

# General information booklet for training with ABA



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

*All relevant Australian Breastfeeding Association (ABA) policies can be accessed on the ABA website [www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)*

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## Revision History

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1	February 2022	Original – based on previous version 9.2
1.1	April 2022	Updated information regarding materials/technology support requirements.
1.2	May 2022	Updated information regarding USI

*The Australian Breastfeeding Association receives funding from the Australian Government*

## Table of Contents:

<b>COURSES OFFERED BY THE AUSTRALIAN BREASTFEEDING ASSOCIATION .....</b>	<b>5</b>
<b>QUALIFICATIONS OF TRAINERS &amp; ASSESSORS.....</b>	<b>7</b>
<b>COURSE FEES AND CHARGES.....</b>	<b>8</b>
TRAINING COSTS FOR PERSONAL MEMBERS WHO HAVE AGREED TO WORK AS VOLUNTEERS FOR THE ASSOCIATION.....	8
TRAINING COSTS FOR PERSONAL MEMBERS WHO ARE NOT COMPLETING TRAINING TO WORK AS VOLUNTEERS FOR THE ASSOCIATION.....	9
STATE / TERRITORY FUNDING REQUIREMENTS.....	10
<b>COURSE ENROLMENT .....</b>	<b>11</b>
STEPS FOR ENROLMENT FOR VOLUNTEER TRAINING COURSE.....	11
STEPS FOR ENROLMENT FOR OTHER TRAINING COURSES.....	11
<b>CONFIDENTIALITY, ACCESSING RECORDS AND STUDENT NUMBERS .....</b>	<b>12</b>
UNIQUE STUDENT IDENTIFIER (USI).....	12
REPLACEMENT CERTIFICATES .....	13
<b>WITHDRAWING OR BEING WITHDRAWN FROM A COURSE .....</b>	<b>14</b>
<b>VOLUNTEER TRAINEESHIP COMMITMENTS .....</b>	<b>15</b>
<b>BREAKS IN LEARNING.....</b>	<b>16</b>
<b>LEARNER SAFETY .....</b>	<b>17</b>
<b>LEARNER STUDY HOURS .....</b>	<b>18</b>
<b>LEARNER SUPPORT .....</b>	<b>19</b>
LANGUAGE, LITERACY AND NUMERACY SUPPORT (LLN).....	19
MATERIAL AND EQUIPMENT THAT THE LEARNER MUST PROVIDE .....	19
WHAT SUPPORT WILL I BE GIVEN IF I HAVE SPECIFIC NEEDS?.....	20
<b>KNOW YOUR RIGHTS AS A LEARNER.....</b>	<b>21</b>
HOW DOES ABA ENSURE ACCESS AND EQUITY? .....	21
WHAT ABOUT MY PERSONAL INFORMATION AND CONFIDENTIALITY?.....	21
<b>COMPLAINTS AND APPEALS.....</b>	<b>23</b>
COMPLAINTS.....	23
APPEALS .....	23
<b>ASSESSMENT POLICY .....</b>	<b>24</b>
RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER .....	24
<b>CHEATING AND DISCIPLINARY ACTION.....</b>	<b>25</b>

CHEATING DURING ASSESSMENTS .....25

PLAGIARISM .....25

PENALTIES.....25

## **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.

- **10998NAT Certificate IV in Breastfeeding Education**
- **10961NAT Course in Community Breastfeeding Mentoring**
- **10960NAT Diploma of Breastfeeding Management**

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 completion 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* - 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 will be issued for any units successfully completed and ABA will advise 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 time-frame 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: \$120.
- 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;
  - 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 (subject to State/Territory fee)
- Incidental telephone, 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 internet access 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 their ability to continue training as a volunteer, provisions are available to ensure this does not become a barrier.

Groups, regions and branches **may** provide support for learners with expenses 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: \$120. (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/Territories
- incidental telephone, 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 / TERRITORY FUNDING REQUIREMENTS**

You may be accessing government funding entitlements that may impact your ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person). Please check with your State/Territory regarding your own funding eligibility.

