s) of competency being studied may be different to the enrolment period of the full course or qualification in which you are enrolled. If you are undertaking licensing training and Assessment you may be charged additional fees.

Please refer to our Fees and Charges on our website www.agb.edu.au



Evidence submitted to determine competency

Any evidence you provide to AGB Training becomes the property of AGB Training. The evidence that you submit will be used to determine your competency. AGB is required to keep this evidence to show how the Assessment/RPL process was performed and how the assessor came to the RPL decision.

This documentation is required to be held as per ASQA and Funding bodies' policy and be available for Audit purposes. It is the responsibility of the student to ensure that they keep their own copy of submitted evidence.

Appeals

You have the right to appeal an assessment decision that you disagree with. Following our "Complaints and Appeals Procedure", firstly approach your trainer/assessor to discuss the assessment decision. You may need to resubmit or submit extra evidence. Most appeals are resolved at this point.

Appeals against an assessment process must be lodged within three weeks of being formally notified of the result of the assessment.

Grounds for appeal may include failure to:

- Provide appropriate advice to the candidate before and during the assessment.
- Provide reasonable adjustment where necessary.
- Take literacy, numeracy and language requirements of the student into consideration.
- Consider the 'conditions of the day' and make appropriate adjustments.
- Consider all available evidence.
- Make an assessment decision consistent with the evidence provided. If you would like to request a review of your results or if you have any concerns about your results, contact your trainer or Student Support Team.

Grievance complaints and appeals policy and forms can be found at <https://www.agb.edu.au/about/forms-and-documents>

Issuing of Statement of Attainments and Certificates

Statement of Attainment and Certificates are issued in accordance with AQF Guidelines:

- 3.3 AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.
- Certificates and Statement of Attainment will not be issued until all fees have been paid in full.

Re-issuing of Statement of Attainments and Certificates

We re-issue statement of attainments and certificates at a cost of \$50.00 per re-issue. Students will need to provide photo ID, being a Current Driver's License, Keypass or Passport.

Evaluation/Feedback

Throughout the duration of the course there will be scheduled intervals for evaluation and feedback. You are encouraged to provide constructive information that will assist us in further development of the course. All feedback is treated confidentially.

NCVER Student Outcome Surveys

As a Registered Training Organisation, AGB Training is required to participate in National Student Outcomes Survey's managed by National Centre for Vocational Education and Research (NCVER). As a student of AGB Training, it is possible that you may receive a survey from NCVER regarding the course/s undertaken with AGB Training.

Discontinuing your study

Students who wish to discontinue/ Withdraw from studies need to:

1. Read and Understand the Withdrawal Policy and Procedure (can be downloaded from website <https://www.agb.edu.au/about/forms-and-documents> or request through student support)
2. Notify your trainer and the Student Support Team and
3. Complete Withdraw Form – requested from Student Support

Students accessing Skills First Program Victorian Government Funding must be aware that your withdrawal from course will affect future eligibility for Government funding.

When your application has been processed and any outstanding fees have been finalised, you will receive a transcript of results achieved. Any attempted/not completed units within your enrolled qualification will result in a withdrawn (Wd).

If you wish to return to complete a course or unit(s) of competency, you will be re-assessed against the Skills First Program Victorian Government subsidised training eligibility criteria, current at that time, to determine your Student Fee or eligibility for a concession fee or fee exemption. If during the time lapse there has been an update in the training package you may be required to complete units and/or qualifications different to that of your initial course.



AGB Training Online

For students of AGB Training who enroll in online study or course requires access to an online library, you will be issued with a username and password to access your online Learner Portal. You can access your student account through the AGB Training website or <http://elearn.agbhr.com.au/login/> AGB Online Portal provides access to your learning resources and assessment materials.

How to activate your online student account:

1. Upon enrolment you will be emailed a username and temporary password.
2. Go to <http://elearn.agbhr.com.au/login/> to access AGB Online.
3. Log on using your username and temporary password.
4. You will be asked to set your own password a minimum of 5 letters and 1 number.
5. Now you have access to your student account.

Students are able to connect their devices (laptops, mobiles and other devices) to the Internet via the onsite wireless network. Information on this simple connection process is available from the student support team.

Student Support Services

All students will be made aware of support services and accessibility issues. Wherever possible, modified facilities and resources will be provided to assist students with specific disabilities.

