

BSB50120 – DIPLOMA OF BUSINESS

Student Handbook





Contents

Introduction.....	4
About ABI	4
Our Services	5
Our Mission.....	5
Our Objectives.....	5
Finding Us	6
Our Trainers	6
About You.....	7
Our expectation of you.....	7
Unique Student Identifier	9
How to obtain a USI	9
Exemptions.....	9
Your equity.....	9
How to raise a concern	10
Your privacy	10
What we collect.....	10
Why we collect it	10
How we protect it	10
When we disclose it.....	10
Your rights.....	11
How to access or correct your records	11
How to make a privacy complaint	11
National VET Data Policy.....	11
Key points.....	11
Your responsibilities	11
Your rights.....	11
General.....	12
Fees payable	12
Course fee structure	12
Payment methods.....	12
Non-payment.....	12
Refunds.....	12
Eligibility and amounts.....	12
How to request a refund	13
Refunds for learning materials	13
Statutory cooling-off period	13



Learner Handbook

RTO: 46282

Our Guarantee to Clients.....	13
Changes to terms and conditions.....	13
Protection under Australian Consumer Law	14
Accessing your records	14
What you can access.....	14
How to request access	14
Replacement certificates	14
Continuous improvement	15
How we improve.....	15
Suggesting improvements	15
Assessment	15
Re-assessment.....	15
Learner support services	16
Language, literacy and numeracy skills	16
Our LLN support process.....	16
External resources	16
How to access LLN support	17
Making complaints and appeals.....	17
Record keeping and confidentiality	17
Withdrawing from a course	18
Recognition of Prior Learning	18
Legislative and Regulatory Responsibilities	19
Contact Us	20



Learner Handbook

RTO: 46282

Introduction

Welcome to the Advanced Business Institute (ABI) Learner Handbook. This guide explains how we deliver nationally recognised training and assessment in a safe, supportive, and equitable online environment. It outlines our services, what we expect from you as a learner, and the protections you enjoy under Australian law and the Standards for RTOs 2025.

Read this handbook carefully before you finalise your enrolment. Inside, you will find practical information about fees, refunds, learner support, privacy, complaints, appeals, and the steps ABI takes to maintain quality and regulatory compliance. Course-specific details, such as unit schedules or workplace requirements, appear separately in your Course Brochure.

ABI is responsible under its registration with the Australian Skills Quality Authority (RTO #46282) for:

- the quality of every training and assessment activity you undertake
- issuing any Australian Qualifications Framework (AQF) certification you achieve
- continuously monitoring and improving our services to meet learner, industry, and regulatory expectations.

If you have any questions after reviewing this handbook, contact our Learner Support Team on +61 7 3916 9896 or email studentservices@advancedbusinessinstitute.au.

About ABI

Advanced Business Institute (ABI) is a private Registered Training Organisation, RTO number 46282, approved by the Australian Skills Quality Authority. We specialise in delivering the BSB50120 Diploma of Business through a flexible online model that combines interactive learning resources, personalised trainer support, and industry aligned assessments.

ABI's core focus is to deliver high-quality, nationally recognised training that equips learners with job-ready skills and up-to-date knowledge. Our programs are designed in consultation with employers, industry bodies, and subject-matter experts to ensure relevance and currency.

Key facts about ABI:

- Head office: 23 Lochiel Street, Kenmore, Queensland 4069
- Delivery mode: 100 percent online with integrated workplace projects
- Compliance: Meets all requirements of the Standards for RTOs 2025 and the National VET Regulator Act 2011
- Trainer credentials: Each trainer holds current industry qualifications, extensive vocational experience, and nationally recognised training and assessment credentials
- Quality assurance: Continuous improvement cycle that reviews learner feedback, assessment outcomes, and industry trends every quarter.

By choosing ABI, you join a learning community committed to excellence, integrity, and ongoing professional development. Your success is our priority, and our team is ready to support you through every stage of your learning journey.



Our Services

ABI delivers a single nationally recognised qualification, the BSB50120 Diploma of Business, through an engaging online platform that supports flexible study. Our service commitment covers every stage of the learner experience, from enrolment to certification.

