

General information booklet for training with ABA



**Australian
Breastfeeding
Association**

All relevant Australian Breastfeeding Association (ABA) policies can be accessed on the ABA website www.breastfeeding.asn.au

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Revision History

Revision	Date	Description of modifications
1	July 2005	Original
2	January 2007	Revised to include Cert IV Breastfeeding Education courses
3	June 2007	Revised for AQTF 2007
4	Jan 2009	Revised for changes to admin fee
5	April 2010	Updated for VRQA guidelines
6	September 2010	Revised and updated for change to TAE Cert IV
7	January 2011	Revised and adjusted for AQTF 2010 and VRQA guidelines and addition to scope
8	September 2011	Revised and adjusted for change to national regulator and addition to scope
8.1	January 2012	Revised and adjusted for addition to scope and changes to trainer and assessor competencies
8.2	September 2012	Updated for addition to scope of 22168VIC Diploma of Breastfeeding Management and increases to course administration costs
8.3	January 2015	Revised to include transitional changes to the new Standards for RTOs 2015 and website information
8.4	February 2016	Updated the CBM course code and updated information about credit transfer
8.5	April 2016	Updated the TAE training package expiry date and include expiry dates for all the course
8.6	June 2016	Updated to remove expired course - 22168VIC Diploma of Breastfeeding Management
8.7	August 2016	Updated the 10243NAT Diploma of Breastfeeding Management course
8.8	January 2017	Updated for addition to scope of 10280NAT Certificate IV in Breastfeeding Education and fee changes
8.9	February 2017	Address information updated
8.10	September 2017	Removal of TAE from scope of registration
9	January 2018	Revised section on courses to include more information on closure
9.1	January 2019	Updated course costs information

The Australian Breastfeeding Association receives funding from the Australian Government

This Information Booklet provides general information for learners who would like to enrol in courses with the Australian Breastfeeding Association.

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COURSES OFFERED BY THE AUSTRALIAN BREASTFEEDING ASSOCIATION

The Australian Breastfeeding Association (ABA) currently offers the following nationally recognised training and VET accredited courses to personal members of the Association.

- **1028ONAT Certificate IV in Breastfeeding Education** (*Expire on 31 December 2021*)
- **1017ONAT Course in Community Breastfeeding Mentoring** (*Expire on 30 December 2020*)
- **10243NAT Diploma of Breastfeeding Management** (*Expire on 30 June 2021*)

Pre-course enrolment Information booklets for these courses are available in the personal member only section of the ABA website, under training. Please refer to these booklets for course application criteria, availability of course delivery, course outlines and assessment information.

All nationally recognised training and VET accredited courses offered by ABA comply with the principles, standards, protocols and guidelines that apply to the articulation and issuance of qualifications within the Australian Qualifications Framework (AQF). Students will be issued with the appropriate Certificate or Statement of Attainment for the units of competency they have successfully completed.

ABA is committed to high standards in the provision of education, training and assessment.

ABA has strategies in place for training delivery and assessment for each Training Package, qualification and accredited course within the organisation's scope of registration.

ABA has access to the qualified staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within the scope of registration and scale of operations to accommodate student numbers, student needs, delivery methods and assessment requirements.

ABA training programs for nationally recognised training and VET accredited courses are delivered on a continual basis. Learners start their training program when they are accepted into the course and their finish date depends on their own training progress. Each course has recommended times for completion but learners may accelerate their learning if they are competent or increase the training time to achieve competency.

Training is offered in a variety of forms to suit the needs of learners and to ensure all the competencies are met.

Prior to commencement of any fee for service training course offered by ABA – should ABA cancel the course before it commences, learners will be offered

alternate dates (if the training course is being rescheduled). If the training course is not rescheduled or the dates offered do not suit, all fees paid will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that ABA is unable to deliver the training, learners will be offered the option to enrol with another RTO and ABA will assist in both finding a suitable RTO and in the transition to the new RTO. Any tuition fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

For sponsored training as volunteers - In the unlikely event that ABA is unable to deliver the training a statement of attainment issued for any units successfully completed and ABA will advise of learners of options for the completion of their training.