Where required, additional support and assistance can be obtained or AGB Training will outsource to appropriate local welfare and guidance support services within the region.

Student Support Services comprise of support services namely

- Disabilities Services
- Education and Support Services

Disabilities Support Services

Our service ensures that people with a disability have access, support and equal opportunities when studying at AGB Training.

Services that may be offered to students include:

- In class support
- Tutorial support
- Assessment adjustments
- Modified learning materials

Education and Support Services may include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to those programs;
- Equipment, resources and/or programs to increase access for learners with disability and other learners, in accordance with access and equity;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ITC) support;
- Access and use of AGB Learning Management System (LMS) for online study
- Learning materials in alternative formats, for example, in large print;
- Academic-related issues such as Attendance, difficulty with course learning, issues with trainers or other students
- Educational and course planning; and
- Study skills development

If personal issues are impacting your educational progress students can meet with a Student Support Team Member to explore student options and recommend referral services.

Domestic - Student Support Contact Details

Phone: 1300 123 242

Mobile: 0447 867 758

Email: studentsupport@agb.edu.au

International - Student Support Contact Details

Phone: 1300 123 242

Mobile: 0478 435 630

Email: internationalsupport@agb.edu.au



External Student Support Services

Academic Support

Australian Skills Quality Authority (ASQA)

Phone: 1300 701 801 Website: <http://www.asqa.gov.au/>

ASQA's functions include ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits. If you are not satisfied with the quality of service or training being provided by a registered training organisation (RTO), there are ways for you to make a complaint.

Reading and Writing Hotline

Phone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Material and Financial Assistance

Centrelink

Phone: 131 021 Website: <https://www.humanservices.gov.au/individuals/centrelink>

If you are completing a full time course you may be eligible for benefits through Centrelink.

Homelessness Australia

Phone: 02 6247 7744 Website: www.homelessnessaustralia.org.au

For comprehensive information about support services for homelessness and people leaving domestic violence contact either Homelessness Australia or Council to Homeless Persons Victoria. Women's domestic violence hotline 1800 015 188. Salvation Army Crisis Centre 1800 626 727.

Discrimination and Legal Advice

Australian Apprenticeship Centres (AAC)

Phone: 1800 639 629 Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153 Website: <https://www.humanrightscommission.vic.gov.au/>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Phone: 1800 677 402 Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Phone: 1800 462 480 Website: <https://www.humanrights.gov.au/disability-rights-disability-legal-services>

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Fair Work Australia

Phone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Personal Crisis and Support Services

Lifeline

Phone: 13 11 14 Website: <https://www.lifeline.org.au/>

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Phone: 1800 55 1800 Website: <https://kidshelpline.com.au/>

If you're under 18 years of age you may consider contacting the kids help line, who provide access to telephone, web and email counselling.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Beyond Blue

Phone: 1300 22 4636 Website: <https://www.beyondblue.org.au/>

BeyondBlue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Student Support Services for International Students

Helpful services for International Students

Study Geelong

<http://thinkgeelong.com/>

Consumer Affairs Victoria

- For information on renting rights and responsibilities <https://www.consumer.vic.gov.au/resources-and-tools/international-students>
- The go-to app for renters, download the free RentRight app <https://www.consumer.vic.gov.au/housing/renting/rentright-app>
- For advice on resolving disputes with your landlord visit <https://www.tuv.org.au/advice/>

Australian Government

Find government information for international students wishing to study in Australia. Includes visa and immigration information, course and institution options, scholarships and other advice

<https://www.australia.gov.au/information-and-services/education-and-training/international-students>

Leave of Absence

From time to time there may be a requirement to request leave in your course. Students are able to apply for up to 10 days of leave during the study period. Leave will only be granted for compelling and special circumstances and not for holidays. Please ensure that you submit leave applications as early as possible and do not book flights or so forth until the leave has been approved to avoid disappointment and out of pocket expenses.

A request for leave can be found on our website.

<https://www.agb.edu.au/about/forms-and-documents>

Letter of Release

Perspective students who are currently studying at another Institution must obtain a release from that institution before the perspective student can commence with AGB Training. The perspective student will need to supply evidence such as a letter of release or an email from the Institution, that they have been released from that college.

Please note before AGB Training will consider a release, the student will need to have ensured that all of their course fees are up to date and demonstrate a valid reason why they are requesting a release. In addition a release may not be granted if the student has not completed 6 months of their principal course. Applications for a request of release can be found on the AGB website.