What we provide:

- 1. Online Learning Management System**
Access to interactive course materials, multimedia content, discussion forums, and assessment submission portals is available 1 business day a day.
- 2. Qualified Trainer Support**
Dedicated trainer assessors respond to learner queries within forty-eight hours and provide personalised feedback on assessments.
- 3. Industry Aligned Assessment**
Assessment tasks mirror real workplace scenarios so learners can demonstrate competence that is relevant and immediately applicable in business settings.
- 4. Recognition Services**
ABI offers Recognition of Prior Learning, credit transfer, and gap training options to acknowledge existing skills and accelerate course completion where appropriate.
- 5. Learner Support**
Comprehensive support services include language, literacy, and numeracy assistance, study skills coaching, disability adjustments, wellbeing referrals, and escalation pathways for technical issues.
- 6. Secure Fee Protection**
All tuition fees are held in escrow by CRAMZET Pty Ltd and released to ABI only after learners reach predetermined academic milestones, ensuring financial security and compliance with fee protection requirements.
- 7. Certification and Record Management**
ABI issues AQF qualifications and statements of attainment within thirty calendar days of achieving competence and meeting all administrative requirements. Learner records are maintained securely for thirty years as required by legislation.

By integrating technology, expert trainers, and strict quality assurance, ABI provides a complete training solution that prepares learners for success in the modern business environment.

Our Mission

ABI's mission is to deliver quality training and assessment that meets the evolving needs of learners and industry. We are committed to:

- equipping learners with practical, job-ready skills
- maintaining rigorous academic and regulatory standards
- fostering a culture of continuous improvement and ethical practice
- partnering with industry to ensure our programs remain current and relevant.

Our Objectives

To fulfil our mission, ABI has established clear organisational objectives that guide our daily operations and long-term strategy.

- 1. People**
Attract, recruit, and retain talented, competent, and committed trainers and staff, and foster continual professional development.

2. **Safety and equality**

Provide a learning environment that is safe, inclusive, and conducive to confident and productive study for all learners.

3. **Integrity and ethics**

Uphold the highest standards of ethical conduct and transparency in every aspect of training delivery, assessment, and administration.

4. **Quality commitment**

Apply robust quality management systems to ensure consistent, high-quality training and assessment aligned with industry expectations.

5. **Learner focus**

Design and deliver flexible, engaging programs that meet individual learning needs and encourage lifelong learning.

6. **Industry engagement**

Collaborate with employers and professional bodies to ensure training content remains current, practical, and valued in the workplace.

Finding Us

ABI's head office is located at 23 Lochiel Street, Kenmore, Queensland 4069. As an online provider, we encourage first contact by phone or email to ensure the right specialist is available when you need support.

- General enquiries: +61 7 3916 9896
- Learner support: support@advancedbusinessinstitute.au
- Website: www.advancedbusinessinstitute.au
- Teams appointments available.
- In person by appointment only.

Office hours are 9:00 am to 5:00 pm Australian Eastern Standard Time, Monday to Friday.

Our Trainers

ABI's trainer assessors are experienced professionals who combine current industry expertise with accredited teaching skills.

- **Qualifications and currency**
Each trainer holds at least the BSB50120 Diploma of Business or higher, along with the nationally recognised Certificate IV in Training and Assessment. Trainers maintain vocational currency through ongoing industry work, professional memberships, and yearly upskilling.
- **Practical experience**
Trainers have a proven track record in business operations, management, or consulting, enabling them to translate theory into real workplace scenarios.
- **Learner-centred approach**
Trainers commit to a 2-business-day response time for learner queries and provide detailed, constructive feedback on every assessment submission.
- **Continuous professional development**
ABI supports trainers with annual development plans that include industry placements, webinars, and formal study to ensure teaching methods remain current and engaging.

By combining subject matter expertise with strong coaching skills, our trainers create an online learning environment that is supportive, relevant, and focused on achieving competency for every learner.



About You

Our Expectation of You

ABI fosters a respectful, productive online learning community. To maintain this environment, we expect every learner to:

- **Engage constructively**
Contribute to discussions and group activities in a positive and inclusive manner, regardless of gender, culture, or personal beliefs.
- **Comply with ABI policies**
Follow all learner conduct guidelines, academic integrity rules, and any specific instructions issued by trainers or administration.
- **Demonstrate honesty and professionalism**
Submit your own work, avoid plagiarism, and treat peers and staff with courtesy. Conduct that causes harm, offence, or disruption will not be tolerated.
- **Take ownership of your learning**
Participate actively in lessons, keep pace with the course schedule, and meet assessment deadlines. Seek help promptly if challenges arise.
- **Monitor and track progress**
Use the online learning portal to review feedback, check grades, and plan study time effectively.
- **Respect intellectual property**
Use ABI resources solely for study purposes and do not distribute course materials without written permission.
- **Protect privacy and confidentiality**
Refrain from sharing personal or sensitive information about yourself or others outside authorised channels.

