



# Student and Client Handbook

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## Introduction

This document provides clients (employers) and students (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 and a Policy and Procedures Manual has been developed. The code provides an ethical framework that guides our service delivery. We ensure that our policies, procedures and 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](mailto:admin@futureinstitute.edu.au) or 1300 329 300.

## Quality of the Training and Assessment

FIOA has 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 complies 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 student 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
  - training venue
  - 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 student on FIOA's behalf
- FIOA's support services available
- Rights / Responsibilities of students
- Complaints / Appeals procedures
- requirements of the student, to enrol and successfully complete their training
- fees that must be paid to the RTO (if relevant)
- payment terms and conditions including deposits (if relevant)

## Access and Equity

FIOA is committed to ensuring that all training and assessment processes and procedures incorporate access and equity principles. All students 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 / students. FIOA will offer various training strategies and assessment methods including Recognition of Prior Learning (RPL), 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 student and to provide them with the best opportunity to learn and achieve.

FIOA will ensure that clients and students 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 student to prepay fees.

For student-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 student has pre-paid more than \$1,500.

For employer-paid arrangements, payment plans will be outlined in their negotiated and agreed Client Service Agreement.

### Cooling off period

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

In the case of a student 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 released to the student.

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

If eLearning module/s have been released to the student, FIOA will withhold the cost of the eLearning module/s.

### Payment Arrangements

Payment arrangements, including the frequency of payments will be negotiated with the Director of Business for clients or students (as long as they comply with the above requirements) prior to the commencement of the training. These agreed arrangements need to be recorded in the Contract or Client Service Agreement between FIOA and the client / employer or student.

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

If, after the commencement of the course, a client or student experiences difficulty in meeting the required payment schedule, they will need to 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 student, 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 student 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 previously).

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) and cost of any eLearning module/s that have been released.
- 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, students 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-Submission of Assessment

Four submissions of assessment (being the initial submission and then three re-submissions) per Unit of Competency may be marked free of charge. After which, there will be an additional charge of \$250 per Unit of Competency for further marking of resubmitted 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 Attendance.

### Authenticity Measures of Certification

Authenticity measures of Future Institute of Australia’s Certification include:

- Unique certificate number for each Qualification or Statement of Attainment issued
- Unique adhesive Future Institute of Australia sticker on every certificate issued
- CEO’s signature

## Guide to Training

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

### Information regarding client / student support services

FIOA will provide support services to any student requiring assistance. Support includes (but is not limited to):

- face-to-face meetings with the individual students or groups
- contact through email, phone or eLearning platform
- mentoring (one-on-one or group)
- provision of samples, templates, tools, etc.
- workplace support, eg. working with colleagues, managers / supervisors
- additional resources including links to relevant websites, articles and books
- other support strategies appropriate for the student to meet individual learning needs
- additional workshops (additional fees may apply)

All students will be encouraged to contact their Trainer / Assessor or our Support Service Coordinator for assistance and support as required. Contact details will be provided to students at the induction / enrolment.

### 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 students may have and will make appropriate adjustments to the training and assessment strategies to accommodate these requirements.

Students 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.

FIOA requires all students to complete the online Language, Literacy and Numeracy Skills Assessment once they have enrolled. Any issues identified as a result of this assessment, will be discussed with the student and arrangements will be made to provide additional support where possible, and within reason.



## Guide to Assessment

Information explaining the assessment process will be provided at the Induction and in more detail for each Unit of Competency at each specific workshop. Students are encouraged to ask questions of the Trainer / Assessor if they are unsure at any stage.

Students are required to sign a negotiated Training Plan, which includes an Assessment Plan, indicating their agreement to the process and the completion date.

Assessments meet the requirements of the relevant Training Package and are designed in accordance with the 'Principles of Assessment'. If a student is assessed as "Not Yet Competent" by the Trainer / Assessor, the student will be given an opportunity to undertake further training and resubmit their assessment. Students are allowed three (3) re-submissions of assessments at no extra cost.

Additional assessment submissions may 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 Units 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 original Certificate (and associated Record of Results), USI transcript or Statement of Attainment **MUST** be sighted and verified by FIOA.

### RPL Processes

FIOA offers Recognition of Prior Learning (RPL) to all students, where appropriate. RPL is a process of demonstrating whether or not a student 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 the 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 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 students have the right to lodge a complaint if they are dissatisfied with the training and / or assessment services that they have been provided with by FIOA, or to appeal an assessment decision where they feel they have been treated unfairly, discriminated against.

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

**APPEAL** - The following procedure will apply:

1. The student wishing to submit an appeal must do so by either:
  - a. Outlining their appeal in writing, or
  - b. Completing the CA1a - Appeal Form

NB: All appeals are to be forwarded to the Director Operations and Compliance ([admin@futureinstitute.edu.au](mailto:admin@futureinstitute.edu.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. 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.
6. 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 discussion / interview.
7. 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.

8. 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. reasons for the decision
9. FIOA to keep a signed copy of written notification of the decision with all the other documentation.
10. Details of the results of the appeal are to be recorded on CA2 – Complaints and Appeals Register.
11. 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. Outlining their complaint in writing, or
  - b. Completing the CA1b - Complaint Form

NB: All complaints are to be forwarded to the Director Operations and Compliance (admin@futureinstitute.edu.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 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 discussion / 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. 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. reasons for the decision.
9. FIOA to keep a signed copy of written notification of the decision with all the other documentation.

10. Details of the results of the complaint are to be recorded on CA2 – Complaints and Appeals Register.
11. 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 the 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. FIOA asks, that students undertake all tasks in a manner which ensures their own safety and the safety of others.

## Harassment, Victimisation and Bullying / Student Behaviour

Students have the right to a learning environment characterised by mutual respect and equal opportunity. Students 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 student 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 student 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.

Students who feel that they have been harassed or discriminated against must report the complaint to the Director Operations and Compliance (Refer to our Complaints Process).

## 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).

Personal information collected is 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 students' information available to others, such as the Australian Government, States, and Territory. When completing an Enrolment Form, students 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 students with copies of their records when requested by students in writing. The student's signature must be witnessed by a third party (and verified by FIOA)

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

## Evaluations and Feedback

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

Once training is completed, students are sent a link to our online survey, requesting feedback regarding the services they have received from FIOA.