<https://www.agb.edu.au/about/forms-and-documents>

Student Support Services

Prior to course commencement AGB Training Staff will provide an Induction Program that is designed to provide information concerning the course you are enrolling in. AGB Training staff remain available for any concerns that you may have with regard to study, education information and non-academic matters and can provide referral services. The student support officer can be contacted via email internationalsupport@agb.edu.au

Additional support services are available by contacting the international student administration officer who remains available to discuss and provide assistance in all areas of your welfare including your accommodation needs and health cover. Students with visa enquiries will be directed to the Department of Immigration and Border Protection.

<https://www.homeaffairs.gov.au/>

The below information is sourced from: <https://www.studyinaustralia.gov.au/>

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial.

You can find out more about this service on their website: www.ombudsman.gov.au

Visa Compliance

Once you have received your visa, there are requirements you must meet in order for it to remain valid, including;

- You must remain enrolled and maintain satisfactory course progress and attendance.
- If you wish to change your qualification level you will need to apply for a new student visa.
- Provide your Australian address to your institution so they can contact you, and let them know if you change address.
- You must continue to be able to support yourself financially while you're in Australia.
- Do not breach the working conditions applicable to your visa.

Visa help and assistance

- The [Department of Home Affairs](http://www.homeaffairs.gov.au)
- Website provides all information in relation to visa requirements, responsibilities and compliance.
- International student support staff can provide you with assistance about the visa you'll need for your course.
- Education agents can also help with your visa application and paperwork (as well as your course application).

Work while you study

Working while you study in Australia can help complement your study and living experience. There are a number of reasons you might want to undertake part time work while studying in Australia, including assisting with living expenses and gaining work experience in your study area.

Most student visas allow you to work for up to 40 hours every two weeks while your course is in session, and unrestricted hours during any scheduled course break, but before you undertake any paid work you need to make sure your visa allows you to work.

<https://www.homeaffairs.gov.au/>

Your Rights

Everyone working in Australia, including international students or those on working holiday visas, have basic rights at work.

These rights protect entitlement to:

- A minimum wage and superannuation.
- Challenge of unfair dismissal from the job
- Leave, breaks and rest periods.
- A healthy and safe work environment.

Most employers in Australia are covered by an 'award', which sets minimum wages and conditions for a type of job or industry.

To find out more about your work rights visit the Australian Government's [Fair Work Ombudsman's](#) website or call them on 13 13 94.

Department of Education Employment and Workplace Relations

Please follow the below link to view information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000. (This prospectus should be supplied only when it is accompanied by the ESOS framework information) You will need to indicate that you have read this information before signing your Letter of Offer and agreement -

A link to the ESOS framework

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

If you are a temporary resident working in Australia your employer has to pay super for you if you are eligible.

When you leave Australia, you can claim your super as a Departing Australia Superannuation Payment (DASP) if you meet all the requirements. To find out more about super for temporary residents visit the [Australian Taxation Office](#) website.

In Australia, employers (your boss) must also do all they can to make sure your job does not hurt you or make you sick.

This law is called Work Health and Safety (WHS) or Occupational Health and Safety (OHS).

The law also says your boss must have insurance for you in case you are hurt at work. This is called workers' compensation.

If you are hurt or get sick at work, the insurance may pay for your medical treatment and for your wages until you can work again. This covers all workers in Australia, even if you are on a temporary visa. Visit [Safe Work Australia](#) for more information.

You will also need to get a tax file number to work in Australia. Visit the [Australian Taxation Office](#) website to find out more information on getting a tax file number, as well as information about paying taxes in Australia.

Child Care

AGB Training provides training for Adults our facilities do not cater to children. Please do not bring your children along with you to class, you need to find appropriate child care services for your children for the duration of the class period.

For more information on child care visit <https://www.mychild.gov.au/>

Facebook Group

During the induction process, students will be invited to join our International Student Facebook group.

The purpose of this group is to network you with other AGB International Students and to assist you to settle into study and life in Australia. Student Support also uses this group to keep you up to date with international student activities and events as well as any institutional updates.



Assistance with Overseas Health Cover

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

English Language Assistance Program

internationalsupport@agb.edu.au

Legal Assistance Information

If you need help understanding the law, the support staff at the Study Melbourne Student Centre may also be able to help.

You may also be able to get help from a community legal centre for specialist legal advice. Community legal centres offer free advice.