QUALIFICATIONS OF TRAINERS & ASSESSORS

Please refer to the Standards for RTOs 2015 for the schedules stated below.

To ensure that we provide training and assessment services that meet the needs of our members and industry, we have in place sufficient suitably qualified and experienced Trainers and Assessors.

Training in ABA is delivered by appropriately qualified volunteers and staff of the Association who meet the requirements described in Standard 1 of the Standards for Registered Training Organisations (RTOs) 2015.

Please refer to the current version of these Standards. These can be accessed at <https://www.legislation.gov.au/Details/F2017C00663>

COURSE FEES AND CHARGES

Course enrolments will only be offered to financial personal members of the Association.

All learners are charged a non-refundable administration fee with each 12-month enrolment period.

The ABA receives funding from the Australian Government for specific programs to train its volunteers. Personal members completing specific volunteer training programs for ABA and who have agreed to work as volunteers for the Association for a specified timeframe on completion of their training pay a reduced administration fee and are exempted from tuition fees.

All other course enrolments are charged the applicable non-refundable administration and course tuition fees.

TRAINING COSTS FOR PERSONAL MEMBERS WHO HAVE AGREED TO WORK AS VOLUNTEERS FOR THE ASSOCIATION

These include:

- Initial enrolment non-refundable administration fee inclusive of course materials in 2019: \$120. (This will increase to \$150 from 1 Jan 2020)
- Enrolment extension non-refundable administration fee (if needed):
 - I. \$90 if you have completed two or more units during the initial or previous enrolment period; (This will increase to \$95 from 1 Jan 2020)
 - II. \$250 if you have ***not*** completed a minimum of two units during the initial or previous enrolment period
- Financial membership of the Association (Relevant yearly subscription cost - see website for current pricing)

Other costs **may** include:

- Cost of a 'Working with Children Check' or equivalent checks in relevant states
- Incidental telephone, fax, internet and/or postage costs related to training or ABA workplace activities
- Stationery and computer related costs
- Personal copies of basic breastfeeding books if purchased
- Travel to training meetings, workshops, community education events

- Registration/accommodation at occasional conferences, seminars, workshops – sometimes local groups will pay for these, but this is determined on a case by case basis

Costs include access to the internet as this will assist your training and allow opportunities to communicate with other learners online. If you do not have personal access to the internet this is available through a community resource such as your local library, community centre or online access centre.

If at any time during training learners experience financial difficulties that would impact on their ability to continue training as a volunteer, provision is available to ensure this does not become a barrier.

Groups, regions and branches **may** provide support for learners with expenses or Learner Guide costs in different ways. To receive any available assistance learners are expected to be **active in fundraising activities** during their training.

Groups **may elect to reimburse learners the initial administration fee** after the learner has completed the course. Learners are to keep the receipt of their administration fee to facilitate this process.

TRAINING COSTS FOR PERSONAL MEMBERS WHO ARE NOT COMPLETING TRAINING TO WORK AS VOLUNTEERS FOR THE ASSOCIATION

These include:

- Initial enrolment non-refundable administration fee in 2018: \$250. (Includes membership of ABA. Reduced administration fee applies to current members)
- Enrolment non-refundable administration fee (if needed): \$250. (Includes membership of ABA. Reduced administration fee applies to current members)
- Course tuition fees: Information available on request from Training administration.
- Learning materials: \$Nil (Included in course cost)

Other costs **may** include:

- cost of a 'Working with Children Check' and equivalent checks in relevant states
- incidental telephone, fax, Internet and/or postage costs related to training or workplace activities
- stationery and computer-related costs
- personal copies of breastfeeding texts if purchased
- travel to training meetings, workshops, education events

State funding entitlements

You may be accessing any government funding entitlement that may reduce your ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person). If you are, please check with your state funding eligibility.

