**HEATON INDUSTRIAL HOLDINGS PTY LTD**

**t/a ABACUS TRAINING**

**NATIONAL PROVIDER CODE 32226**

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| **Queensland Owner Builder Course** | |
| **Code** | 10274NAT |
| **Title** | Course in preparation for owner builder permit |
| **Units of Competency** | QLD330OBQA Prepare for owner builder permit |
| **Nominal Duration** | 24 hours |
| **Pre Requisites** | Nil (see QBCC Website for conditions) |
| **Qualification Awarded** | Statement of Attainment |
| **Unit Outcome** | This unit covers the knowledge and skills to undertake the preliminary actions and responsibilities involved in an owner builder project. It covers planning, organising and managing the project, estimating and budgeting. It also covers the legal obligations of an owner builder to plan for off-site and on-site administration of a project.  This unit has been written to fulfil the Queensland Building and Construction Commission regulatory requirement in Queensland for issuance of Owner Builder Permit. |
| **Licensing Authority** | Queensland Building and Construction Commission |
| **Delivery Location** | This course may be delivered remotely (self paced) or face to face at our office location in Queensland or at any location agreed to and approved from time to time. |
| **Modes of Delivery** | Online, Correspondence, Face to Face (by arrangement) |
| **Contact Details** | Course Director:  Mr Rick Heaton  Ph: 0418 455 788  Email: rick.heaton@ownerbuildercourses.com |
| **Workplace Arrangements** | There are no workplace arrangement associated with or applicable to this course. |
| **Course Fee** | The course fee is $137.00 payable in advance.  There is no access to VET FEEHELP for this course.  There are at this time no government entitlements or subsidies applicable to this course. |

ABACUS TRAINING provides this course and conducts our RTO operations in a manner which ensures compliance with the Standards for Registered Training Organisations (RTO’s) 2015. These Standards have been developed and implemented to protect learners and to ensure the quality of training and assessment in across vocational areas.

Qualifications issued by ABACUS TRAINING comply with the requirements and provisions of the Australian Qualifications Framework (AQF).

ABACUS TRAINING is committed to providing the best in vocational education to our students and supporting industry through training which is:

* Industry relevant
* Student focused
* Accessible, and
* Affordable

The following information is provided to all prospective students and explains both our responsibility to you as a client and your responsibility to us. The information is also available on our website under the Student Information Tab on the Main Menu.  
  
It contains important guidance on our corporate philosophy and the way we ensure our Registered Training Organisation complies with the relevant Regulations and Standards under which we operate.  
  
***Information includes:***

* Client information
* Confidentiality
* Complaints and appeals
* Fee structure
* Guarantee
* Corporate policy
* Training standards
* Marketing
* Access and equity
* OHS

Enrolment into a qualification or course with ABACUS TRAINING is subject to the terms, conditions and policies as outlined below.

**ABOUT ABACUS TRAINING**  
  
ABACUS TRAINING (referred herein as ABACUS TRAINING) is the trading name under which our parent company Heaton Industrial Holdings Pty Ltd operates and markets its Registered Training Organisation and the associated training and assessment functions.  
  
Rick Heaton, CEO of ABACUS TRAINING is responsible for the strategic direction of the company, all compliance matters and the day to day operations of the Registered Training Organisation.  
  
All ABACUS TRAINING facilitators and assessors hold the relevant and required vocational and educational qualifications and maintain industry contact and involvement to ensure relevance and validity is maintained across all of the RTOs operations.  
  
Rick has considerable experience in operational and administrative areas across a wide variety of vocational fields.  
  
ABACUS TRAINING, is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training, complying with the Standards for Registered Training Organisations (RTO’s) 2015.  
  
ABACUS TRAINING policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses/qualifications will be delivered to comply with relevant Federal, State, and Territory legislation where applicable.   
  
All ABACUS TRAINING staff members are expected to promote and embrace the organisations articulated standards, policies and procedures.

**RTO CODE OF PRACTICE**  
  
ABACUS TRAINING is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

* Client information
* Confidentiality
* Complaints and appeals
* Fee structure
* Guarantee
* Corporate policy
* Training standards
* Marketing
* Access and equity
* OHS

 **ELEGIBILITY**  
  
All participants must be over the age of 18 to participate in a course with ABACUS TRAINING unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate ABACUS TRAINING staff member.  
  
ABACUS TRAINING courses do require a basic level of computer literacy. Learners will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and internet. Learners will need to have a basic proficiency in;

* Accessing information stored on websites and from a CD
* Saving a word document
* Sending and receiving emails with attachments

It may also be beneficial for learners to have an understanding on using Microsoft PowerPoint.  
  