<https://www.studymelbourne.vic.gov.au/help-and-support/the-law-and-my-rights/legal-advice>

Other Support Services

Some other support services that may be useful to know while you are studying in Australia are:

Emergency matters

Contact details - 000

Service details - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

Contact details - Call 131 444 (everywhere except Victoria).

In Victoria you need to call your local police station (consult your local Telephone Directory)

Service details - Police attendance for non-urgent matters.

Poison Information Centre

Contact details - 131 126

Service details - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.



AGB TRAININGS TIPS FOR SUCCESSFUL STUDY

We know that life commitments, your social life and motivation can get in the way of study ... We're only human. Here are some tips to ensure you stay on track with your studies outside class time.

Space

The couch in front of the TV is not always the most productive place to study. If you have a desk at home, transform it into an inspiring study space that is organised and comfortable. It doesn't have to be bland. Make it fun by framing your favourite photos or artwork and or pin up inspiring quotes to keep you motivated. If you don't have a space at home, pick a location that distraction free such as your local library or a quiet park or café. AGB Training also has a student lounge with Wi-Fi access where students can sit and study outside class.

Time

Assign a time each week to sit down and pump out a few hours' worth of study. Whether it's after work, while the kids are at school or after *Bold and The Beautiful* has finished, set a time each week that is designated to nothing other than your course work.

Snacks

Before you sit down to study, prepare some brain food to keep you going. This will not only stop you from raiding the cupboard half way through your assignment, but it will improve your concentration. It could be fruit, nuts or a cheeky bag of M&M's... whatever keeps you going!(Source: Pinterest)

Style

How do you learn best? Are you a lone rider who likes to work solo or do you like to bounce your ideas off a group of people? Do you retain information better by listening to it or reading it? Pay attention to how you learn and use it to your advantage.

Break

It's important to take a break from your study, especially if you are becoming stressed or frustrated. Refresh your mind by taking your dog for a walk, playing a game with the kids or finishing off that last square of your crochet blanket. You might come back with a different perspective on how to answer that tricky question!

Review

Left your assignment to the last minute and pulled an all-nighter? It happens. Just make sure you have time to revise your work before you submit it! We don't all do our best thinking at 4am.
(Source: Pinterest)

Ask

If you are really struggling to complete work outside of class, or you are feeling lost or unmotivated, please speak up! Our friendly trainers or student counsellor are always there to listen to your concerns and help get you back on the track to success.

**AGB Training wishes you well in your studies.
If you require any assistance during your time with us,
please make an appointment to meet with the student administration officer at
your training site.**

Our Code of Practice

- AGB Training markets and advertises to prospective students by providing ethical and accurate marketing material, we also engage a trained business development team for student recruitment purposes.
- You will be informed before you are enrolled via a "Letter of Offer" and "Written Agreement" of our obligations to you the student and your obligations in regards to training and assessment and cost and charges you will incur throughout the course. You will be required to Sign the "Written Agreement" before commencing training and assessment to ensure your placement in a course/s.
- Our refund policies are fair and are documented in your "Written Agreement" and provided to each student prior to enrolment. In the event that we are not able to fulfil our obligations to you we have measures in place to ensure that you either receive the service from another Funded training provider or a refund.
- We ensure that all academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.
- We are committed to principles of access and equity and will not unlawfully discriminate against students. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services.
- We regularly engage with relevant industry representatives to evaluate our training and assessment services, strategies and resources. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.
- Our training and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practice.
- Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us.
- Our organisation is a Registered Training Organisation (RTO) that is authorised under legislation to offer nationally recognised training. We ensure that at all times our operations comply with relevant legislation and the national registration standards.
- We recognise that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- If you have completed relevant units of competency with another RTO we will automatically credit these towards completion of your qualification.
- We offer learning and assessment services that as far as practicable meet your individual learning needs.
- We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.



Policy and Procedures

Access and Equity

AGB Training applies Access and Equity principles to its operations and aims to provide timely and appropriate information, advice and support services to assist employers, students, and trainers to achieve their desired outcomes.

AGB Training will ensure that they do not discriminate on any grounds. That no person will be directly or indirectly disadvantaged due to gender, race, pregnancy, political or religious beliefs, disability, age, marital status, parental or carer status, physical features, personal association or sexual preferences.

Support for students from specific groups is included in the planning, delivery and assessment of training.

