



Future
Institute of
Australia

Training for the Future



Student and Client Handbook

2016 - 2017

Contents Page

Introduction	3
Quality of the Training and Assessment.....	3
Training and Assessment Information.....	3
Access and Equity.....	4
Fees, charges and refunds (including course fees, refunds, re-assessments, replacement certificates).....	4
Guide to Training.....	7
Appeals and Complaints Process	9
Work Health and Safety	11

Introduction

This document provides clients (employers) and learners (students and employees) with information about Future Institute of Australia (FIOA) and its services and key procedures.

Future Institute of Australia (FIOA) Pty Ltd is committed to the provision of total quality vocational education and training products and services. We aim to ensure that we satisfy our customers' needs by the adoption of a consistent, high standard of delivery. As part of our commitment to quality service, a code of practice (Policy and Procedures Manual) has been developed. The code provides an ethical framework that guides our service delivery. We endeavour to ensure that our policies and management practices are in accordance with 'Standards for Registered Training Organisations 2015' and that, at all times, our actions safeguard the interests and welfare of our customers.

In this Handbook, we present key information from our Policy and Procedures Manual. We request that you read this information prior to enrolling into a training program. If you have any questions, please do not hesitate in contacting FIOA at admin@futureinstitute.edu.au

Quality of the Training and Assessment

FIOA will have written processes, procedures and relevant documentation that ensures quality training and assessment consistent with its scope of registration, industry needs, training package requirements and the VET Quality Framework.

FIOA will comply with relevant Federal, State or Territory legislation and regulatory requirements in relation to training and assessment activities.

FIOA is committed to achieving excellence in quality systems through a process of continuous improvement that ensures all activities are monitored, evaluated and reviewed on an ongoing basis to maintain and improve products and services.

Training and Assessment Information

For all courses aligned to a nationally recognised qualification or Unit/s of Competency, FIOA will provide each learner with the following information, prior to enrolment:

- Code, title and currency of the qualification or Unit/s of Competency
- Information about the training and assessment including:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery

- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the FIOA's behalf
- any work placement arrangements
- any requirements the learner needs to enter and successfully complete their chosen training
- any materials and equipment that the learner must provide
- fees that must be paid to the RTO
- payment terms and conditions including deposits

Access and Equity

FIOA is committed to ensuring that all its training and assessment processes and procedures incorporate access and equity principles. All learners have equitable access to the benefits of training and assessment, irrespective of their gender, age, race, religion, culture, linguistic background, marital status, location and socio-economic background, disability, sexual preference, family responsibility or political conviction.

FIOA will identify, negotiate, plan and implement appropriate training and assessment strategies to meet the needs of each of its clients / learners. FIOA will offer various training strategies and assessment methods including Recognition of Prior Learning (RPL), simulations, online, self-paced learning, work based projects and verbal assessments (where appropriate) to accommodate the needs of individuals. Courses will be structured to allow flexibility in delivery and assessment to meet the needs of the learner and to provide them with the best opportunity to learn and achieve.

FIOA will ensure that clients and learners are provided with accurate and sufficient information to make an informed choice about their enrolment and / or contractual agreement.

Fees, charges and refunds (including re-assessments, replacement certificates)

'Fees' refer to all fees including enrolment fees, tuition fees, material fees and any other fee component that is a mandatory payment for the course.

FIOA will not collect more than \$1,500 from a prospective or current learner to prepay fees.

For learner-pays arrangements, FIOA will divide the cost of the course by the nominal duration to calculate the weekly fee. FIOA will require a deposit prior to commencement of the training up to \$1,500. If there are any outstanding fees, FIOA will then invoice, as per the agreed payment arrangements, ensuring that, at no stage, the learner has pre-paid more than \$1,500.

For employer-paid arrangements, 50% of the fees is to be paid prior to the commencement of the course and / or the provision of any course material. The balance of fees is to be paid within 7

days following receipt of the invoice/s based on the agreed payment arrangements as stipulated in the Contract.

Payment arrangements will be negotiated with the Director of Business for clients or learners (as long as they comply with the above requirements) and these agreed arrangements need to be recorded in the Contract between FIOA and the employer or learner.

All fees must be paid in full before a qualification will be issued.

Cooling off period

FIOA has a 'cooling off' period of 5 working days (after the date the Client Service Agreement has is signed) of any courses as long as the course has not commenced and / or the initial eLearning modules have been allocated to the learner.