COURSE ENROLMENT

To simplify administration ABA uses a semester based system to manage course enrolments. If learners enrol between 1 Jan to 30 Jun they are a Semester 1 enrolment. If learners enrol between 1 July to 31 December, they are a Semester 2 enrolment.

All course enrolments are for 12 month period. However, due to the semester system used by the Association for managing enrolments, learners have at least 15 months to complete the course from when they initially enrol before they must pay an enrolment extension fee.

Learners may extend the enrolment to continue and complete their course. Learners are responsible for all administration fees.

Learners who have agreed to work as volunteers for a specified timeframe for the Association may apply to their groups for reimbursement of the initial administration fee if they are active in the group or have progressed in the course.

Learners progressively work through and complete units of competency. Learners will be issued with transcripts at the end of each semester for units completed and assessed.

STEPS FOR ENROLMENT FOR VOLUNTEER TRAINING COURSE

1. Find out what's involved
 - Read appropriate volunteer traineeships and pre-course information
 - Discuss interest in training with appropriate ABA personnel where applicable
2. Complete the group volunteer induction
 - Read and complete appropriate volunteer induction activities
3. Complete the training induction
 - Read and complete appropriate training induction activities
4. Apply for the volunteer traineeship
5. Complete the online Language, Literacy and Numeracy assessment and enrol in the course
 - Fill in the application form and make the payment online
6. Application will be processed and you will be notified as to the outcome with reasons for the decision if the application is rejected.

STEPS FOR ENROLMENT FOR OTHER TRAINING COURSES

1. Read the pre-course information
2. Complete applicable Language, Literacy and Numeracy assessments (if any)
3. Complete online application form and make payment

CONFIDENTIALITY, ACCESSING RECORDS AND STUDENT NUMBERS

ABA needs to keep records of learners' enrolment, progress and results in each course. Registered Training Organisations have a requirement of statistical reporting to the Government. ABA will limit the information requested from learners to the minimum required for adequate administration of training and assessment and legislative reporting requirements.

ABA and those acting on its behalf have in place measures to safeguard any confidential information obtained from students. All records are kept in accordance with ABA's Privacy Policy.

Except when required by law ABA will not divulge to any third party ANY information about a person - including whether or not that person is actually enrolled. ABA will not use photos or the names of learners in promotional activities without their written permission.

Students are able to access their personal records and apply to be issued with a course transcript. Students wishing to access their records must apply using the Student Information and Result Request form, available from Head Office.

All ABA members are provided with a unique membership number. Learners are expected to use their membership number on all submitted assessment work and requests to Head Office for information.

UNIQUE STUDENT IDENTIFIER (USI)

All students studying nationally recognised training in Australia from 1 January 2015, will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow online access to personal training records and results (transcript) through an online USI account.

There are two ways to get your USI:

1. You can apply for a USI individually on usi.gov.au.
2. ABA can apply on your behalf with your permission granted on enrolment form. However, if you have already granted permission to another RTO please inform ABA of this.

The USI must be provided to ABA before you can complete your enrolment. Students without a USI cannot receive a statement of attainment or qualification. Students who are exempted from getting a USI, the results of their training will not be included in the USI system.

REPLACEMENT CERTIFICATES

Replacement certificates or statement of attainments are available upon proof of identity and payment of an administrative fee. This is currently \$25.00 to cover the search for verification of data, and the printing of the new certificate. Current and active ABA volunteer personnel may apply for the administration fee to be waived.

For further information, please refer to the Privacy policy for Training available on the ABA website

WITHDRAWING OR BEING WITHDRAWN FROM A COURSE

ABA provides training only to financial personal members of the Association. If learners become unfinancial personal members while training they will be automatically withdrawn from the course. Personal members who have been unfinancial for less than three months will be reinstated on payment of membership. Personal members who have been unfinancial for an extended period *may* need to complete an enrolment extension form before being reinstated.