ABACUS TRAINING can supply additional support or training for learners having IT or computer technical difficulties. It is important to understand that where this support extends beyond basic assistance, a fee may be charged to provide support. The fee charged will depend on the complexity and level of support required and will be negotiated with the learner, agreed and documented prior to providing the support.

Please contact an ABACUS TRAINING staff member if you are unsure about the computer requirements for a course.  
  
Learners will need to have a good command of written and spoken English (equivalent to general IELTS Level 4). This is not only important for the course, but also for the safe and efficient exercising of the privileges of the license outcome.

**PARTICIPANTS RIGHTS**  
  
All participants in ABACUS TRAINING’s courses and programs have a right to:

* Assessed in accordance with the provisions of the Principles of Assessment
* Be provided with adequate training and resources as required to successfully complete the course
* Be treated with respect and dignity
* A safe learning environment free from danger, abuse or harassment
* Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
* Have access to their own records on request
* The opportunity for feedback on services provided
* Receive a copy of and have access to our complaints process

**PARTICIPANT RESPONSIBILITY**  
  
As a condition of entry into ABACUS TRAINING’s programs, participants are expected to:

Respect the rights of others

Be punctual for classes and appointments

Notify ABACUS TRAINING if they are unable to attend classes or appointments

Promote an effective learning environment through good personal behaviour

Encourage equal opportunity

Observe any non-smoking restrictions

Seek approval from authorised ABACUS TRAINING staff for the use of ABACUS TRAINING IT equipment, assets, stationery, etc

Be responsible for their own possessions

Be aware of and promote the safety of themselves and others

* Meet the required dress standard which is defined as smart casual. Further details may be provided in your course welcome email.
* Provide at least 7 days notice if they do not intend to commence a course they are booked into, where the course is to be conducted face to face.

**INDUCTION/ORIENTATION**  
  
Learners may be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, Legislative Requirements, OHS, etc as provided in this document.

**CONDITIONS OF ENROLMENT**  
  
ABACUS TRAINING agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of ABACUS TRAINING policy.  
  
ABACUS TRAINING may seek to terminate the enrolment of a student if they:

* Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.
* Fail to attend training sessions to a minimum level set for competence.
* Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with ABACUS TRAINING, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
* Have provided false or misleading information.
* Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of ABACUS TRAINING, other students or persons, or themselves.
* Do not comply with the confidentiality rights of other persons.

Note: where a student fails to provide seven (7) days notice for non attendance of a course they are booked into, ABACUS TRAINING will invoice the student for full course fees and reserves the right to take legal action if needed for debt recovery.  
  
Enrolment in a course is not secured until payment is made. Payment must be made five (5) working days prior to the commencement of the course otherwise a learner may not be able attend unless prior arrangements have been made with ABACUS TRAINING staff. This does not apply to online or correspondence courses  
  
ABACUS TRAINING reserves the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed. If a learner is having difficulty meeting this deadline, ABACUS TRAINING may grant extensions under certain circumstances. It is the learner’s responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with our refund policy.

**LEGISLATIVE REQUIREMENTS**  
  
ABACUS TRAINING and its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:  
  
***The Standards for Registered Training Organisations (RTO's) 2015***  
  
plus

State and territory legislation pertaining to training.

Australian, state and territory laws governing:

* occupational health and safety
* workplace harassment, victimisation and bullying
* anti-discrimination, including equal opportunity and racial vilification
* disability discrimination
* vocational education and training
* apprenticeships and traineeships  
    
  You may view and download these Acts at the Australasian Legal Information Institute (AustLII: www.austlii.edu.au) website which provides free online access to Australian Government, state and territory case law and legislation.

**PRE-DELIVERY ASSESSMENT**  
  
If you feel you may require additional learning support, prior to enrolment you should discuss your needs and situation with an ABACUS TRAINING staff member who can assist you with or refer you to appropriate assistance for:

* Client Support Services including LLN
* Recognition of Prior Learning (RPL)
* Learning Pathways
* Assessment Procedures & Process
* Delivery Options

Please be aware that some support may attract an additional fee.

**FLEXIBLE ASSESSMENT**  
  
All assessments conducted by ABACUS TRAINING will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.  
  
Assessment usually takes place by way of assignments and course exercises.

However these are flexible and at the ABACUS TRAINING trainer’s discretion in some courses as long as they meet guidelines and minimum requirements for competency in the specific course. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

**FEE STRUCTURE**  
  
Fees are largely based on the volume of learning and resources required to allow the successful completion by a learner to demonstrate competency.  
  
The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs may be provided as an attachment to this information or on our website.  
  
Qualifications will not be issued until payment has been made in full.  
  
  
**FEES PAID IN ADVANCE**  
  
ABACUS TRAINING will ensure that fees paid in advance of course delivery shall be protected by having such funds entered into ABACUS TRAINING’s accounts as “Unearned Income,” which may not be drawn upon until such time as delivery has commenced.  
  