In the case of a learner withdrawing within the 'cooling off' period, all monies paid to the RTO will be refunded within 20 working days of notice of the withdrawal as long as the course has not commenced and / or the initial eLearning modules were not allocated to the learner.

If the training and assessment services are being provided through an Australian Apprenticeship arrangement, a client or learner can cancel the services, with no penalties, as long as the course has not commenced and / or the initial eLearning modules were not allocated to the learner.

Payment Arrangements

The frequency of the payment of fees can be negotiated, but only prior to the commencement of the course. Agreed payment of fees for each client / learners need to be documented in the Contract between FIOA and the client.

If, after the commencement of the course, a client or learner experiences difficulty in meeting the required payment schedule, contact FIOA to discuss alternative payment arrangements.

Refunds

Refund based on RTO course deferment or cancellation

FIOA reserves the right to defer or cancel a course, change course start dates and / or change course curriculum / programs at any time.

- In the case where FIOA cancels or defers a course prior to its commencement date, all monies paid will be transferred as payment for the same course at a later date. If the new date is unacceptable to the client / student, all monies paid to FIOA will be refunded within 20 working days of notice.
- In the case of a course start date being deferred, and the new date is unacceptable to the learner, all monies paid to the RTO will be refunded within 20 working days of notice of the rescheduling.

Termination

FIOA reserves the right to expel a student for serious breach of discipline (after due process). Student fees will not be refunded.

Refund based on client / student withdrawal

Where a participant withdraws from a training program, they must provide written notification of their intention to withdraw. Penalties may apply (up to \$200 per student – at FIOA’s discretion), except if they are within their ‘Cooling Off’ Period (as outlined in section 5).

If a client or student decides not to commence or complete the training course / program or cancels from the course, refunds may be granted as follows:

- Withdrawal (in writing) from a training course or program at least 5 working days before course commencement, this is identified at the release of eLearning modules – all fees paid will be refunded less \$200 (admin fees) plus the cost of any printing materials provided, if any.
- No refunds will be granted if less than 5 days’ notice of withdrawal (in writing) is received by FIOA prior to commencement.
- No refunds will be granted if the training has commenced and penalties may apply as outlined.

If FIOA is unable to provide the services which have been paid for, learners will be:

- Placed into an equivalent course without having to pay any additional fees for the portion of the course they have paid in advance, or
- Refunded for all fees paid in advance.

Additional Fees for Re-assessment

Four assessments (being the initial assessment and then three re-assessments) for the same criteria will be free of charge. There will be an additional charge of \$250 per Unit of Competency for further assessments.

Fees for Issuance of Replacement Certificates / Statements of Attainment

A fee of \$50.00 will be charged for replacement Statements of Attainment, Certificates and / or Records of Achievement.

Guide to Training

Courses will be customised to reflect the industry area in which learners are working. Opportunities for practice will be provided to assist learners to achieve competency. Courses will be structured to allow flexibility in delivery and assessment.

Information regarding client / learner support services

FIOA will provide support services to any learner requiring assistance. Support can include (but is not limited to):

- face-to-face meetings with the individual learner
- face-to-face sessions with a group of learners
- contact through email, social media and phone
- mentoring
- provision of samples and templates
- workplace support, eg. working with colleagues
- additional resources including links to relevant websites, articles and books
- other support strategies appropriate for the learner
- workshops
- excursions (to other venues)

All clients will be encouraged to contact the trainers and assessors whenever support is required and will be provided with contact details. Support can be provided in groups and / or one-to-one in order to assist them to achieve the competencies.

Language, Literacy and Numeracy (LLN)

FIOA recognises many adult Australians do not have the language, literacy and numeracy skills they need to effectively participate in vocational training and workplace communication.

Trainers / Assessors will take into account the language, literacy and numeracy issues learners may have and will make appropriate adjustments to the training and assessment strategies to accommodate these requirements.

Learners are asked to mention any special requirements or needs at enrolment prior to the commencement of the training program and relevant assistance will be sought.

Guide to Assessment

Information explaining the assessment process will be provided at the commencement of the course or during an interview for RPL. Learners are encouraged to ask questions of the trainer / assessor if they are unsure of anything in the literature.

Learners are required to sign a negotiated Assessment Plan indicating their agreement to the process and to the agreed completion date.

Assessments meet the agreed national assessment principles (including the recognition for prior learning). If a learner is assessed as “Not Yet Competent” by the trainer / assessor, the learner will be given an opportunity to undertake further training and they can undertake another assessment. Learners are allowed three (3) re-assessments at no extra fees.