By meeting these expectations, you contribute to a supportive learning environment that benefits everyone and helps you achieve your qualification goals.

ABI Student Code of Conduct

Purpose

The Code of Conduct describes the standards of behaviour expected from every ABI learner—on campus, online, in workplaces and at all ABI-related events. It protects your right to study in a safe, respectful and supportive environment and explains your responsibilities toward fellow learners, staff, industry partners and the wider community.

Our Values

Value	What it means for you
Respect	Treat others with courtesy, fairness and cultural sensitivity; listen actively and value diversity.
Integrity	Be honest in all learning activities; submit your own work and acknowledge sources.
Safety	Follow health, safety and welfare instructions to protect yourself and others.
Accountability	Take ownership of your progress, attendance and conduct; seek help early when challenges arise.
Cultural Safety	Recognise and uphold the rights of Aboriginal and Torres Strait Islander peoples and all cultures to feel safe and respected.

Behaviour Expectations

Respectful Interaction

- Use language that is inclusive and free from harassment, bullying or hate speech.
- Respect cultural protocols—such as Acknowledgement of Country—and the cultural property of others.
- Refrain from disruptive behaviour in class, online forums or work placements.

Academic Integrity

- Submit assessments that are entirely your own work unless collaboration is authorised.
- Cite sources accurately; do not plagiarise, collude or impersonate.
- Keep assessment materials secure and do not share exam content.

Health, Safety and Wellbeing

- Follow all safety instructions, signage and personal protective equipment requirements.
- Report hazards, accidents or unsafe practices immediately to staff.
- Never attend classes or placements under the influence of alcohol or illicit drugs.
- Use ABI facilities—including quiet rooms and wellbeing spaces—respectfully and leave them clean and tidy.

Digital & Social-Media Conduct

- Use ABI's learning management system, email and Wi-Fi for legitimate study purposes.
- Protect login credentials; do not share passwords.
- Avoid posting ABI material or images of others on social media without permission.
- Do not engage in cyberbullying, trolling or the distribution of offensive content.

Attendance & Participation

- Attend scheduled classes and placements punctually.
- Notify your trainer of planned absences in advance and provide evidence where required.
- Actively participate in learning activities and complete set tasks on time.

Use of Property & Resources

- Treat ABI equipment, furniture, learning resources and industry partner facilities with care.
- Return loan items—including library books and technology—by the due date.
- Download or copy software and intellectual property only when licence conditions permit.

Work Placement & Industry Settings

- Follow workplace policies, dress codes and supervisor instructions.
- Maintain confidentiality of client or workplace information.
- Represent ABI professionally and uphold the standards outlined in this Code.

Support & Inclusion

Cultural Safety

ABI commits to culturally safe practices. If you feel culturally unsafe or experience racism, contact the Cultural Liaison Officer or any staff member you trust.

Learner Support

- Academic skills assistance, LLN support and reasonable adjustment are available on request.
- Counselling and wellbeing referrals are free and confidential.
- Financial hardship support plans can be arranged through Student Services.

Feedback, Concerns & Complaints

- Provide feedback through class surveys, suggestion boxes or directly to staff.
- If you have a concern, speak with your trainer or Student Services first.
- Formal complaints or appeals are managed under ABI's Complaints and Appeals Policy; you will not be penalised for raising genuine issues.

Breaches of the Code

Level	Examples	Possible Actions*
Minor	Late submission, minor classroom disruption	Verbal reminder, action plan
Moderate	Repeated lateness, plagiarism, and disrespectful language	Written warning, resubmission, behaviour contract
Serious	Bullying, harassment, assault, significant safety breach, academic fraud	Suspension, cancellation of enrolment, referral to external authorities

*Actions are determined case-by-case, with procedural fairness, opportunity to respond, and right of appeal.