ABACUS TRAINING’s refund policy will also add an extra level of protection and flexibility which allows for the return of proportional funds after delivery has commenced.  
  
  
**REFUND POLICY**  
  
Refunds will be granted at the discretion of the ABACUS TRAINING. There are no exceptions to our Refund Policy  
  
All course fees are payable in advance.  
  
All monies received are placed in a separate account and are not accessed until the course starts.  
  
When courses are longer than three days, a proportion of fees paid for that course will remain in that account until the course is 50%completed \*, to ensure pro-rata refunds for eligible applicants.  
  
\* (50% based on expected course duration)  
  
Computer based courses are deemed to start on the day of payment, once accessed and materials forwarded there are no refunds available for online courses.

Refunds where granted may attract an administration fee. ($57.00 as at 12th February, 015)

The administration fee covers our costs in respect to USI searches and verification, AVETMISS reporting, restocking, merchant fees and administrative fees as applicable.  
  
  
**CANCELED COURSES.**  
  
Should Abacus Training cancel any course, participants are entitled to a full refund or transfer of funds to a future course.  
  
**Medical or Personal Hardship**  
  
Applicants who are unable to complete a self-paced computer course and can provide a medical certificate or show extreme personal hardship may be granted a refund.  
  
An applicant’s failure to ensure their computer meets the minimum specification is not grounds for a refund.  
  
  
**REFUND ON HARD COPY OR CD BASED MATERIALS**  
  
Deposits will be refunded for training materials and resources that are returned with unopened CD cases.  
  
Where materials have been accessed through an upload of Abacus Training materials, a minimum 50% of the course fee will be retained by Ababcus Training.  
  
The cost of packaging and handling will not be refunded.  
  
In some cases a restocking fee of 15% may be applicable.  
  
In all cases, where payment has been made by cheque, credit card, money order or EFTPOS (Electronic Funds Transaction), a minimum $57.00 admin fee will apply.  
  
Refunds will only be granted on return of course materials.   
  
Any learner who has been granted a payment plan by ABACUS TRAINING will be considered for a refund at the discretion of the ABACUS TRAINING.

If a third party (i.e. a learner’s employer paying for them) fails to pay within the stated terms then the learner’s enrolment will be cancelled without notice. If you wish to seek a refund, please apply in writing (email, fax or post).  
  
**For Face-to-Face Learners:**  
  
Any learner who fails to notify ABACUS TRAINING of their withdrawal from a face-to-face course seven (7) days prior to its commencement will not be entitled to a refund.  
  
If a learner cancels their enrolment within thirty (30) days (inclusive) of commencement of the course and has attended one (1) or more days of a face to face course, and has not been assessed for any part of their course, the learner is entitled to a refund of 50% of their fees.  
If a learner cancels their enrolment within thirty (30) days (inclusive) of commencement of the course and has attended one (1) or more days of a face to face course, and has been assessed for some of their course, the learner is not entitled to a refund.  
  
If a learner cancels their enrolment after thirty-one (31) days of commencement of the course then the learner is not entitled to a refund.  
  
If a learner is granted any Recognition of Prior Learning after Fourteen (14) days from the date of enrolment, there will be no refund or reduction in course fees allowed.  
  
  
**SUPPORT AND ASSISTANCE**  
  
A list of referral contact details is available and can be supplied to all clients on request for a variety of services including: counselling, emergency accommodation, substance abuse, etc.  
  
  
**RECOGNITION OF PRIOR LEARNING (RPL)**  
  
In some cases, students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. ABACUS TRAINING will offer RPL for all units where there is evidence to support the RPL application.  
  
Evidence for RPL (certificates, transcripts or other evidence) should be attached to an Application for RPL and submitted to Admin at the time of enrolment.   
  
The RPL is then given to the Compliance Manager to be assessed. The Compliance Manager will confirm whether the RPL status is granted, denied or whether further information/evidence is required.   
  
Students will be informed in writing of the result of the RPL application prior to the commencement of the relevant session.  
  
The availability of RPL will depend on the learner's experience, qualifications and evidence as well as relevant Training Package Guidelines.  
  
The RPL process shall be consistent with The RPL National Principles as defined by the AQF.  
  
    
**FEEDBACK AND COMMUNICATION**  
  
ABACUS TRAINING embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of ABACUS TRAINING’s services.  
  
ABACUS TRAINING would appreciate feedback in regard to your opinions, satisfaction, or other views about ABACUS TRAINING’s operations, policies, procedures and training delivery and assessment.  
  
