



# Student Handbook

[www.abundancecollege.org.au](http://www.abundancecollege.org.au)

## Abstract

Through community networking and training, Abundance College Inc. provides a program to adults with Autism Spectrum Disorder, so they can transition into employment and gain the skills to interact and communicate.

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## ORGANISATION OVERVIEW

Abundance College Inc is a not-for-profit Incorporated Association registered in Queensland to provide training to post-school leavers from 15 years of age identified with Autism Spectrum Disorder, so they can work and live as independently as possible. Abundance College Inc is registered as a charity with the Australian Charities and Non-profit Commission since October 2017.

Abundance College Inc. aims to provide simulated training to adults with Autism Spectrum Disorder and other adults identified with barriers to learning so they can use their strengths to acquire the skills and knowledge specific to employment. The programs will be taught through a range of methods enhancing relevant and innovative learning techniques. Students will be participating in practical applications around workplace communication, social interaction, appropriate courtesy and etiquette, cleaning and identifying workplace tasks, methods to complete tasks by using already attained organisational skills that could be used at work, reading and understanding important documents.

All programs that have been designed by Abundance College Inc use the Australian Core Skills Framework to ensure consistent approach to delivery is achieved. The Australian Core Skills Framework provides a measurable method for assessing outcomes that are relevant to life skills and workplace learning. This program uses personality and existing under-pinning knowledge to understand strengths in skills and connect clients to ideal industries for employment. The program provides a structured environment where they receive support through job searching activities, resume writing, practical interview through role play, importance of hygiene, job sampling in simulated and real work environments and structured work place experience with local businesses.

Members and management support of Abundance College Inc support Autism Spectrum Disorder from a connection with children and adults with Autism Spectrum Disorder, through experience. It is through research that a gap was identified where the need to provide support to young adults with Autism Spectrum Disorder was absent. Aspect conducted a comprehensive study into the life course of adults with ASD. The results from the study showed that adults with ASD are often unable to meet their goals and aspirations because there is a shortage of relevant and affordable support (Autism Spectrum Australia, 2013)

Abundance College Inc liaises with other professionals that show strength in Business Development, Disability, Individual Support and training so Adults with Autism Spectrum Disorder receive on-going management support to ensure they can interact, complete workplace tasks, and use coping mechanisms to deal with situations from unexpected triggers to sensory overload.

Abundance College Inc will be performing regular validation and feedback to ensure training is meeting the needs of all clients, and where identified, will be adopting necessary changes to ensure the job preparation program remains consistent and follows any necessary changes requested by clients, staff members or local businesses.

## A message from Abundance College Inc's President

Welcome and thank you for choosing Abundance College Inc as your preferred training provider. Abundance College Inc prides itself on its dynamic and student-centric courses which have been customised to meet high quality expectations of employers, students and the industry.

Abundance College Inc not only offers quality training, but a flexible learning environment with structured support that also allows you to balance your work, personal life and education.

Training pathways and formal recognition of any learning outcomes are key considerations for participants in training courses. For this reason, Abundance College Inc established our community college, to ensure our clients have the option to undertake nationally recognised training and assessment.

Abundance College Inc's programs are designed to enhance your existing skill set, whilst providing students with skills, knowledge and right information to ensure real and tangible value through best-practice expertise. Abundance College Inc's programs have been produced and presented very much with the Abundance College Inc mission statement in mind: "Rise Above Challenges".

Not only will your learning experience meet high standards, but our students will obtain nationally recognised qualifications which are recognised both in Australia and internationally.

Abundance College Inc is committed to ensuring real and tangible value by assuring best-practice expertise for its customers. I invite you to pursue with the programs enrolled, and you will find your chosen course a rewarding experience.

Daniel Holt

President,

Abundance College Inc

## Enrolment and Induction Process

After completing the enrolment application form, our student services team will contact you to discuss your interest in the course. This conversation will also confirm when you need to attend your first day of training, where your trainer will provide you with essential information about Abundance College Inc, course requirements and expectations. You need this information to have a learning experience which is safe, successful and rewarding.