## **COURSE ENROLMENT**

To simplify administration, ABA uses a semester based system to manage course enrolments. If learners enrol between 1 January to 30 June, 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 a 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 time-frame 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.

### **STEPS FOR ENROLMENT FOR VOLUNTEER TRAINING COURSE**

1. Find out what's involved
2. Read appropriate volunteer traineeships and pre-course information
3. Discuss interest in training with appropriate ABA personnel where applicable - speak with Certificate IV Coordinator, BTM or GL
4. Complete the group volunteer induction
5. Read and complete appropriate volunteer induction activities
6. Complete the training induction
7. Read and complete appropriate training induction activities
8. Apply for the volunteer traineeship
9. Complete the online Language, Literacy and Numeracy (LLN) assessment and enrol in the course
10. Fill in the application form and make the payment online
11. 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 (LLN) assessments (if any)
3. Complete online application form and make payment

## **CONFIDENTIALITY, ACCESSING RECORDS AND STUDENT NUMBERS**

ABA needs to keep current records of learners' enrolment, progress, and results in each course. Registered Training Organisations (RTOs) 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 that person is actually enrolled. ABA will not use photos or the names of learners in promotional activities without their written permission.

Students can access their personal records and apply to be issued with a course transcript. Students wanting to access their records can do so at any stage throughout their training via the VETtrak Student Management System. Login details to access this application are issued to every trainee at the time of their enrolment from Training Administration.

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 National Support Office for information.

### **UNIQUE STUDENT IDENTIFIER (USI)**

All students studying nationally recognised training in Australia 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. You can apply for a USI individually on [usi.gov.au](http://usi.gov.au).

The USI must be provided to ABA before you can complete your enrolment. Students without a valid USI cannot receive a statement of attainment or qualification. For

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 '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 time-frames 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 program to train its volunteers. The volunteer traineeship builds the skills and knowledge of trainee breastfeeding counsellors and/or breastfeeding educators as they work within the ABA volunteer 'workplace'. 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 National Support 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 in many areas. They are available during normal business hours and after business hours for volunteer personnel, as well as online.

Learner Progress Support Officers (LPSO) may provide direct learner support or information regarding other organisations that are able to provide appropriate support. Please be advised that while all efforts are made to support learners, group leaders and LPSO's volunteer their time and we expect learners to be courteous when requesting 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.

## **LANGUAGE, LITERACY AND NUMERACY SUPPORT (LLN)**

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 (LLN) to determine the support that may be needed. If you are uncertain of your ability to successfully undertake a course, please consult the LPSO 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 course administration, communication, resource access, assessment lodgement and eLearning options are provided electronically, you are required to have a computer/laptop and internet access during your training.

A minimum standard device suitable for most courses can:

- use a system such as Windows 7 or later, Mac OS X 10.10 or above

- enable the use of a web camera and headset.
- run programs to view videos, create documents, spreadsheets, and presentations
- run a modern browser (e.g., current versions of Chrome, Firefox or Safari).

It is important to note that while tablets and smartphones may provide access to certain course communication and learning experiences, there are aspects of the course where the computing capacity of these devices alone is insufficient.

## **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 support as possible for your needs. However, there are limitations to the support ABA can provide. ABA does not provide support 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 wherever 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 breastfeeding counsellors, breastfeeding 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 a learners' written permission.

Learners can access their personal records anytime throughout their training via the VETtrak Student Management System. Login details to access this application are issued to every trainee at the time of their enrolment from Training Administration.

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 an assessment decision if they feel the review process has not effectively evaluated their level of competence.

A formal 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 ABA 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 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 all assessments and complete an online declaration confirming 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 previous 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 and provide 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 breastfeeding educators to acknowledge material used from the ABA booklets, leaflets and course notes provided to them. ABA expects trainees to source their information from the material provided to them.*

### 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 an 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 of 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.