Your Commitment

By enrolling with ABI you agree to:

1. Read, understand and follow this Code of Conduct and all related ABI policies.
2. Act with respect, integrity and care in your dealings with others and ABI property.
3. Seek clarification whenever you are unsure about expectations or requirements.

Unique Student Identifier

Every learner studying nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI is a ten-character code that links to an online record of your accredited training since 1 January 2015. You will need this record when seeking employment, credit transfer, or further study.

How to obtain a USI

1. Visit www.usi.gov.au and select Create My USI.
2. Enter your personal details exactly as they appear on a form of identification, such as a driver licence or Medicare card.
3. Follow the prompts to generate and confirm your USI.
4. Keep your USI in a safe place and provide it to ABI during enrolment.

ABI can create a USI on your behalf if you authorise us and supply the required identification details on the enrolment form.

Exemptions

A limited number of learners may qualify for a USI exemption. If you believe this applies to you, review the USI Exemption Table on the USI website and note that results achieved under an exemption will not appear on an authenticated VET transcript.

Key points

- ABI cannot issue an AQF qualification or statement of attainment without a verified USI unless an approved exemption applies.
- Store your USI credentials securely to ensure lifelong access to your training records.
- For assistance with your USI, contact studentservices@advancedbusinessinstitute.au.

Your equity

ABI is committed to providing a learning environment that is free from discrimination, harassment, and bullying. Every learner is entitled to equitable access to training, assessment, support services, and resources.

Our commitment

- Treat all learners fairly, regardless of gender, age, race, disability, religion, sexual orientation, or cultural background.
- Provide reasonable adjustments to ensure learners with disability or specific needs can participate on equal terms.
- Maintain clear complaint and appeal procedures to address any concerns quickly and transparently.
- Train staff to recognise and prevent discriminatory behaviour and to respond promptly if issues arise.



Learner Handbook

RTO: 46282

Your rights

- Learn in a respectful, inclusive online space.
- Request reasonable adjustments, such as modified assessment conditions or additional support resources.
- Make a confidential complaint if you experience or witness discrimination or harassment.
- Receive a timely and impartial resolution to any equity-related issue.

What you can do

- Inform ABI of any support needs during enrolment or at any point in your course.
- Treat peers and staff with courtesy and respect.
- Report inequitable behaviour immediately so we can take action.

How to raise a concern

Contact the CEO by email at ceo@advancedbusinessinstitute.au. Provide a clear description of the issue and your preferred outcome. You will receive written acknowledgement within 1 business day and a formal response within fourteen days.

ABI's equity policy upholds the principles set out in the Disability Discrimination Act 1992, the Sex Discrimination Act 1984, the Age Discrimination Act 2004, and the Standards for RTOs 2025. We review our practices regularly to ensure a safe and supportive learning environment for all.

Your privacy

ABI collects, stores, and uses your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles. We handle your data transparently and give you control over how your information is used.

What we collect

- Personal details provided on the enrolment form
- Demographic information such as ethnicity and disability status
- Training records, assessment results, and attendance data
- Copies of identification if we create or verify your USI

Why we collect it

- To meet our obligations under the National Vocational Education and Training Regulator Act 2011
- To administer your enrolment, deliver training, and issue certification
- To report training activity to government agencies such as the National Centre for Vocational Education Research and the Australian Skills Quality Authority
- To improve our services through anonymised statistical analysis

How we protect it

- Hard copy files are locked in secure cabinets
- Electronic data is stored on encrypted servers with antivirus and firewall protection
- Backups are performed daily and held in a secure off-site location
- Records are retained for thirty years as required by legislation

When we disclose it

We disclose personal information only when required by law or when you provide written consent. Typical disclosures include government departments, NCVER, or employers funding your training.



Learner Handbook

RTO: 46282

Your rights

- Access and request correction of your personal information at any time
- Withdraw consent for certain uses where permissible
- Make a privacy complaint if you believe your information has been mishandled

How to access or correct your records

Complete a Learner Records Request Form and submit it to studentservices@advancedbusinessinstitute.au. We will provide access within 1 business day on business days. Photocopy fees may apply for large requests.