Privacy Policy

AGB Training adheres to the "Privacy Amendment (Private Sector) Act 2000". AGB collects personal information from you to assist in vocational services, participation in lifestyle and training programs and engaging in voluntary work with AGB. The information may be provided to Centre Link, the Commonwealth Department of Family and Community Services, the Department of Human Services, the Office of Tertiary and Education and where required to other funding bodies and /or legislation.

An individual can choose not to provide such information, however this may impede the ability of AGB to assist that individual with government funding. An individual, on request, can access his or her personal information held by AGB Training.

USI Collection – Please refer to <https://www.usi.gov.au/about/privacy-and-unique-student-identifier> which outlines the Student Identifiers Registrar – Privacy Policy

Confidentiality and Students Files

All information given by students to the AGB Training is treated confidentially. A file is set up for each student in courses run by AGB. This file will contain all records related to your involvement in the program, and will include samples of work completed.

Files are secured in a locked cabinet and only authorised AGB Training staff can access these files. You may request to view your file at any time, throughout your course. Hard copy files are kept for a period of 12 months to 7 years dependent on and in accordance with Government regulations. Electronic files are kept for a period of 30 years.

Documentation

All complaints, grievances, appeal, refunds, withdrawals and their outcomes will be recorded in writing. For all relevant compliance, policies and procedures please refer to our website <https://www.agb.edu.au/about/forms-and-documents>

Smoking Policy

AGB Training is a smoke free environment. We ask that all smokers only smoke outside in designated areas using the smoke trays provided and inappropriately discarded cigarette butts will not be tolerated.

Warehouse Site Traffic Management

Our Warehouse sites aim to be a risk free environment to pedestrians, contractors and visitors and follow procedures to avoid plant, equipment and people as follows:

- Gas bottles to be secured on site (chained at all times).
- Forklift operating speed is not to be faster than walking pace.
- Learners must be aware that the forklift and truck operators are learners under instruction.
- **ALWAYS** be aware of safety signage on site.
- Pedestrians must use only marked pedestrian walkways where provided (no running).
- The wearing of safety vests is a mandatory requirement when on site.
- The wearing of protective footwear is a mandatory requirement working in the warehouse and training on the forklift on site.
- Do not operate forklifts or trucks without the permission and supervision of your instructor.

Site Drug & Alcohol Policy

Professional drivers such as truck, bus, taxi, forklift drivers etc. must, by law, have a zero blood alcohol concentration (BAC). This is the same limit that applies to probationary and learner drivers, and people who have previously committed drink driving offences. All other drivers must stay under .05 BAC. Drink driving offences are not limited to public roads; they can be committed on private property.

As the risk of serious injury is high when heavy vehicles or mobile plant is mixed with trainee drivers and alcohol, AGB trainees at the Transport and Logistics Training Centre site must comply with the law.

No alcohol is allowed to be consumed during the training hours including breaks. Student have a responsibility not to drink large quantities of alcohol before training including in the evenings.

Some prescribed medications may affect your ability to drive or concentrate these should be declared to the trainers before starting training. **No illegal drugs** are permitted before or during training.

While we recognise the trainees' right to refuse breath testing, for the protection of all, random breath testing (RBT) maybe requested at any time of the day. Should the RBT identify a positive reading the student will be prohibited from continuing further training and must re-schedule training at their own expense.

If someone appears to be acting irrationally and is suspected of being under the influence of drugs they will be prevented from undergoing training.

If the tested trainee has a breathalyser result indicating greater than 0.05% or the person is acting irrationally and in either case the person decides to drive themselves away from the site, the police will be informed. In the case of a Job Seeker, AGB will report this immediately to the Case Worker / Agency.

Security

Our training centers are secured at the completion of each day. To ensure the security of your belongings, please do not leave your bag or valuables unattended whilst at the training centers. AGB Training cannot accept responsibility for the theft or damage of students' belongings.

Mobile Phones

As is the custom in all gatherings, mobile phones should be switched off or set to silent.

If there is a valid reason to answer the phone you are to remove yourself from the classroom before entering into conversation on your phone. Otherwise phones should not be answered as this may disrupt the class. During assessments phones are to be switched off and put away.



Working Outside Policy

AGB Training requires that its staff, students and clients wear clothing and accessories appropriate to the task when working or Training outdoors.