Additional assessment attempts will incur a fee for service charge. FIOA reserves the right to consider any exceptional circumstances that may arise.

Recognition of AQF qualifications

FIOA will recognise any national qualification or Statement of Attainment issued by other RTOs. The credential may be a Statement of Attainment for specific Unit of Competency or a complete qualification such as a Certificate or a Diploma with the Nationally Recognised Training logo on the credential.

NB: Recognition cannot be granted based on a Record of Results. The Certificate (as associated Record of Results) or Statement of Attainment MUST be sighted.

RPL Processes

FIOA offers Recognition of Prior Learning (RPL) to all learners, where appropriate. RPL is a process of demonstrating whether or not a candidate already possesses the skills and knowledge to meet the standard required by a qualification or Unit/s of Competency.

Recognition mechanisms are developed based on the principles of validity, reliability, flexibility and fairness. It is a flexible assessment process that can vary with each individual applicant. The process typically involves some kind of assessment of existing skill and knowledge to determine the competencies the candidate already has. The assessment is aligned with relevant types of supporting evidence.

An application is not dependent on any one type of evidence and is assessed as a complete package of evidence.

Some examples of possible evidence could include (but is not restricted to):

- Practical demonstrations in the work place or simulated environment using video / DVD or other online tools.
- Work samples or photos of work in a hard copy portfolio or online.
- Curriculum Vitae / resume, job descriptions

- Assessment discussions
- References, Third Party reports and other support from supervisors
- Training / Qualification certificates and statements of attainment
- Performance review reports

Statements of Attainment or Qualification will not be issued until payment of the invoice is received.

The RPL fee will not exceed \$450 per Unit of Competency.

Appeals and Complaints Process

FIOA's clients and learners have the right to lodge a complaint when they are dissatisfied with the training and / or assessment services that they have been provided by FIOA or to appeal an assessment decision where they feel they have been treated unfairly, discriminated against, or otherwise dealt with in contravention of FIOA's Policy and Procedures Manual.

FIOA will ensure that all complaints and appeals will be handled professionally and confidentially in order to achieve a speedy resolution.

APPEAL - The following procedure will apply:

1. The candidate wishing to submit an appeal must do so by either:
 - a. Sending either a letter or email outlining their appeal to FIOA, or
 - b. completing the CA1a - Appeal Form and submitting it to the Director Operations and Compliance (admin@futureinstitute.com.au).
2. An appeal against an assessment must be submitted in writing and signed by the appellant within twenty-eight (28) working days of the date of the result notification.
3. The documentation should clearly state on what grounds the appeal is based and should include the evidence available to support the claim.
4. If lodging an appeal against an assessment decision, the appellant must state the relevant assessment criteria or Unit of Competency.
5. NB: Assessments meet the agreed national assessment principles (including the recognition for prior learning). If a learner is assessed as "Not Yet Competent" by the trainer / assessor, the learner will be given an opportunity to undertake further training and they can undertake another assessment. Learners are allowed three (3) re-assessments at no extra fees.
6. All appeals are to be immediately forwarded to the Director Operations and Compliance.
7. All appeals must be recorded on CA 2 - Complaints and Appeals Register by the Director Operations and Compliance within 24 hours of receiving the appeal.

8. The Director Operations and Compliance will discuss the issue with both the appellant, the trainer /assessor and / or any other relevant parties. The appellant may bring a 'support person' along to the interview.
9. If the matter cannot be resolved in-house FIOA will agree to the intervention of any qualified independent arbitrator to assess the appeal. The third party independent arbitrator will be mutually agreed by FIOA and the appellant, and may come from another RTO or be an Australian Council for Private Education & Training (ACPET) representative.
10. The Director Operations and Compliance will provide the learner with the result of the appeal within seven (7) working days of the decision being made.
11. All parties will receive written notification of the result within one week of the decision being made. This will include:
 - a. a written statement of the appeal outcomes
 - b. the reasons for the decision.
12. FIOA to keep a signed copy of written notification of the decision with all the other documentation.
13. Details of the results of the appeal is to be recorded on CA2 – Complaints and Appeals Register.
14. Any actions of improvement identified during an Appeal process will be immediately recorded on the Continuous Improvement Register (STA7) and actioned within the agreed timeframe.