How to make a privacy complaint

1. Contact ABI's Privacy Officer at studentservices@advancedbusinessinstitute.au with full details of your concern.
2. ABI will acknowledge your complaint within 1 business day and respond in writing within fourteen days.
3. If you are unsatisfied, you may lodge a complaint with the Office of the Australian Information Commissioner at www.oaic.gov.au or phone 1300 363 992.

By enrolling with ABI, you consent to the collection and use of your personal information as outlined above. We encourage you to contact us if you have any questions about your privacy.

National VET Data Policy

When you enrol with ABI, you agree to the data collection and disclosure requirements set out in the Data Provision Requirements 2012 and the National VET Data Policy.

Key points

- ABI must collect and submit your personal information and training activity data to the National Centre for Vocational Education Research, NCVER, for statistical, regulatory, and research purposes.
- We may also disclose relevant information to your school, employer, or government departments that fund or regulate training.
- NCVER may use the data to issue authenticated VET transcripts, conduct surveys, and compile national reports that inform policy and workforce planning.

Your responsibilities

- Read and accept the learner declaration during enrolment confirming that you understand how your data will be used.
- Keep a copy of your enrolment agreement and payment receipts for future reference.

Your rights

- You may receive an NCVER survey to provide feedback on your training experience. Participation is voluntary.
- You can access and correct your personal data by submitting a request to studentservices@advancedbusinessinstitute.au.
- You can read the full NCVER privacy policy at www.ncver.edu.au for details on how your information is stored and protected.

ABI collects, stores, and transmits data securely in line with the National VET Data Policy and the Privacy Act 1988. Contact the Privacy Officer at studentservices@advancedbusinessinstitute.au if you have questions about data handling or wish to make a privacy complaint.



General

Fees payable

ABI operates a secure escrow-based payment system to protect learner funds and comply with fee-protection requirements.

Course fee structure

- Tuition fee: \$2,500.00 (GST-free)
- Enrolment administration fee: \$ 250.00 (inc GST, non-refundable)
- **Total payable at enrolment: \$2,750.00**

How the escrow process works

1. You pay the full amount into an independent escrow account managed by CRAMZET Pty Ltd.
2. CRAMZET releases funds to ABI only after you reach each of the following milestones:
 - Enrolment confirmed and course access granted
 - Completion of the fourth unit of competency
 - Completion of the eighth unit of competency
3. If you withdraw or ABI ceases delivery, any unearned portion of your tuition is refunded directly from the escrow account.

Payment methods

- Credit card
- Electronic funds transfer (details supplied on request)
- Cheque payable to Advanced Business Institute

Payment in cash is strongly discouraged for security reasons.

Non-payment

Access to course materials may be suspended if the required payment is not received in full at enrolment. Contact studentservices@advancedbusinessinstitute.au immediately if you experience any difficulty completing payment. This escrow model ensures your fees remain protected until ABI has delivered the corresponding training and assessment services.

Refunds

ABI processes refunds in accordance with the escrow fee-protection model and the Australian Consumer Law.

Eligibility and amounts

- Cancellation 10 business days or more before course commencement. Full tuition refund. Enrolment administration fee is non-refundable.
- Cancellation 9 business days or fewer before commencement. Seventy-five percent of tuition refunded. Enrolment administration fee is non-refundable.
- Withdrawal after course commencement. No tuition refund.
- ABI cancellation or cessation of training. Pro-rata refund of tuition for undelivered units, calculated against the escrow release schedule.

How to request a refund

1. Submit a written request to studentservices@advancedbusinessinstitute.au.
2. Include your full name, learner ID, reason for withdrawal, and preferred bank details.
3. ABI will acknowledge the request within two business days.
4. Approved refunds are processed within ten business days via electronic funds transfer from the CRAMZET escrow account.

Refunds for learning materials

Textbooks or workbooks already issued are non-refundable. Replacement charges apply if new copies are required.

Statutory cooling-off period

Under the Australian Consumer Law, a 10-day cooling-off period applies to agreements formed through unsolicited sales tactics such as door-to-door or telephone marketing.

- ABI does not engage in unsolicited marketing or sales.
- Learners who enrol through our website or direct enquiry are not entering an unsolicited consumer agreement.
- The statutory cooling-off period, therefore, does not apply.
- Learners retain refund rights outlined above and broader protections under the Australian Consumer Law.

For any questions about refunds or your consumer rights, email studentservices@advancedbusinessinstitute.au or call +61 7 3916 9896.