Use of appropriate sun protective Personal Protective Equipment (PPE) in line with Sun Smart guidelines including:

- Sun protective work clothing
- Sun protective hats
- Sunglasses
- Sunscreen

Parking

All students are to obey parking restrictions and AGB will not be held accountable for parking fines acquired by students.

Fire and Emergency

AGB Training has Fire and Emergency procedures displayed around the building. We ask that you make yourself aware of the procedure for evacuation.

What to do in an emergency:

- If you hear the fire alarm bell (continuous ringing) and/or sirens or you are told to evacuate the area:
- Leave the building via the nearest emergency exit.
- Go to the nearest evacuation assembly Point for the building.
- Avoid walking through smoke – it is hot and toxic.

In the case of a lockdown

- You must follow your trainers or other staff member's instructions and:
- Lock yourself in a room.
- Close the windows and blinds and turn off the lights.
- Stay out of sight and remain quiet and turn your mobile phone to silent - avoid use of social media.
- Remain where you are until told to move or leave.

Emergency Organisation Contact Details

Fire	000
Ambulance	000
Police	000
SES	132 500 (Flood & Storm Emergency)
Electricity	132 463 (Electricity & Natural Gas)

Food and Beverages

At break/meal time you may wish to purchase food from one of the many outlets in the region or you may wish to bring your lunch. Please be aware of your classmates' food allergies when eating in class groups. Coffee, snack food and cold beverage vending machines are available at some of our training centers.

There is a microwave oven and refrigerator available for general use. AGB ask that, those who use the kitchen areas and equipment please ensure that they are kept clean and tidy.

Governing Bodies, Laws and Regulations

Several Authorities, Laws and Regulations, both state and national, govern a Registered Training Organisation, these determine the standard which AGB Training must comply with.

AGB Training must demonstrate that we are:

- Financially viable at all times and report financial documentation yearly and on request to funding bodies for renewal and continuation of funding contracts.
- A Registered Training Organisation with the capacity to deliver courses on our existing Scope of Registration at all times.
- Providers of quality training, demonstrated through a satisfactory registration audit record and mandatory publication of all audit reports.
- Compliant with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) in the provision of data.

AGB Training complies with the following governing bodies:

Australian Skills Quality Authority (ASQA)

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

As the national regulator for the vocational education and training (VET) sector, the Australian Skills Quality Authority (ASQA) seeks to make sure that the sector's quality is maintained through the effective regulation of:

- Vocational Education and Training (VET) Quality Framework
- Accredited vocational education and training courses, and
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers including those delivering English Language Intensive Courses to Overseas Students (ELICOS).

Australia is fortunate to have a world-leading vocational education and training system. This crucial sector provides training in the skills Australians need for employment, and injects billions of dollars of export income into the economy each year.

ASQA makes sure that the quality and reputation of Australia's VET system is maintained through effective national regulation.

<http://www.asqa.gov.au/>

The Commonwealth Register of Institutions and Courses for Overseas (CRICOS)

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a register of Australian education providers that recruit, enrol and teach overseas students.

Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

A Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider must comply at all times with the:

Education Services for Overseas Students Act 2000 (ESOS Act)

Education Services for Overseas Students Regulations 2001, and

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

In addition:

- If offering vocational education and training (VET) courses, the provider must comply with the VET Quality Framework, and
- If offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the Elicos National Standards.

In addition, all providers must maintain a current scope of registration, pay ASQA fees and charges as required, and cooperate with ASQA compliance monitoring.

<http://cricos.education.gov.au/>

Work Safe

Under the Occupational Health and Safety Regulations 2007 (the Regulations), WorkSafe Victoria (WorkSafe) may authorise a person or organisation to carry out assessments of competency in relation to a class or classes of high risk work (HRW) for a specified period of time.

Once authorised, this person or organisation is referred to as a licence assessor. WorkSafe currently authorises registered training organisations (RTO) as licence assessors.

A licence assessor carries out assessments of competency for persons wanting to undertake HRW. Once a licence assessor deems the applicant to be competent the applicant can apply to WorkSafe for a HRW licence.

In accordance with the conditions of authorisation, authorised licence assessors must cooperate and comply with any reasonable request from WorkSafe in connection with their authorisation and associated HRW training and assessment activities.

This may include:

- The provision of information or documentation from time to time about the licence assessors activities conducted pursuant to its authorisation
- Allowing WorkSafe to observe the licence assessors activities, including the conduct of assessments of competency by individual assessors
- A request to cease using the services of a particular individual assessor due to observations of repeated and/or significant non-compliance with the Regulations and/or conditions of authorisation by that individual assessor.