Learners who decide to withdraw are to complete a notification of withdrawal from course form on the ABA website (only accessible if you have already enrolled into a course).

Learners who have not extended their enrolment within the specified timeframes will also be withdrawn and units completed while not enrolled in the course are not accepted until learners have extended their enrolment. If learners extend their enrolment continues from their original enrolment date, which is either on 30 June or 31 December.

Learners **who withdraw or are withdrawn** from courses will receive a Statement of Attainment listing the results for the units they had completed during the training.

VOLUNTEER TRAINEESHIP COMMITMENTS

ABA uses a volunteer traineeship to train its volunteers. The volunteer traineeship builds the skills and knowledge of trainee breastfeeding counsellors and/or community educators as they work within the ABA volunteer 'workplace'. In order to successfully complete the traineeship, trainees will be required to demonstrate their participation in a minimum of 150 hours' volunteer work with the Association during their training, preferably at local group level.

In addition, all trainees agree as part of their sponsored training with ABA to volunteer for the Association after they qualify for a specified timeframe.

Learners **who withdraw or are withdrawn** from the volunteer traineeship will be able to resume their studies without going through the application process if they resume the volunteer traineeship **within 2 years from their last enrolment end date**.

Learners wishing to resume after a 2-year period must go through a new application. It will be the applicant's responsibility to pay the new non-refundable administration fees.

The Withdrawal from training and deferment policy is available on the ABA website

BREAKS IN LEARNING

Learners may apply to take leave from their course.

Learners provided with a tuition fee exemption due to their contractual agreement to work as volunteers for the Association may take leave by notifying training administration of their intended break. Their original enrolment date will remain as no tuition fees are paid.

Learners paying tuition fees may apply to suspend their studies for one period of up to six months per enrolment period.

All learners who intend to take a break from their course are encouraged to complete and submit assessments for unit/s they studying prior to suspending their studies to ensure they are given recognition for the unit/s.

LEARNER SAFETY

ABA is committed to meeting its health and safety and duty of care obligations and learners will receive safety information related to the activities undertaken within the Association. ABA expects learners and its volunteer personnel to follow the guidelines provided for health and safety.

Learner safety is of great importance to ABA. We expect all learners to feel safe in undertaking their training and Association volunteer work, including while travelling to and from and attending ABA training and assessment delivery. To assist learners in feeling safe, whenever possible, training delivery is scheduled to be conducted during the day and thereby reduce night time travel.

Learners will also be informed of any specific information related to training venues and details on car parking facilities to ensure safety. In addition when evening and weekend training workshops are held, learners will be provided with information about safe travel and car parking facilities.

If at any time learners have concerns about their safety and wellbeing while undertaking ABA related learning or workplace activities, they are to inform the trainer. If learners' safety concerns are not addressed contact the relevant Branch Training Manager or Training Administration. Understanding and acting on Workplace Health and Safety issues is a component of the courses and ABA volunteer work. ABA has procedures and policies in place to facilitate this.

For further information, please refer to the WHS policy available on the ABA website

LEARNER STUDY HOURS

In the interests of establishing a healthy and safe learning environment, the maximum number of hours that a student may attend classes (including time allocated for self-paced or online studies) is no more than eight (8) hours in any one day.

ABA Head Office operates between the hours of 9.00am and 5.00pm Australian Eastern Daylight Time (AEDT). Volunteer trainers and assessors may be available for contact outside of these hours.

LEARNER SUPPORT

ABA has a range of support available for course participants. Learner support is provided to all enrolled learners without charge.

ABA training personnel can assist you in many areas. They are available during normal business hours and after business hours for volunteer personnel, as well as on-line.

Learner support may be direct support or information regarding other organisations that are able to provide appropriate support.

As part of the enrolment process students are required to undertake a pre-training assessment. The pre-training assessment identifies whether students require assistance with language, literacy and numeracy or other training needs.

