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Introduction

The Australian Academy of Business and Management is a wholly owned subsidiary of QTS Education Solutions Pty Ltd (RTO ID 40474).

The Australian Academy of Business and Management (AABM) is dedicated to providing a high standard of training to meet the personal and career objectives of participants. All courses and services are designed with flexible learning in mind and are tailored to meet the developmental needs of employers and individual students. Our trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge while providing flexible, workplace relevant training.

Nationally Recognised Training Offered by AABM

Please note, courses are offered in conjunction with QTS Education Solutions Pty Ltd, RTO 40474:

- BSB50207 Diploma of Business
- BSB51107 Diploma of Management
- FNS40211 Certificate IV in Bookkeeping
- BSB40212 Certificate IV in Business
- BSB40507 Certificate IV in Business Administration
- BSB40812 Certificate IV in Frontline Management
- BSB41013 Certificate IV in Human Resources
- BSB40407 Certificate IV in Small Business Management
- BSB30112 Certificate III in Business
- BSB30412 Certificate III in Business Administration

Contact Information

Physical Address: 1/18 Lake Street, Varsity Lakes, QLD 4227
Postal Address: PO BOX 92, Miami, QLD 4220
Phone: 07 5575 7052
Email: admin@aabm.edu.au
Website: www.aabm.edu.au
Office Hours: 9:00am – 5:00pm Monday – Friday
Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry we employ sufficient suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments with suitable resources and assessment which fair and flexible.

Our service commitment:

- Your questions are important to us but please be aware that our trainers are working with other clients as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 14 working days of your completion.
- Please advise us if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your statement of attainment for units completed. Please refer to the cancellation and refund policy on page 7 for information regarding cancellations and refunds.

For courses that have commenced—In the unlikely event that AABM is unable to deliver the specified qualification in full, the participant will be offered the option to enrol with another RTO and AABM will assist in both finding a suitable RTO and in the transition to the new RTO.
Expectations of Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all participants. Failure to do so may result in cancellation of your enrolment.

- Completion and return of training plan
- Work towards achieving goals set within training plan and completion by anticipated completion date
- Abide by copyright and plagiarism laws and legislation
- Comply with occupational health and safety regulations at all times
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Ensure that behaviour is of a level acceptable to the workplace at all times
- Complete training and assessment activities within agreed timeframes
- Communicate any difficulties with completion of activities or assessment with your trainer
- Inform your trainer in advance of any intended absences
- Inform your trainer immediately should you be unable to attend due to illness or other reasons
- Inform your trainer if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.

Enrolment

You are informed of your rights, responsibilities and training and assessment requirements prior to enrolment. You will be officially enrolled once we have received and processed your completed enrolment form. Enrolment forms are to be completed online through our Australian Academy of Business and Management website at www.aabm.edu.au. Once you have completed the enrolment form you will be directed to our course payments section. Please see fees and charges for additional information.
Fees and Charges

Australian Academy of Business and Management requires an initial minimum payment of $250 AUD upon enrolment. The remaining amount that is owed (depending on the cost of your particular course) can be paid progressively, using a payment plan. This payment plan can be debited directly from your debit account or credit card.

All advertised course prices are inclusive of course materials.

Additional Fees and Charges

- If you submit more than 2 resubmissions for a unit you will be charged $55 AUD per additional resubmission.
- If you wish to have a statement of attainment issued during your enrolment you will be charged $55 AUD.
- If you require your statement of attainment or certificate to be reissued at any stage, before or after enrolment ends, you will be charged $55 AUD per copy.
- If you require a replacement of printed materials such as workbooks you will be charged $40 AUD per item.
- If you fail to notify your trainer of a cancelled session 24 hours prior to session (via telephone) you will be charged $55 AUD inclusive GST (some lenience maybe given in the event of an emergency or unavoidable situation. However this fee will be charged regardless of the circumstance if the trainer is not notified before they are travelling to or at the appointment)
Complaints & Appeals

AABM are dedicated to providing a high standard of service. Should a participant have a complaint or wish to appeal an assessment result they are encouraged to do so by using the following process:

**First instance:** Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Training Manager.

**Second instance:** If the issue is not resolved the participant is encouraged to either speak to the Training Manager or contact the Training Manager in writing. Participants have 14 working days in which to register a complaint or appeal against a result.

**Third instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board or other relevant persons).

Outcomes of complaints or appeals will be provided to the candidate in writing within 7 working days.
Competency Based Training & Assessment

Participants enrolled in training which will lead to either a statement of attainment or certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed competent or not yet competent.

Please make sure that you attach an assessment coversheet to your assessment. These are provided by AABM and must be signed by you. Please type the question you are answering before answering it.

Further information about Competency Based Training & Assessment can be found in the Assessment Handbook.
Assessment Submission and Presentation

All assessment submissions must comply with the assessment submission requirements outlined on page 6 of the AABM Assessment Handbook. AABM staff will not accept submissions that do not meet the requirements.