Here is a checklist which you can check off as the following topics and processes are covered:

### INTRODUCTION

- Your trainers name and contact details
- Coordinators name, contact details, their roles and location
- The name, duration and grading of your course
- Emergency procedures
- Completion of Enrolment Forms

### CONDUCT REQUIREMENTS

- Student rights and responsibilities
- Occupational Health and Safety
- Plagiarism and Collusion
- Complaints and Appeals
- Misconduct and Disciplinary Procedures

### MANAGING YOUR STUDY

- Learning Support
- Flexible Learning
- Assessment
- Recognition of Prior Learning
- Credit Transfer
- Course Requirements
- Quality Management

We passionately believe an investment in learning fosters innovation, yields organisation productivity and efficiency gains, with the implementation of practical and hands-on approach to training

## Introduction

We believe that, to serve our customers, both internally and externally, we need dedicated, customer-focused professionals who will lead Abundance College Inc now and into the future.

Abundance College Inc's Training Policies and Procedures outline the responsibilities and performance expectations of the Abundance College Inc staff to ensure compliance with Australian Skills Quality Authority (ASQA), and to ensure a high-quality training service provision to all students, employers and stakeholders.

This student handbook provides a summary your obligations as a student, Abundance College Inc's obligations as a training provider, and the support mechanisms and services available to you, which will assist you through to the completion of your qualification.

Abundance College Inc is committed to providing flexible and supportive learning environments that allows you to balance your career, personal and training without the need to sacrifice. We hope that you find your time with us rewarding.

## Your Rights and Responsibilities

When you sign your enrolment form and training agreement, you enter into an agreement that you will abide by the Code of Conduct and Abundance College Inc Student Handbook which outlines your roles and responsibility as a student undertaking a course through Abundance College Inc:

### YOU MUST

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- Treat all staff and students with respect, fairness and courtesy
- Be punctual and regular in training course attendance
- There is to be 100% attendance unless a Doctor's certificate is provided with a true and valid reason for absence
- Submit your assessment before the due date or request an extension of time, approved by your trainer
- Observe safety practice standards by wearing appropriate clothing and footwear, using protective equipment and following instructions
- You must inform us of changes in address and/or contact details

### YOU MUST NOT

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- Plagiarise, collude or cheat in any assessment event
- Swear
- Litter
- Harass fellow students, staff or the general public
- Be under the influence of alcohol or drugs
- Engaging in behaviour which may offend, embarrass or threaten or harm other students, staff or the general public.

#### Student Discipline Policy

Abundance College Inc's Student Discipline policy provides significant penalties if you are found to have not met your responsibilities. Please refer to the student Discipline Policy in this handbook for more information.

### YOU ARE ENTITLED TO

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- Be treated fairly and with respect by trainers, staff and other students
- Learn in an environment free from discrimination and harassment
- Pursue your education goals in a supportive and stimulating environment
- Have your training records and personal information stored and maintained in a confidential, secure and professional manner
- Get information about assessment procedures and your progress in the course

#### Complaints

If you have a complaint, if in any way we fail to meet your expectations, we encourage you to relay your concerns to Abundance College Inc staff. Abundance College Inc staff can advise you on the process.

## LEARNING SUPPORT

To ensure all students have the complete and positive experience whilst undertaking training, Abundance College Inc offers a variety of learning support services which students can access throughout their time with Abundance College Inc.

### Pre-Enrolment Eligibility

All students will undertake pre-enrolment eligibility assessments to ensure they have the skills to meet the language, literacy and numeracy (LLN) demands and qualification entry requirements of their chosen training course. We encourage students with issues to seek assistance from the Coordinator or your trainer. Abundance College Inc will discuss the full range of options available in a supportive and caring environment, which will assist the student in achieving their educational outcomes.

### Personal Support

We understand that there may be times when personal issues may affect your ability to undertake your training. We encourage students to advise us if there are personal issues which will impact their attendance or progression through the course. Abundance College Inc staff will ensure options are available to minimise the impact on your course progress and provide alternatives, dependant on the circumstances, e.g., deferring course for a period.

### Multi-Cultural Assistance

Abundance College Inc is committed to ensuring our students are comfortable in their new surroundings. Information will be given to you regarding local cultural groups, information regarding living in Australia and medical support.

## LEARNING AND ASSESSMENT

### Modes of delivery

This refers to the way in which Abundance College Inc delivers training to its students.

Available delivery methods include classroom, workplace training, face to face and on-line.

**Classroom based delivery** is an interactive, trainer-led approach where the trainer and students meet in a classroom for a specific period. It allows students to carry on detailed conversations with the trainer on a subject matter. It also provides students with the opportunity to grasp subject matter in a more structured and assisted process.