Learners training to become volunteer breastfeeding counsellors and community educators with the Association need to nominate a workplace mentor (or doula). A workplace mentor is a counsellor or community educator the learner already knows who can help to support and guide them as they train. If learners have not nominated a workplace mentor in their application form, the Group Leader will be appointed as their workplace mentor by default.

The role of the workplace mentor is to:

- Provide support and guidance to the learner during his/her training program.
- Make regular contact with the learner during the training period.
- Help resolve any problems the learner may experience during training.
- Assist with learning and consolidating new knowledge and skills

Please be advised that while all efforts are made to support learners, group leaders and workplace mentors volunteer their time and we expect learners to be courteous when requesting support.

Learners completing other courses can access mentor support if needed.

LANGUAGE, LITERACY AND NUMERACY SUPPORT

Our courses are primarily delivered in English. Some ABA information is available in other languages but course material is available only in English. Learners will need to have adequate language, literacy and numeracy skills to undertake the courses they would like to do.

As part of the enrolment process learners undertake a pre-training review of their language, literacy and numeracy skills to determine the support that may be needed. If you are uncertain of your ability to successfully undertake a course please consult the Learner Support Coordinator or a trainer. Please be aware that ABA will provide language literacy and numeracy support during training and assessment.

For further information, please refer to the Language literacy and numeracy policy and procedures on ABA's website for further information.

MATERIAL AND EQUIPMENT THAT THE LEARNER MUST PROVIDE

As most of the training resources are on the ABA website, you are required to have a computer/laptop and internet access most of the time during your training.

WHAT SUPPORT WILL I BE GIVEN IF I HAVE SPECIFIC NEEDS?

ABA can assist learners in many ways to help throughout their training. This may be through:

- Assistance with literacy and or numeracy
- Providing options for accessing training meetings
- Seeking various ways to meet practical, work-based training requirements if you are geographically or socially isolated.
- Supporting people from indigenous backgrounds and culturally diverse backgrounds
- Reasonable adjustments for those with specific needs

ABA provides as much supports as possible for your needs. However, there are limitations to the support ABA is able to provide. ABA does not provide supports which require special equipment or professional knowledge and skills outside of breastfeeding education.

KNOW YOUR RIGHTS AS A LEARNER

HOW DOES ABA ENSURE ACCESS AND EQUITY?

ABA will comply with all Commonwealth, State/Territory legislation and regulatory requirements to ensure equity. Workplace Health and Safety (Work Health and Safety), Workplace Harassment, Anti-Discrimination, Privacy and Training legislation will be adhered to at all times. ABA's training and assessment programs attempt where ever possible to be flexible to address any potential barriers to participation in our courses.

Learners are responsible for behaving in a courteous manner when dealing with counsellors, community educators, staff members and other learners. Learners are expected to abide by the Code of Ethics and Code of Conduct.

Diversity accounts for the many factors that influence the ability of people to participate and succeed in training. ABA will provide training, assessment and support services that enable members/candidates from diverse backgrounds to successfully participate in ABA training.

Individual needs of people of culturally and linguistically diverse backgrounds, including those of indigenous backgrounds are catered for by means of reasonable adjustment.

For information on the training personnel responsible for learner support please refer to the Learner support policy.

WHAT ABOUT MY PERSONAL INFORMATION AND CONFIDENTIALITY?

ABA needs to keep records of learners' enrolment, progress and results in each course. Registered Training Organisations do have a requirement of statistical reporting to the State Government. ABA will limit the information requested from learners to the minimum required for adequate administration of training and assessment and legislative reporting requirements. All training administration records held are kept securely.

Learners have the right to view their own records. ABA will not disclose information about learners to a third person without learners' written permission. Learners are able to access their personal records and apply to be issued with a course transcript by completing the Student Information and Result Request form available from Head Office.

It is Association practice that many Branches will include trainees' contact details in their Directories and email lists to facilitate communication between branch volunteers. If you have concerns about this please contact your Branch Training Manager. In addition local groups may include trainees' contact details in local bulletins or meeting programs. Please discuss this with your group leaders for more details.

