



A Message from



AGB Training (AGB) is pleased to have you with us. Whether you are part-time or full time 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



About AGB Training

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.

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.

Vision

- Excellence
- Innovation
- Flexibility
- Value

Our Mission

To be a leading provider of training programs that add benefit to both the learner and employer alike.

We will achieve this by;

- Providing high quality training programs to customers
- Engaging with industry partners to ensure programs are relevant to the workforce in the future.
- Striving to enhance the learners experiences through new modes of delivery methods such as student placements simulated working environments and ICT
- Providing engaging trainers who meet the required AGB Training standards such as qualifications, skills, industry and vocational industry currency
- Value for money

Client Focused

Our programs and services have been developed from what our clients really need. Since our inauguration in 2006, we have listened to our client's needs and goals and set out to assist them in achieving these with a no fuss, realistic approach.

Flexible and adaptable

We evolve and continually improve our training abilities in order to adapt to change. At AGB Training, growth and change are promoted. We are small enough to absorb change and continue a dedicated, personalised and friendly service to our students.

Innovative

AGB believes there are no limits to how we can provide assistance and support to our individual students. Initiative and imagination are encouraged and nurtured across the business. We would like to take this opportunity to encourage you to use this guide as an important resource as you make your way through your training program and career pathway.

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Rights and Responsibilities

Student Conduct

When you sign your enrolment form and pay your fees you make an agreement with AGB Training that you will follow AGB Training policies and procedures. This page outlines your rights and responsibilities as an enrolled student:

I must:

- 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 my 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 my 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 my Trainer and/or Student Support immediately.
- Communicate any concerns that I may have about my learning outcomes to my trainer or to follow the AGB appeals process / grievance procedure.
- Let the trainer know of any learning needs that I may require assistance with to successfully complete my training.
- Ensure I inform AGB Training of any change in personal details. Eg address and contact details.

I must not:

- At enrolment, withhold or misinform AGB Training of my previous training qualifications in relation to my eligibility for any training subsidised by the Victorian Government.
- Plagiarise, collude or cheat in any assessment event or examination.
- Illegally copy software licensed to AGB Training.
- Install software onto AGB Training computers.
- Use offensive language.
- Smoke in any designated non-smoking areas.
- Litter on or around campus.
- Harass fellow students, staff or the general public, either face to face, over the phone or through any social media rights and responsibilities.

- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded.
- Damage, steal, modify, misuse, waste or pollute AGB Training property.
- Be under the influence of alcohol or illegal drugs in the learning environment.
- 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.

I have the right to:

- Be treated fairly and with respect by Trainers, other staff and students.
- Learn in an environment free of discrimination and harassment.
- Pursue my educational goals in a supportive and stimulating learning environment.
- Have my AGB Training records and personal information stored and maintained in a confidential, secure and professional manner.
- Receive information about assessment procedures and my progress in the course in a timely and professional manner.
- Modify my Learning Plan if my circumstances change, in consultation with educational and student support staff.
- Present recognition of prior learning (RPL) and credit transfer (CT) at the commencement and within the duration of my studies.



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.

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.



General Course Information

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:

- AGB Training history
- OHS
- Student Handbook highlighting;
 - Training facilities and resources
 - Student support services available to students in the transition to life and study in their new environment (public transport timetables etc.)
 - Course Timetabling
 - Course Progress Monitoring
 - AGB Policies and Procedures
 - Support Services including legal emergency and health services
- Course requirements
- Funding obligations

Collection of Fees

The collection of fees will occur when the students enrolls and is payable in the form of;

- Cash
- Bank Cheque
- Credit card payment
- EFT transfer
- Or Direct debit authority when payment is over \$110.00

A written receipt will be given on acceptance of payment. Account enquiries are to be directed via email to AGB Training accounts department email accounts@agb.edu.au

Fees Charges and Refund

For up to date fees, charges and refund policy please visit <https://www.agb.edu.au/about/policy-and-procedures>

Attendance

Full attendance is most advantageous except when there is an illness, accident, or personal issue. 80% attendance is required.

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.

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 Services comprise of support services namely

- Disabilities Services
- Education and Support Services

Disabilities 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.



Recognition of Prior Learning and Credit Transfer

AGB Training recognises that you may have gained skills and knowledge through your work and life experiences. You can apply for recognition of these skills and knowledge towards units of competency in your course. You do not have to study units of competency for which you gain recognition.

AGB Training recognises units of competency, qualifications and statements of attainment completed with other Registered Training Organisations (RTOs) in Australia. This is known as credit transfer. You should bring transcripts of previous study to enrolment and information sessions, or your first class, so that your eligibility for credit can be assessed as soon as possible.

For some students, receiving credit or recognition may affect the cost of your course. Further information is available on our website, in the AGB Training Recognition of Prior Learning Handbook or from the Student Support Team.

Work Placement

Many AGB Training courses include some time working in the industry area of your course. This is called 'work 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 work placement, you will automatically receive a Not Yet Complete or Withdrawn for those course units associated with placement. Students not participating in work experience will not be eligible to receive a completed qualification and Statement of Attainment will be issued in its place.

Work 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:

<http://www.agb.edu.au/local-training-courses/community-service/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.