COMPLAINT - The following procedure will apply:

1. The candidate wishing to submit a complaint must do so by either:
 - a. Sending either a letter or email outlining their complaint to FIOA, or
 - b. completing the CA1b - Complaint Form and submitting it to the Director Operations and Compliance (admin@futureinstitute.com.au).
2. A complaint must be submitted in writing and signed by the complainant within twenty-eight (28) working days of the incident / allegation occurring.
3. The documentation should clearly state on what the complaint is about and should include, where possible, any evidence available to support the complaint.
4. All complaints are to be immediately toward to the Director Operations and Compliance.
5. The complaint must be recorded on CA 2 - Complaints and Appeals Register by the Director Operations and Compliance within 24 hours of receiving the complaint.
6. The Director Operations and Compliance will discuss the issue with both the complainant, the trainer /assessor, the staff member and / or any other relevant parties. The complainant may bring a 'support person' along to the interview.
7. If the matter cannot be resolved in-house FIOA will agree to the intervention of any qualified independent arbitrator to investigate the complaint. The third party

independent arbitrator will be mutually agreed by FIOA and the complainant, and may come from another RTO or be an Australian Council for Private Education & Training (ACPET) representative.

8. The Director Operations and Compliance will provide the learner with the result of the complaint within seven (7) working days of the decision being made.
9. All parties will receive written notification of the result within one week of the decision being made. This will include:
 - a. a written statement of the complaint outcome/s
 - b. the reasons for the decision.
10. FIOA to keep a signed copy of written notification of the decision with all the other documentation.
11. Details of the results of the complaint is to be recorded on CA2 – Complaints and Appeals Register.
12. Any actions of improvement identified during a Complaint process will be immediately recorded on the Continuous Improvement Register (STA7) and actioned within the agreed timeframe.

All complaints / appeals will be attended to promptly, confidentially (within the framework of the investigation) and will be investigated impartially. At all times, appropriate action will ensure that rights of all parties will be respected.

However, if it takes more than 60 calendar days to process or finalise an appeal or complaint, the Director Operations and Compliance will:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and
- Regularly update the complainant or appellant on the progress of the matter.

Work Health and Safety

FIOA will provide a learning environment that is safe, planned, regulated, and supportive of the relevant legislation. In doing, so FIOA will ensure a duty of care for all persons involved in any training and assessment activities or day to day activities of the business

If you observe an unsafe act, you should immediately raise the issue with the trainer / assessor and remove yourself (and others) from hazardous situations.

Each person is individually accountable and responsible for their actions that may impact on the safety of others. Undertake all tasks in a manner which ensures your own safety and the safety of others. Always observe any directions in respect to Work Health and Safety.

Harassment, Victimisation and Bullying / Participant Behaviour

Learners have the right to a learning environment characterised by mutual respect and equal opportunity. Learners have the responsibility not to engage in unsafe or inappropriate behaviour. Where behaviour is 'deemed' disruptive or unacceptable (as defined in FIOA's Policy and Procedures Manual), one or more of the following disciplinary options may be taken depending on the severity of the situation:

- The learner may be asked to leave the training area or refused entry to a training area if behaviour is considered disruptive or dangerous (either temporarily or permanently);
- A learner may be withdrawn from a FIOA training program by the Director of Business (after an investigation is carried out).
- The police may be contacted in cases of extreme or possible criminal behaviour.

Clients who feel that they have been harassed or discriminated against must report the complaint to the Trainer / Assessor or the Director of FIOA.

Privacy of Information and Access to Records

FIOA accepts and is committed to its obligations under the Privacy Act 1998 (as amended by the Privacy Amendment, Private Sector Act 2000 and its associated 10 National Privacy Principles). FIOA takes the privacy of our learners very seriously and we will comply with all legislative requirements.

We will collect personal information which is required for the purpose of delivering training and assessment services and for issuing nationally accredited qualifications.

As required by law and our governing bodies, FIOA may need to make learners' information available to others, such as the Australian Government, States, and Territory. When completing an Enrolment Form, learners give their permission to disclose their personal information to these bodies.

FIOA will take all steps to ensure accuracy and completeness of personal information and will update any changes or correct personal information at the written request of an individual.

FIOA will take all reasonable steps to protect the security of the personal information held, be it stored in electronic or hard copy form. All personal information is stored in-house or archived in secure storage.

FIOA will provide learners with copies of their records when requested by learners in writing. The learner's signature must be witnessed by a third party.

No information regarding the learner will be provided to third parties without the written consent of the learner, other than stated above.

Evaluations and Feedback

FIOA is committed to providing learners with a high level of client service as this is the key to our success. Satisfied clients and learners will result in repeat business and successful achievement of our quality goals.

When the training is completed, FIOA will ask learners to provide feedback regarding the services they have received from FIOA.