Our Guarantee to Clients

ABI guarantees that you will receive the training and assessment services for which you have paid. If ABI cancels, discontinues, or is unable to deliver any part of your course, we will:

- issue statements of attainment for all completed units within thirty calendar days
- calculate the value of undelivered training based on the number of units still outstanding
- arrange a full refund for the undelivered portion of tuition, paid directly from the CRAMZET escrow account, or offer placement in an equivalent course at no additional cost to you
- provide written confirmation of the action taken and the expected timeframe for completion.

This guarantee is consistent with the Standards for RTOs 2025 and the Australian Consumer Law. It ensures that learners are never financially disadvantaged if ABI cannot provide the services described in your enrolment agreement.

Changes to terms and conditions

ABI reviews policies and procedures regularly to keep pace with legislative updates and continuous improvement initiatives.

- If we amend any term that affects your enrolment, we will notify you in writing at least seven days before the change takes effect.
- The notification will explain the nature of the change, the reason for the update, and how it may impact you.

- You then have twenty-eight days from the date of notification to lodge an appeal if you believe the change affects your rights or obligations unfairly. Submit appeals to studentservices@advancedbusinessinstitute.au.
- If you do not appeal within the stated timeframe, the updated terms will apply from the effective date shown in the notice.

By keeping you informed and offering a clear appeals pathway, ABI ensures transparency and protects learner interests while maintaining compliance with applicable regulations.

Protection under Australian Consumer Law

As a learner, you are protected by the Australian Consumer Law, which guarantees that the services you purchase are delivered with due care, skill, and within a reasonable timeframe. These protections include:

- A clear and honest description of the course, its costs, and its outcomes before you enrol.
- Freedom from unfair contract terms, aggressive sales tactics, or misleading marketing.
- The right to remedies such as refunds or replacement services if ABI fails to deliver as promised.
- Access to dispute-resolution pathways through ABI's complaints and appeals process and, if necessary, external consumer agencies.

ABI honours all consumer guarantees and complies with the Competition and Consumer Act 2010. If you believe your consumer rights have been breached, contact studentservices@advancedbusinessinstitute.au for guidance. You can also seek assistance from the Office of Fair Trading in your state or territory.

Accessing your records

ABI keeps comprehensive records of your enrolment, progress, and achievement. You may view or obtain copies of these records at any time.

What you can access

- Learner file, including enrolment documents and correspondence
- Progress reports and assessment results
- Copies of AQF qualifications and statements of attainment

How to request access

1. Complete a Learner Records Request Form, available from the online portal or by emailing studentservices@advancedbusinessinstitute.au.
2. Submit the form by email.
3. ABI will arrange access within twenty-four hours on business days.
4. Viewing records is free. Photocopy or reprint services attract a small fee, currently ten dollars per request.

Replacement certificates

If you need a reissued qualification or statement of attainment, submit the request form and pay the fifty-dollar reissue fee in advance. Certificates are issued within ten business days and can be collected in person or sent by registered mail.

ABI stores all learner records securely for thirty years as required by the National Vocational Education and Training Regulator Act 2011.

Your information remains confidential and is released only with your written consent or when required by law.

Continuous improvement

ABI is committed to the ongoing enhancement of our training, assessment, learner services, and management systems. We apply a systematic approach to identify, document, and implement improvements that benefit learners and meet regulatory expectations.

How we improve

- Collect feedback through learner surveys, trainer evaluations, and industry consultations.
- Analyse assessment outcomes, completion rates, and complaint data each quarter.
- Record opportunities for improvement in our Continuous Improvement Register, assign actions, and monitor progress.
- Review policies, procedures, and learning resources annually to ensure alignment with current legislation and industry needs.

Suggesting improvements

Learners and staff can submit suggestions at any time by completing a Continuous Improvement Report, available on request. Email the completed form to studentservices@advancedbusinessinstitute.au. The Continuous Improvement Committee reviews all submissions at its monthly meeting and communicates decisions and actions within ten business days.

Learner satisfaction survey

At course completion, every learner receives a Learner Satisfaction Survey. Your honest feedback is vital for improving our programs and for reporting to ASQA. Surveys are confidential and take only a few minutes to complete.

By engaging learners, staff, and industry partners in the improvement cycle, ABI ensures its services remain relevant, high quality, and fully compliant with the Standards for RTOs 2025.