**Workplace training** is the process of developing knowledge, skills and efficiency in your job. Your trainer will visit your workplace and in liaison with your employer, conduct different types of training depending on organisational and student requirements, the urgency of their needs and the availability of resources.

**On-line delivery** advocates a learning environment which can be self-paced and fits in with your lifestyle. It still enables you to have access to your Trainer for specific coaching and to keep you on track as well as allowing you access to classroom workshops and tutoring sessions. It's the best of both worlds.

### Assessment

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Throughout the course you will be assessed to see if you have gained the necessary skills and abilities to achieve the qualification.

Competency-based assessment is designed to ensure that the student has achieved the knowledge and skills required in the workplace in accordance with competency standards. It is based on the assembly of enough evidence which is valid, authentic, enough and current.

Abundance College Inc employs broad learning and assessment methodologies that can be contextualised or customised to suit:

- Individual learning style
- Working environment
- Industry requirements

Your trainer will provide your assessment items at the beginning of each competency. You must read



carefully the instructions contained in the Assessment items and discuss any concerns or issues you may have with your trainer. Your trainer will also go through the assessment item with you to ensure you are aware of the requirements and expectations. Assessment methodologies may consist of the following:

- Demonstration of skills/knowledge
- Observation of performance
- Written Assignments
- Self-Assessment
- Role-Play and Simulation
- Oral Presentations
- Multiple choice questions
- Oral Questioning
- Portfolios
- Case studies
- Projects

Please note that Abundance College Inc has the right to retain all assessment items for a period no less than 3 months following the completion of your course.

Your trainer will provide you with feedback and outcomes of assessment at the completion of each unit of competency.

## **Recognition of Prior learning**

Recognition of Prior Learning (RPL) is a method of assessing if you have evidence of aptitude for a unit of competency that you are enrolled in. RPL includes previous study, work skills, life skills and other skills which support your competency. In simple terms, RPL means that if you have not already undertaken the unit or its equivalent but have the required knowledge and skills to demonstrate competency for the unit, you won't have to study the unit.

Applications for RPL are available from Abundance College Inc. We encourage you to discuss RPL further with your trainer or Abundance College Inc Training Staff.

### **What steps are involved in RPL?**

Abundance College Inc staff will explain the RPL process in more detail and should you wish to proceed, staff will provide you with an **RPL Application Form**. Abundance College Inc staff will provide guidance on how to undertake an RPL process. Abundance College Inc provide students with an RPL Kit which contains the following:

- RPL Self-assessment questionnaire
- Candidate Statements
- Third Party Report
- Information on types of evidence

Should you wish to continue with the process, this tool will provide a picture of what evidence you will need to provide to support your claims.

You will then be provided with a timeframe to complete the RPL Kit and submit it. Your trainer will then arrange for a face-to-face meeting to ask a series of questions and explore your existing skills and knowledge which relate to the units of competency for which you are seeking RPL.

Your application will then be assessed, and you will be notified in writing of the outcome.

If you are unhappy with the decision, you will have a right to lodge an Appeal.

### **What is Recognition of Prior Learning?**

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency

## **Credit Transfer**

Abundance College Inc recognises the qualifications and statement of attainment issued by all other Registered Training Organisations for nationally recognised training delivered in Australia.

Where it is identified upon enrolment that you have completed identical units of competency, you will be granted credit transfer automatically. You must provide a copy of the statement of attainment and/or qualifications (including transcript of results) and complete the **Credit Transfer Form** for Abundance College Inc to process. Abundance College Inc will advise you within 5 working days of the outcome of your Credit Transfer application and the impact on your course schedule.

### **How can RPL or Credit Transfer benefit me?**

You may be able to shorten your course, or substitute learning of new or more advanced skills for those you have already mastered. It also means that you do not have to waste time by repeating learning of skills that you already have.

## Student Information

### Punctuality

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Participants are required to be punctual to all classes and training sessions. Please ensure arrival at the training venue at least fifteen (15) minutes prior to the commencement. Impeding the commencement to training will cause interruption and will alter the allocated timetable. All mobile telephones are required to be switched off or on 'silent' during training sessions.

### Absences

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If you are unable to attend a full day of schedule training or assessment, please notify the trainer or Coordinator prior to commencement to ensure information and/or requirements for the next scheduled session are provided. The responsibility is on you to ensure work missed due to an absence is follow-up.

Continued absences from training will impact your progression in the course. Should this arise, Abundance College Inc will discuss the matter with yourself and advise your employer (if applicable) and advise on the impact of non-attendance to schedule training sessions.