ABACUS TRAINING will analyse and utilise this feedback and communication to:

* Review its policies and procedures and
* Plan for improvement
* Meets its obligations under the reporting of Quality Indicators

**COMPLAINTS and APPEALS**

A complaint may be about anything done, or not done (including assessment), by management, personnel or other students of Abacus Training, which the Student feels has been unfair or unjust. The complaint may also be about but not limited to, discrimination, harassment, or any other decision or behaviour which is thought to be unfair, unjust or upsetting.

**Complaints Policy**

Abacus Training maintains a positive attitude towards complaints. Complaints give us the opportunity to develop the quality of our services and accordingly.

Our clients are encouraged to make us aware when they are dissatisfied and/or would like to see further improvement in training and service delivery.

A complaint may be lodged:

* in person
* by telephone
* by fax
* electronically
* by letter

A verbal complaint may subsequently need to be made in writing to enable a full investigation. Those with special needs, such as people with limited English language or literacy skills and those with a disability will not be disadvantaged in the complaints process. The complaints process will be free of charge.

Complaints will:

* be acknowledged within 5 working days
* resolved within 30 days
* be recorded and registered through the QA processes

Complaints will be used to inform the Abacus Training continuous improvement processes.

**Principles**

The following principles underpin the process for responding to complaints about VET quality.

*Principle 1 – Equitable:*

Complaints are considered in a transparent, objective and unbiased manner. The complaints-handling process incorporates the principles of natural justice and procedural fairness.

*Principle 2 – Accessible:*

Information about the complaints-handling process and the means to lodge a complaint is readily accessible and available on ASQA website www.asqa.gov.au

*Principle 3 – Comprehensive:*

The relevant circumstances and information surrounding a complaint are investigated to the level warranted by the severity of the complaint.

*Principle 4 – Responsive:*

Timeframes for investigating and resolving complaints will be set and monitored.

*Principle 5 – Accountable:*

There is appropriate national monitoring of complaints through regular reporting of complaints received and actions taken. The complaints-handling process is reviewed regularly.

*Principle 6 – Confidential:*

Confidentiality is maintained and anonymity preserved where requested. Complainants will be informed where this may limit the extent to which a complaint can be investigated.

**Procedure**

All personnel will be equipped to respond to complaints constructively. The process for making a complaint is simple and usually involves:

* Talking to a Trainer or Assessor;
* Talking to the Manager or Course Director;
* Writing a letter; and/or
* Providing feedback on an evaluation form.

**Appeal Process**

If a Student making a complaint is unsatisfied with the response from the trainer, assessor or Course Director, they may approach the CEO with the written complaint for advice as to an appropriate way forward. The CEO will advise whether it would be appropriate to take further internal action or whether the complaint should be referred to a relevant external body – eg. the Ombudsman, a professional body such as the Australian Association of Social Workers or the Anti-Discrimination Board.

**Steps to Complain**

* *Approach the person concerned*

Make every attempt to solve the problem with the person involved.

If the matter remains unresolved,

* *Approach the Course Director*

The Course Director responsible for investigating a complaint or appeal and recommending the appropriate response or action.

If the complaint is about a specific individual, the Course Directors response will include:

* + Informing the person about whom the complaint is made and seeking their views and perspective;
  + Giving consideration to the use of a mediator; and
  + Informing the complainant/appellant of the outcome of the complaint in a timely manner.

If the matter remains unresolved,

* *Approach the CEO*

If you are unhappy with the response or action taken you should now direct your complaint or appeal in writing to the CEO.

The CEO will investigate the matter, which will include an opportunity for the Student to personally address the problem and report back to the Student in a timely manner.

Each complaint or appeal and its outcome must be recorded in writing.

If agreement is not reached you may:

Refer your complaint to the Ombudsman in your State or Territory:

**ACT:** [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)

**NSW:** [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**NT:** [www.omb-hcscc.nt.gov.au](http://www.omb-hcscc.nt.gov.au)

**TAS:** [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

**WA:** [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

**QLD:** [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

**VIC:** [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

**SA:** [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

Full details of our complaints, appeals and grievances policy is available on request.

**Consumer Rights**

As an Organisation (business) that is registered in Queensland, we operate under State legislation which includes rights to the consumer.

These rights include protection from:

* Misleading information in respect to quality, value and price
* False claims about products and services
* Unfair business practices
* Claims of country of origin

The CEO is responsible for ensuring all pre enrolment literature provided to prospective students identifies the applicable consumer rights and directs the learner to the appropriate government website for further information on consumer law and rights.

**ADVISING CLIENTS OF CHANGE**

As an RTO, Abacus Training through the CEO has an obligation to inform all students, learners and clients of significant changes in the services we provide.

These changes include:

* Change in ownership of the RTO
* The use of a third party to provide any course assessment or training service
* Any other change that materially affects the services provided to the student