Assessment

ABI uses a range of assessment methods to confirm that you have acquired the skills and knowledge outlined in each unit of competency. These methods may include written knowledge questions, research tasks, case study responses, workplace logbooks, supervisor feedback, and direct workplace observation.

Our key assessment principles are:

1. **Fairness** Each task is clearly explained, and reasonable adjustments are available where needed.
2. **Validity** Assessment activities match the requirements of the unit and real workplace expectations.
3. **Reliability** Marking guides ensure consistent decisions across learners and assessors.
4. **Flexibility** Assessments are scheduled to suit online study and accommodate work commitments.

Before you begin a task, your trainer will provide detailed instructions, resources, and the grading criteria. Submit your work through the online portal by the due date. Feedback and results are usually available within ten business days.

Re-assessment

If you are assessed as Not Yet Competent, ABI offers three further opportunities to achieve competency at no additional cost. The process is:

1. **Feedback:** Your assessor explains the gaps in your evidence and the steps needed to improve.

2. **Support:** Additional coaching, study resources, or practice activities are provided based on your needs.
3. **Resubmit or redo:** You resubmit written work or arrange another practical demonstration within an agreed timeframe.
4. **Second review:** The assessor re-evaluates your evidence and records the outcome.

If competence is still not demonstrated after three reassessment attempts, a reassessment fee will apply.

Learners who require ongoing support will be referred to student services for an individual learning plan that may include extra tuition or an extended study period. For questions about assessments or to request a re-assessment, contact studentservices@advancedbusinessinstitute.au.

Learner support services

ABI provides a comprehensive learner support framework designed to help you succeed academically and personally throughout your study journey. From the moment you enrol, you have access to language, literacy, and numeracy assistance, study skills coaching, disability adjustments, wellbeing referrals, and prompt technical help for the online platform.

Our dedicated Student Services team responds to all support requests within forty-eight hours, working in partnership with trainers, industry mentors, and external specialists to ensure every learner receives the individualised guidance needed to progress confidently toward qualification.

For any support needs, contact studentservices@advancedbusinessinstitute.au.

Language, literacy and numeracy skills

Strong language, literacy and numeracy skills are essential for success in business and for completing the Diploma of Business. ABI assesses every learner's LLN levels during enrolment using an online diagnostic tool. The results help us tailor support to your specific needs.

Our LLN support process

1. **Initial assessment**
Complete the LLN diagnostic as part of your enrolment pack. The assessment measures reading, writing, oral communication, numeracy, and digital literacy.
2. **Individual learning plan**
If the assessment identifies skill gaps, ABI creates a personalised plan that may include targeted learning modules, additional tutor sessions, or referral to specialist LLN providers.
3. **Ongoing guidance**
Trainers integrate plain language resources and real workplace examples into lessons. You can request one-on-one coaching for difficult concepts or tasks.
4. **Progress reviews**
Your LLN progress is reviewed at the end of each study block. Adjustments are made as required to ensure you stay on track.

External resources

Where additional support is needed, ABI refers learners to community colleges, TAFE literacy programs, or online tutoring services. All referrals are discussed with you first to confirm suitability.

How to access LLN support

Email studentservices@advancedbusinessinstitute.au with your learner ID and a brief description of the assistance you require. Our Student Services team will respond within forty-eight hours to arrange the next steps. By actively addressing LLN needs, ABI ensures every learner can fully engage with course content, complete assessments confidently, and graduate with skills valued by employers.

Making complaints and appeals

ABI resolves concerns quickly and fairly, following the principles of natural justice. If you have a complaint about any aspect of our services or wish to appeal an assessment decision, follow these steps.

1. Early resolution

Raise the issue directly with the person involved, such as your trainer, whenever possible. Many matters can be settled informally through open discussion.

2. Lodging a complaint or appeal

If the issue is not resolved informally, complete the Complaint Form or Request for Appeal of a Decision, both available on the ABI website. Email the form to studentservices@advancedbusinessinstitute.au or post it to the address indicated on the form.

3. Acknowledgement

You will receive written acknowledgement within twenty-four hours confirming that your complaint or appeal has been logged and outlining the next steps.