#### Who do I contact if I can't attend my scheduled course?

If you are absent due to illness, personal circumstances or other reasons, please contact your course coordinator or trainer to advise as soon as possible.

### Consideration of Others

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Abundance College Inc insists on a business-like presentation from all students whilst in the learning environment, this means:

- Observance of the venue smoking policy and requirements
- The provision of an environment which is free from hostility, intimidation, discrimination or abuse
- Noise to be kept at acceptable levels
- Respect and compassion for fellow students
- All stakeholders are to maintain a clean and safe environment

## Access and Equity

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Abundance College Inc is committed to providing ALL people with the opportunity to improve themselves through training. Our commitment is:

- Incorporate Access and Equity principles into Student Service Standards for Training and Assessment activities.
- All training sites to have an established procedure to ensure fair and equitable access for students with a disability.
- Selection procedures for course students must follow Equal Opportunity principles.
- Flexible delivery arrangements may be provided to increase potential for course access.
- Literacy and numeracy need of students to be identified and appropriate support provided.
- Provide reasonable adjustment measures to the delivery of training and assessment services to meet the special needs of students.
- Provide access to development opportunities to assist staff in the delivery of training and assessment services to under-represented groups.

### Privacy and Access to Your Records

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You have the right to access your training records at any time. If you would like to view your file/record, contact your Co-ordinator and they will make the file/record available to you. Due to Privacy Principles, information about other students is not available.

Abundance College Inc will not disclose information about a student unless it is in keeping with Principle 2 of the National Privacy Principles and written consent has been received from the student.

### Occupational Health and Safety

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Abundance College Inc strives to achieve a high level of occupational health and safety, which includes:

- Creation of a culture where all staff value and accept responsibility for injury prevention

- The application of sound risk management principles and techniques in the planning, implementation and review of operations
- The introduction of systems that heighten awareness and enables us to control health and safety risks arising from our activities.

Abundance College Inc requires all students to adhere to the following OHS practices:

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- To not wilfully or recklessly interfere or misuse anything provided by Abundance College Inc in the interests of health, safety or welfare.
- To cooperate with health and safety directives given by staff of Abundance College Inc.
- To ensure that you are not, by the consumption of drugs or alcohol, in such a state as to endanger your own health and safety or the health and safety of another person.

### **Change of Address or Change of Name**

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If during your course of study, your personal contact details change including address, contact phone numbers, first or surname, you are required to notify Abundance College Inc. Please complete a **Change of Address or Personal Details form** which can be provided to you by Abundance College Inc training staff and give the completed form to the coordinator.

### **Plagiarism and Collusion**

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**Plagiarism** is the act of copying and using other person's expression or ideas, without due acknowledgement.

**Collusion** is the unauthorised act of a student presenting work, which is the outcome of directly working with others, as his/her own.

**Intentional Plagiarism** is associated with intent to deceive.

**Unintentional Plagiarism** is associated with a lack of understanding of plagiarism or a lack of skill in referencing/acknowledging others' work.

Abundance College Inc's Plagiarism and Collusion policy covers the responsibilities of students and staff. There is a documented process for the management of student plagiarism.

All assessment must be your own work. Plagiarism or getting others to do your work will not be tolerated.

Copying from a published document (including the Internet) without referencing, will not be tolerated. You must follow referencing guidelines if you take another person's idea and put it into your own words. Your trainer can provide you with more information to assist you in assuring correct referencing techniques are used.

## **Misconduct and Disciplinary Procedures**

### **Misconduct**

Misconduct is any behaviour which disturbs the enjoyment of others, inhibits the performance of others and jeopardises the workplace, health and safety of others. Misconduct includes but is not limited to;

- theft /fraud/ violence/ assault
- inappropriate language
- discrimination, harassment, intimidation or victimisation on all Equal Employment Opportunity (EEO) and non EEO grounds
- serious negligence including OH&S non-compliance
- breaches of policy on staff/service users' relationships
- serious breach of confidentiality
- refusing to carry out lawful and reasonable instructions
- wilful disobedience
- being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities.
- behaving in a way that is inconsistent with the continuation of a registered training contract.

### **Disciplinary Procedures**

Misconduct will in the first instance be dealt with by the Coordinator and if necessary Corrective Action will be applied. Should an adequate solution to the issued not be reached, another meeting with the coordinator and Training Manager will be held. If the issue is referred, the student will be provided with a

written statement of the misconduct and required to sign a Corrective Action Form.