ABA will not use photos or the names of learners in promotional activities without their written permission.

ABA records are kept in accordance with ABA Privacy Policy.

For further information please refer to ABA Privacy policy available on the website

COMPLAINTS AND APPEALS

ABA will ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

COMPLAINTS

If a learner has concerns about what is happening in their training and/or assessment they can resolve it by informal means or go through a formal appeals process.

The formal complaints process provides the learner with the right to have an independent person review the complaint and provide written feedback with reasons for the decision reached within a specified time frame. The learner has the right to present their case in person.

APPEALS

All learners have the right to appeal the assessment decision if they feel the assessment process has not made an appropriate assessment of their competence.

An appeal would, in most cases, be followed by reassessment by a different assessor.

Written feedback will be provided to the learner on the outcomes of this assessment. Further appeal processes are available.

For more detailed information please refer to the Complaints and Appeals policy and resolution procedure available on the ABA website.

ASSESSMENT POLICY

ABA uses competency based assessment. Competency based assessment is the process of collecting evidence and making judgments against set criteria. Learners must demonstrate that they are competent in a variety of ways and over a period of time. ABA's assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the scope of registration.

As a Registered Training Organisation, the Australian Breastfeeding Association must adhere to the principles, standards and protocols of the Vocational Education and Training Framework, including those relating to assessment.

Assessments in ABA will take a variety of forms to provide a sufficient range of evidence that is valid, current, sufficient and authentic to enable judgements to be made about the learner's achievement of competency and follow the principles of validity, reliability, fairness and flexibility.

ABA assessments provide for applicants to be informed of the context and purpose of the assessment and the assessment process and focus on the application of knowledge and skill to the standard of performance required in the work environment.

Learners are to submit assessments with a signed coversheet declaring the authenticity of their work. All assessments are graded as competent or not yet competent.

For further information, please refer to the Assessment policy available on the ABA website

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Recognition of Prior Learning (RPL) is the process by which learners can have their prior qualifications and informal learning recognised formally through assessment.

Credit transfer directly identifies which parts of a new qualification or course a person may already have, based on their current qualifications and courses attended. ABA will recognise all accept and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) Authenticated VET transcripts issued by the Registrar.

For further information, please refer to Recognition of Prior Learning Policy available on the ABA website.

CHEATING AND DISCIPLINARY ACTION

ABA values ethical behaviour.

Learners who have signed an agreement to abide by the Code of Ethics are bound by the provisions of the Code of Ethics. Breaches of the Code of Ethics and Code of Conduct are viewed seriously by ABA and learners who breach the Code of Ethics and Code of Conduct will be counselled as to appropriate behaviour or responses. Repeated breaches of the Code of Ethics and Code of Conduct may result in the discontinuation of the learner from an ABA training program.

CHEATING DURING ASSESSMENTS

Cheating during assessments can take a number of forms, including but not limited to:

- Plagiarism, where learners use another person's work (see below)
- Unauthorised use of assessment guidelines for responses to ensure correct answers

PLAGIARISM

It is essential that the work learners are assessed on is their own. For example, copying or using the work, writing, drawings or photographs created by other people and passing them off as your own is plagiarism. Learners must make it clear if and when they are quoting or using other people's work.

Note: ABA does not require trainees undertaking courses to become volunteer breastfeeding counsellors or community educators to acknowledge material used from the ABA booklets, leaflets and course notes provided to them. ABA expects trainees to source their information from this material.

PENALTIES

Trainers and assessors will review submitted assessments for evidence of cheating or plagiarism. If learners are found to have submitted work that is not their own, or have used unfair means to gain advantage in the assessment process, the assessment in question will be cancelled and another assessment event substituted. Learners will be counselled on their actions. If learners dispute the assessment decision on their unfair advantage or cheating the process for appealing assessment decisions is to be followed.

Repeated proven episodes of cheating during the assessment process will result in the discontinuation of training to learners.

For further information, please refer to the Misconduct Policy available on the ABA website.