Assessments may be submitted electronically or via post. Please send all electronic submissions via email to admin@aabm.edu.au.

Please send all postal submissions to the following postal address;

Australian Academy of Business and Management
PO BOX 92
Miami QLD
4220

Assessment Resubmission

You must be assessed as ‘Competent’ to successfully complete a unit. If your assessment has been deemed ‘Not Yet Competent’ you will need to resubmit all or the relevant part of your assessment. It is your responsibility to ensure that all assessment questions are read thoroughly prior to submitting assessments. When resubmitted make sure that all feedback is addressed and all required questions answered. A fee of $55 AUD will be charged if more than 2 resubmission is required.

To achieve a full qualification it is necessary to complete all units in which you are enrolled. In the event that some units are completed and a candidate does not wish to continue they can achieve a statement of attainment.

Reasonable Adjustment

Reasonable adjustment will be provided for students with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support and alternative methods of assessment such as oral assessment.
Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered.

1. How current the qualification is,
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide the following:

- The original statement of attainment and/or certificate for your Trainer to sight
- A copy of the statement of attainment and/or certificate
- Or a certified copy of your qualification signed by a justice of peace

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests
Participant Support

AABM are dedicated to providing a high standard of service to participants. Participants will be assigned a trainer with whom they can get in touch with during business hours through email and telephone. Here at AABM we endeavor to respond to participants as quickly as possible but participants are reminded that our trainers do have other participants to attend to. We will provide feedback on assessments within 10 working days and to all queries, telephone calls and emails within 2 working days. AABM also provides participants with coaches for students who wish to have extra help and motivation. For students that may wish to discuss and deal with personal issues, AABM provides free professional counsellors who are here to help at any time. And for students that may need assistance in career choices, our Career Guidance Team is here to help you achieve your career ambitions.

Language, Literacy and Numeracy Support

Should participants require further support; AABM can assist in identifying the appropriate support service as well as organising access to such service. Services referred to may include but are not limited to language, literacy & numeracy, counselling, etc. It should be noted that such services may attract an additional fee to the service provider. Such fees are the responsibility of the participant should they seek to utilise such services. If you require such support, please email admin@aabm.edu.au.

Issuing Certificates

All participants will receive their assessment feedback and result within 10 working days of submission. On completion of a certificate or unit of study AABM will issue statements of attainment/certificates within 14 days. Please note: If you require a statement of attainment to be issued during your enrolment, you will need to notify the AABM office. You will then receive an invoice of $55 AUD. This must be paid prior to receiving your statement of attainment and can be paid via Direct Debit or credit card.

What if I need my Certificate/Statement of Attainment to be re-issued?

In the event of a lost or damaged certificate, please complete the change of enrolment form to request for re-issuance of a certificate or statement of attainment and return with payment of $55 AUD including GST).

Access to Participant Records

Participants may wish to access their records to check on work completed, progress or for other reasons. Participants are required to contact AABM staff directly regarding this matter. Other parties will not be permitted to access participant files without written consent from the participant.
Storage of Participant Records

The safe and secure storage of your personal information is important to us at AABM. AABM store all of the personal information that you provide on our secure servers. Any sensitive information entered through our website is protected using encryption technology.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, the Australian Skills Quality Authority conduct regular audits. The audit process involves a review of a training organisations policies, procedures, record keeping and practices. On occasion the Australian Skills Quality Authority may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of clients and industry.

Upon request QTS Education Solutions Pty Ltd are required to supply the following information to the Australian Skills Quality Authority:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the Australian Skills Quality Authority may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

Change of Personal Details

Should you change any of your personal details please request a “Change of Enrolment Form” from your Trainer. Such details include, address, surname, contact telephone number etc.

Access & Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System, AABM will provide training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate quality vocational education and training programs and services
- Provide support services which enhance achievement of positive outcomes

Course Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. AABM also encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.
Relevant legislation – to be complied with

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: http://www.comlaw.gov.au/Series/C2011A00137

Industrial Relations Act 1999

The principal objective of the Industrial Relations Act 1999 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/I/IndustrIRelA99.pdf

Privacy Act 1988

The Privacy Act 1988 makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit the http://www.privacy.gov.au

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.html

Legislation for Managing and Minimising Risk

Like any organisation, training organisations must have systems in place for managing and minimising risk commensurate with the nature of the services they provide. Visit the Queensland Government’s Workplace Health and Safety website (http://www.deir.qld.gov.au/workplace) for more information regarding legislation for managing and minimising risk.
National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: http://www.comlaw.gov.au/Details/C2012C00744

Anti-Discrimination Act 1991

The Anti Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by Quality Training Solutions, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL_A.html

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.html

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: http://www.accc.gov.au/content/index.phtml/itemId/815209

Commission for Children and Young People and Child Guardian Act 2000


For further information regarding the above legislation or to search for other legislation, visit the Office of the Queensland Parliamentary Counsel (OQPC).
Contact Information

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Phone: 07 5575 7052
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