If the issue requires cessation of tuition, the student will be given notice in writing giving formal reasons for the determination.

Where it is acknowledged that there is a continuance of the misconduct, the student will be requested to convene with the Training Manager to account for the circumstances under which this misconduct transpired and sign a declaration. The Training Manager will make a declaration on the direction of action to be taken. At this phase, the Training Manager reserves the right to prohibit the student from any additional training and assessment.

## Complaints and Appeals

Abundance College Inc ensures that all participants are treated fairly and in accordance with the principles of access and equity and invite all students, employers and stakeholders to plainly state any complaints or feedback that they may have.

Abundance College Inc will assess all complaints and appeals individually and makes decisions on the merit of issues raised.

### Assessment Appeals

#### What happens if you are assessed as Not Yet Competent?

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If you are assessed as Not Yet Competent you will be given the opportunity to develop the required skill level and resubmit your assessment. You will be allowed one re-sits of an assessment item. The re-sit assessment will be due at a date as indicated on the Assessment Cover Sheet.

If you feel the original assessment was not fair you can appeal the assessment. In the first instance you should discuss this with the trainer.

If after the discussion the student remains dissatisfied with the outcome, the trainer will request the student to lodge an appeal in writing. The appeal is to be submitted to the Coordinator within 14 days of the result of the assessment being provided. The coordinator will attach one copy of the appeal to the student's file and the original is forwarded to the Training Manager to arrange a hearing date. An invitation will be issued to the student to attend an enquiry within 5 working days.

The Training Manager will convene a meeting with the student and an independent assessor to provide the student opportunity to present their grounds and demonstrate competence. If appeal is upheld, student will be deemed competent and training results will be amended. If appeal is not upheld, the student will be advised of the outcome and opportunity to arrange for an external independent assessor to re-assess the assessment and the mediate the appeals process.

### Complaints

Complaints can be made by students, employers or stakeholders in relation to the services provided by Abundance College Inc. If the student, employer or stakeholder feel Abundance College Inc has not met its expectations, we encourage individuals to express their concerns or issues to Abundance College Inc staff.

In accordance with national standards, Abundance College Inc has a fair and equitable policy for dealing with complaints about any aspect of our training and assessment services. Abundance College Inc staff will provide you with further information on the policy and procedure in relation to complaints handling.

In the first instance, Abundance College Inc will encourage parties to resolve problems through discussion and conciliation. If the complaint is not solved, you should complete a **Complaints Form** and follow the process on the form. This will ensure that the complaint is heard at a higher level within Abundance College Inc.

Except in extreme circumstances, the entire process should be *finalised within 21 days*.

When a complaint cannot be resolved, Abundance College Inc acknowledges the need for an appropriate external independent agent to mediate between the parties.

You have the right to:

- have a support person present during any meetings
- receive a written outcome of the process

## Managing your study

### Quality Management

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Abundance College Inc is committed to providing a high-quality service and a focus on continuous improvement practices. Abundance College Inc values ALL feedback and comments from students, employers, stakeholders, industry representatives and Abundance College Inc staff for incorporation into training and assessment service provision. As part of our continuous improvement and quality management strategies, Abundance College Inc undertakes the following processes:

- Internal audits
- Internal Training and Assessment reviews
- Course Evaluations
- Learner Questionnaires
- Employer Questionnaires

You will be asked to complete a course feedback and learner questionnaire to assist us in ensuring our high-quality service, customer-driven and customer-focused courses met expectations, needs and outcomes.

### Course Outlines

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Before the commencement of your course with Abundance College Inc, you will be provided with a Course Outline based on your enrolment and qualification. Course Outlines provide you with the following:

- Course outcomes and pathways
- What skills and knowledge the course covers
- Entry requirements
- Units of competency/subjects to be undertaken
- Duration of course
- Timetable
- Participation requirements
- Resources and reference materials

### Withdrawing from your course

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If you are having difficulty with your course, talk to your trainer or coordinator as they may be able to

assist you in finding a way around the problem or investigate alternative arrangements.

If you are unable to continue with your course, talk to your trainer or coordinator. You may be eligible for a Statement of Attainment

If you simply stop attending class, training sessions and handing in work, you risk getting a withdrawn result. You can withdraw from your course without penalty if:

- You enroll in subject and don't attend any classes or being study
- You withdraw from a subject or stop study and no assessment events were required at this point or you have a progressive assessment at a pass level based on evidence contained on your student file
- You should notify your trainer and coordinator of your intention to withdraw.