4. Investigation and outcome

ABI investigates all complaints and appeals objectively. You may present your case and bring a support person to any meeting. A written outcome, with reasons for the decision, is provided within fourteen days. Complex matters are resolved within sixty days, with regular status updates during the investigation.

5. Internal review

If you are dissatisfied with the initial outcome, request an internal review by the CEO in writing within ten business days of receiving the outcome letter.

6. External review

If you remain dissatisfied after the internal review, ABI will arrange a free review by an independent third party acceptable to both parties. ABI covers all costs associated with this independent review.

7. Maintaining enrolment

Your enrolment and access to learning resources continue during the complaints or appeals process unless safety or academic integrity issues require temporary suspension.

Record keeping and confidentiality

All documentation is stored securely, and details remain confidential unless disclosure is required by law or authorised by you.

For assistance at any stage, email studentservices@advancedbusinessinstitute.au. ABI is committed to resolving every complaint or appeal promptly and fairly while meeting all Standards for RTOs 2025 requirements and protecting your rights as a learner.

Withdrawing from a course

ABI recognises that personal or professional circumstances can change. If you need to withdraw, follow the steps below so we can process your request efficiently and protect your training record.

1. Submit a withdrawal request

Complete the Application for Course Deferment, Transfer, or Withdrawal form available in the online portal. Email the completed form to studentservices@advancedbusinessinstitute.au.

2. Provide supporting details

State your reason for withdrawal and indicate whether you prefer to defer, transfer to another intake, or terminate your enrolment. Comprehensive information helps us advise you on any available alternatives or support options.

3. Confirmation and next steps

The CEO reviews your request and may contact you to discuss your circumstances. You will receive written confirmation of the outcome within five business days. If you are eligible for a refund, processing will follow the policy outlined in the Refunds section.

4. Issuing statements of attainment

If you withdraw after completing one or more units, ABI issues a statement of attainment for those units within thirty calendar days, provided all fees are paid and your USI is verified.

5. Re-enrolment

Should you wish to return, you can reapply at a future intake. Completed units will be recognised through credit transfer, and any outstanding fees will be recalculated.

6. Non-contactable learners

If ABI cannot reach you after three attempts over four weeks, your enrolment may be terminated in absentia. Your record will reflect a withdrawn status for incomplete units, and any issued certifications will be mailed to your last known address.

For guidance throughout the withdrawal process, contact studentservices@advancedbusinessinstitute.au. Our team is ready to discuss your options and ensure your training records remain accurate and up to date.

Recognition of Prior Learning

Recognition of Prior Learning, RPL, allows you to receive credit for skills and knowledge gained through work experience, informal learning, or previous study. This process can shorten your study time and avoid duplication of learning.

Steps to apply:

1. Request an RPL Kit from studentservices@advancedbusinessinstitute.au.
2. Collect evidence such as work samples, certificates, job descriptions, supervisor references, or performance appraisals that demonstrate competence against each unit.
3. Submit the completed kit and evidence portfolio to your assessor.
4. Participate in an interview or practical demonstration if required to verify authenticity and current competency.
5. Receive a written outcome detailing units granted and any gaps that require gap training or assessment.

There is a \$250 charge for RPL applications per subject. RPL decisions follow the principles of assessment and rules of evidence. ABI awards credit only for whole units of competency.

Legislative and Regulatory Responsibilities

ABI complies with all relevant Commonwealth and State legislation. Understanding these laws helps you recognise your rights and obligations while studying.

Key legislation includes:

- National Vocational Education and Training Regulator Act 2011, which governs RTO registration and quality standards.
- Work Health and Safety Act 2011, ensuring a safe training environment for learners and staff.
- Privacy Act 1988, protecting your personal information through strict data handling protocols.
- Disability Discrimination Act 1992, Sex Discrimination Act 1984, Age Discrimination Act 2004, and Racial Discrimination Act 1975, which uphold equity and prohibit discriminatory behaviour.
- Copyright Act 1968, covering the use of learning materials and intellectual property.
- Fair Work Act 2009, outlining workplace rights relevant to vocational contexts.
- Australian Consumer Law safeguards you from unfair practices and ensures service quality.

ABI reviews legislative changes annually and updates policies as required. Copies of relevant Acts are available at www.legislation.gov.au. If you have questions about how any legislation applies to your training, contact studentservices@advancedbusinessinstitute.au for clarification.

Contact Us

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