Working with Children's Check - <http://www.workingwithchildren.vic.gov.au/>

Police Check - http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=72672

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

Assessment methods include but are not limited to:

Interview - written or verbal (questions about knowledge requirements)

Demonstration - show you can **do** the task as required

Portfolio - a group of documents collected as specified by requirements

Product - something you produce e.g. a report or an item you make

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 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/policy-and-procedures>

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.

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/policy-and-procedures>



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.

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)

Repeating a Unit(s) of Competency

If you need to repeat a unit(s) of competency as a result of not achieving competency during the first enrolment period of the unit(s), you may have the option to repeat the unit(s) by re-enrolling and paying a fee for each unit(s) of competency you wish to repeat. Re-enrolment to repeat units(s) of competency where training and delivery are required may not be able to occur until the next delivery period of the unit(s).

Evidence submitted to determine competency

Unfortunately, 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/policy-and-procedures>

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 \$25.00 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/policy-and-procedures> or request through student support)
2. Notify your trainer and the Student Support Team and
3. Complete Intent to 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 (Moodle)

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.

Key Calendar Dates for 2017

Term 1 Enrolment period	1 st December 2016 – 28 th February 2017
Term 1 Commencement	Week beginning 6 th February
Term Break	Monday 3 rd April 2017 – Monday 17 th April
Term 2 Enrolment period	1 st March 2017 – 30 th April 2017
Term 2 Commencement	Week beginning Monday 17 th April
Term Break	Monday 3 rd July 2017 – Friday 14 th July 2017
Term 3 Enrolment period	1 st May 2017 – 31 st July 2017
Term 3 Commencement	Week beginning Monday 17 th July
Term Break	Monday 25 th September – Friday 6 th October
Term 4 Enrolment period	1 st August 2017 – 31 st October 2017
Term 4 Commencement	Week beginning Monday 9 th October
End of year Term Break	Monday 18 th December 2017 – Friday 2 nd February 2017
Term 1 2018 Enrolment Period	1 st November 2017 – 28 th February 2018

Term commencement may vary due to course commencement dates.

2017 Public Holidays

No attendance required unless pre negotiated.

New Year's Day	Sunday 1st January and Monday 2nd January (additional day)
Australia Day	Thursday 26th January
Labour Day	Monday 13th March
Good Friday	Friday 14th April
Easter Saturday	Saturday 15th April
Easter Sunday	Sunday 16th April
Easter Monday	Monday 17th April
ANZAC Day	Tuesday 25th April
Queen's Birthday	Monday 12th June
AFL Grand Final	Friday 29th September
Melbourne Cup	Tuesday 7th November
Christmas Day	Monday 25th December
Boxing Day	Tuesday 26th December



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.

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

English Language Intensive Courses for Overseas Students (ELICOS)

The key feature of the English Language Intensive Courses for Overseas Students (ELICOS) sector of Australian education has been the ELICOS requirements through the establishment and ongoing maintenance of an appropriate regulatory framework to protect the sector.

The National standards for ELICOS providers and courses (ELICOS Standards) are used as guidelines for determining whether providers should be accepted for registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) under the ESOS legislative framework.

<http://www.elicos.com/>

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.

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.

<http://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/>

Other Laws and Regulations that AGB Training is governed by:

- The Department of Education and Training

<http://www.education.vic.gov.au/skillsfirst/Pages/default.aspx>

- Australian Core Skills Framework

<https://www.education.gov.au/australian-core-skills-framework>

- National Vocational Education and Training Regulator Act 2011

<http://www.comlaw.gov.au/Details/C2011A00012>

- Sex Discrimination Act 1984

<http://www.comlaw.gov.au/Details/C2011C00443>

- Privacy Act 1988

<http://www.comlaw.gov.au/Series/C2004A03712>

- Racial Discrimination Act 1975

<http://www.comlaw.gov.au/Details/C2009C00388>

- Occupational Health and Safety Act 2004

<http://www.comlaw.gov.au/Details/F2006B00652>

- Public Record Act 1973

[http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/LTObject_Store/LTObjSt3.nsf/DDE300B846EED9C7CA257616000A3571/BD40624FF1104271CA257761002AAA5C/\\$FILE/73-8418a035.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/LTObject_Store/LTObjSt3.nsf/DDE300B846EED9C7CA257616000A3571/BD40624FF1104271CA257761002AAA5C/$FILE/73-8418a035.pdf)

- Electronic Transactions (Victoria) Act 2000

[http://www.legislation.vic.gov.au/domino/web_notes/ldms/pubstatbook.nsf/f932b66241ecf1b7ca256e92000e23be/F3176112F522DA6BCA256E5B00213E26/\\$FILE/00-020a.pdf](http://www.legislation.vic.gov.au/domino/web_notes/ldms/pubstatbook.nsf/f932b66241ecf1b7ca256e92000e23be/F3176112F522DA6BCA256E5B00213E26/$FILE/00-020a.pdf)

- Information Privacy Act 2000

http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/a12f6f60fbd56800ca256de500201e54/cd652e34a04da6c2ca257505007ce686!OpenDocument

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 <http://www.usi.gov.au/Students/Pages/student-privacy.aspx> 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 <http://www.agb.edu.au/about/policy-and-procedures>

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.



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 is 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.**



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St Kilda Road Towers

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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