If you wish to withdraw from your course, you are required to complete the **Defer/Withdraw/Amend Form** which can be accessed from Abundance College Inc.

If you are withdrawing from the course and apply for a refund of fees, please refer to Abundance College Inc Refund Policy.

### Course Progression

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Abundance College Inc is committed to a systematic process of monitoring, recording, assessing and reporting the course progression of students. We are committed to proactively notifying and supporting students who are at risk of failing. Abundance College Inc will undertake the following steps to ensure students are aware and informed in relation to their course progress and status:

- Monitoring records management system
- Provision of quarterly/bi-yearly progress reports – students and employers
- Course evaluation – students
- Intervention strategies – for students who have been identified as 'at risk'.

Course progress reports will be provided to all students on a regular basis to ensure students are fully informed and allows for self-monitoring.

## Completion

Upon completion of your course, Abundance College Inc will issue a Certificate or Statement of Attainment based on your results.

### Issuing of Awards

In general, 3 types of awards are issued by Abundance College Inc:

Full qualification issued under the Australian Qualifications Framework. These qualifications include Certificates I to IV, Diploma and Advanced Diploma. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification. Information about the actual units of competency are available in your course outline.

Statements of Attainment is issued when the student is deemed competent in specific units of competency but not all the units of competency within the qualification.

Statement of Attendance is issued when a student attends a short course which is not within the Australian Qualifications Framework. To receive a Statement of Attendance, the student must have a satisfactory attendance rate. For example, a one-day course would require 100% attendance.

Awards will only be issued upon the student meeting all course requirements including payment of fees. Qualifications and Statements of Attainment will be issued according to the Australian Qualification Training Framework or State or territory requirements where applicable.

Your results will be withheld if you have any fees owing or if you have been excluded from Abundance College Inc course.

### Re-Issue or replacement of Certificates and Transcripts, Statement of Attainment

Certificates, Transcripts and/or Statement of Attainment are posted to you at the completion of your course. Make sure you keep copies of your transcripts because they show the names of all the competencies you have a result achieved.

If you require a replacement/re-issue Certificate and Transcript and/or Statement of Attainment, you must advise Abundance College Inc in writing and pay a fee

of \$75.00 (including GST). Re-issue/replacement fee must be paid before your academic records are posted.

## Fees, charges and Refunds

### Fees and Charges

Abundance College Inc maintain a fee structure for each course and qualification contained on its scope of registration.

An initial minimal deposit may be required, which will be kept in a separate account until you start the course.

The agreed fee structure, including course fees, administration fees, material fees and other applicable fees are listed in your Training Agreement. Your Training Agreement also outlines the payment schedule of fees. Abundance College Inc requires payment of fees within 30 days of the final invoice date.

### Refund Policy

Abundance College Inc ensures that all fees paid are correctly receipted and recorded in accordance with its financial management policy and procedures and National requirements. All refunds are considered as per the Abundance College Inc refund policy. Abundance College Inc will only provide refunds under the below circumstances:

### Course Cancellation

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In the instance that Abundance College Inc cancels a course, the student is entitled to a full refund or transfer of funds to another course.

In the instance that a course has been cancelled after it has commenced (and prior to completion), Abundance College Inc will offer the student an alternative course or part thereof. If the alternative course is accepted by the student, no refund will be given, and no additional fees will be charged.

If the alternative course is not accepted, a full refund will be provided to the student, including Administration fee.

### Enrolment Changes

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If a student wishes to change and enrol into another course being offered by Abundance College Inc, any

fees paid may be applied to the new enrolment, with additional fees owing from the new enrolment to be paid by the student.

In the event of a student's enrolment being cancelled due to misconduct, no refund will be provided, and any outstanding fees MUST be paid.

### **Student Requested Refund**

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If a student requests a refund prior to course commencement, a full refund (minus administration fee) will be provided to the student.

Once the course has commenced, refunds will not be provided unless:

- The student can provide medical reasons with a Medical Certificate, OR
- The student can provide reasoning for their course enrolment to cease – personal hardship.

If a refund is granted, the refund amount is to be pro-rata based on Abundance College Inc's Financial Management procedure. If a refund is not granted, any outstanding fees must be fully paid by the student.