<https://www.worksafe.vic.gov.au/>

Vic Roads

VicRoads has national standards for competency and assessment of heavy vehicle drivers. Heavy vehicle accredited providers apply these standards in all competency assessments.

This provides a nationally consistent approach for heavy vehicle driver licensing. This involves introducing a common set of national requirements that will be applied to the issuing of a national heavy vehicle driver license and developing a competency and assessment framework.

The new standards enhance safe driving of heavy vehicles by having a quality and rigorous national assessment and simplifies recognition of assessment practices throughout Australia.

The standards enhance the safe driving of heavy vehicles by having a national assessment and simplify recognition of assessment practices throughout Australia.

<https://www.vicroads.vic.gov.au/>



Key Calendar Dates for 2018

School Term / Holidays

Term 1

Tuesday 30th January 2018 - Thursday 29th March 2018

School Term Break

Friday 30th March 2018 - Sunday 15th April 2018

Term 2

Monday 16th April 2018 - Friday 29th June 2018

School Term Break

Saturday 30th June 2018 - Sunday 15th July 2018

Term 3

Monday 16th July 2018 - Friday 21st September 2018

School Term Break

Saturday 22nd September 2018 - Sunday 7th October 2018

Term 4

Monday 8th October 2018 - Friday 21st December 2018

School Term Break

Saturday 22nd December 2018 - Tuesday 29th January 2019

Term commencement may vary due to course commencement dates.

2018 Public Holidays

No attendance required unless pre negotiated.

New Year's Day	Monday 1st January
Australia Day	Friday 26th January
Labour Day	Monday 12th March
Good Friday	Friday 30th March
Day following Good Friday	Saturday 31st March
Easter Sunday	Sunday 1st April
Easter Monday	Monday 2nd April
ANZAC Day	Wednesday 25th April
Queen's Birthday	Monday 11th June
AFL Grand Final	Friday 28th September
Melbourne Cup*	Tuesday 6th November
(Monday 5th November AGB Training CLOSED)	
Christmas Day	Tuesday 25th December
Boxing Day	Wednesday 26th December

*Depending on location of study this public holiday may be replaced with a local cup holiday

Key Calendar Dates for 2019

School Term / Holidays

Term 1

Wednesday 30th January 2019 - Friday 5th April 2019

School Term Break

Saturday 6th April 2019 - Monday 22nd April 2019

Term 2

Tuesday 23rd April 2019 - Friday 28th June 2019

School Term Break

Saturday 29th June 2019 - Sunday 14th July 2019

Term 3

Monday 15th July 2019 - Friday 20th September 2019

School Term Break

Saturday 21st September 2019 - Sunday 6th October 2019

Term 4

Monday 7th October 2019 - Friday 20th December 2019

School Term Break

Saturday 21st December 2019 - Tuesday 28th January 2020

2019 Public Holidays

No attendance required unless pre negotiated.

New Year's Day	Tuesday 1st January
Australia Day	Saturday 26th January
Australia Day Holiday	Monday 28th January
Labour Day	Monday 11th March
Good Friday	Friday 19th April
Day following Good Friday	Saturday 20th April
Easter Sunday	Sunday 21st April
Easter Monday	Monday 22nd April
ANZAC Day	Thursday 25th April
Queen's Birthday	Monday 10th June
Melbourne Cup*	Tuesday 5th November
(Monday 5th November AGB Training CLOSED)	
Christmas Day	Wednesday 25th December
Boxing Day	Thursday 26th December

*Depending on location of study this public holiday may be replaced with a local cup holiday



AGB Head Office

31 Barwon Terrace, South Geelong Victoria 3220

AGB Transport and Logistics Training Centre

6 Curtis Street, Belmont, Victoria 3216

AGB Melbourne Training Centre

St Kilda Road Towers

1 Queens Road, Melbourne, Victoria 3004

Phone: 1300 123 242

Email: training@agb.edu.au

Website: www.agb.edu.au

Disclaimer: AGB Training has endeavoured to ensure that the information contained in this publication is correct at the time of printing.

This information may be subject to corrections or change without notice. AGB Training reserves the right to alter, change or discontinue programs without notice.

The most up-to-date and accurate information on courses available, policies, enrolment procedure and fees are provided on the website at www.agb.edu.au