Where a Course Material fee has been charged, a refund may be provided upon the return of any unused course materials.

Students must complete a **Refund Request Form** which clearly outlines the reasons for the refund request and attach any supporting documentation.

### **Outstanding Fees**

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Abundance College Inc adheres to a debt management procedure for all outstanding fees greater than 30 days. All payment terms and conditions are listed on your invoice as well as being clearly stated in your Training Agreement.

If fees are 14-30 days outstanding, a reminder letter is sent to the payee with a follow-up reminder call.

If fees are outstanding after 30-74 days, Abundance College Inc will advise the payee in writing that the matter has been referred to Abundance College Inc's legal representatives if there is no response from payee after a second reminder letter has been issued. Abundance College Inc's legal representatives will then deal with the debt collection process.

Your results will not be released until such time outstanding fees are paid. Non-payment of fees will result in the interruption to your training.

## Assessment writing tips

### Keys to Effective Communication

Your assessments should demonstrate the four keys of effective communication:

- Substance – clarity of ideas you want to convey
- Organisation – appropriate arrangement of parts
- Style – consistent, professional, use of appropriate templates, layouts, etc
- Correctness – correct grammar, mechanics, and usage

### KISS – Keep It Short and Simple

Remove redundant words and phrases from sentences.

Do not repeat yourself.

Avoid colourful language and adjectives.

### Flow

Make your text flow – ideas, facts, figures, etc.

Paragraphs should “flow together” in text. A paragraph should have an opening sentence which is representative of its general contents and often have a closing sentence to summarise the paragraph in discussion.

Organise your presentation into sections such as introduction, background, topic related section, summary and conclusion.

Tables, graphs, figures, charts, etc, should relate to text and be numbered.

### General Tips

**Unnecessary capitalisation** – do not capitalise terms in sentence unless they are proper names.

**Title Capitalisation Rule** – Headings should be capitalised and should, except for the title, be aligned to the left.

**Avoid Abbreviations** – Do not use abbreviations such as “let’s” (let us) and “that’s” (that is).

**Avoid Self-References** – If possible, do not use “I” in the text. Change the sentence to avoid a self-reference or substitute “we” if appropriate.

**Define Before Use** – For terms and abbreviations, please define before use (DBU). Otherwise, the reader may not understand the concept or abbreviation if you do not DBU.

**New Paragraphs** – As a general rule, split larger paragraphs into two or more paragraphs if the topics are described are sufficiently distinct.

**Be consistent with terms** – If you define a term, abbreviation, or proper name, be consistent with the spelling, use and capitalisation throughout the text.

**Dangling Headers** – Do not have text headers end a page followed by no text. Similarly, try to avoid lines of text with only one or two words at the end of a paragraph.

### Report Writing

Your major project/s is not specifically a report, but where instructed, you should adhere to the report writing style in your presentation – page, table of contents, headings, use of numbering, etc.

If your workplace uses or requires a specific style of presentation, please contact your facilitator to discuss your options.

An example of a **Basic Report Format** is outlined on the next page.



## Basic Report Template

Heading	Description
Title Page	Title page
Table of Contents	Table of Contents
Executive Summary	This is a brief overview telling the reader what the report is able. It describes the topic; indicates the depth of the topics; as well as providing a summary of the recommendations and reasons for the. Allow decision makers to make important decisions effectively and efficiently.
Introduction	This introduces the major sections of the report as well as the primary people involved, background to the report; why it is useful; and what any other objectives.
Topic	This is where you outline relevant facts and events. This is the main body of the report, and format may include headings and sub headings e.g.: 2.1 Heading 2.1.1 Subheadings
Heading	3.1 Heading 3.1.1 Subheading
Conclusion	This is where you give an overview of the material presented in the topic and an interpretation of the relevant facts and events.
Recommendations	These are drawn from your conclusions. Your recommendations outline the specific actions that are required. When detailing your recommendations, you may also need to consider who will action them; how they will be measured; and the timeframe for the recommendations. The priority that you place on each recommendation may also be required.
References	A listing of all resources referred to in the report; assembled in author alphabetical order
Appendices	The appendices include related materials, and templates if appropriate. NOTE: The structure of a report is enhanced using: <ul style="list-style-type: none"> <li>▪ Diagrams</li> <li>▪ Tables</li> <li>▪ Graphs</li> <li>▪ Illustrations etc.</li> </ul>

**Good luck and we hope your learning experience meet all  
your expectations**