

Student Handbook



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Welcoming Address

Dear Students,

Welcome to Fast Track Training Australia. We are pleased to have you on board and hope that you find your time with us engaging, challenging and a life-changing experience. This handbook will cover most of the policies and procedures relevant to your course.

All of our trainers are experienced professionals who have worked in their chosen fields for many years. We work together to prepare you for the tasks and activities that you will undertake in your new career maximising your chances of reaching your career goals.

The support that we offer students is second to none. We continually update, evolve and improve our services and programs to meet the needs of industry, government and most importantly students.

From everyone at FTTA, we wish to extend a warm welcome and we hope you find success, fulfilment and enjoyment in your new career.

Sincerely,
Adam Green
Chief Executive Officer
Fast Track Training Australia

Customer Charter

This charter tells you the standard of service you can expect from Fast Track Training Australia.

1. We will make it easy for you to use our services.

How will we do this?

- Offering well-structured and easy to use course materials
- Offering flexibility and choice in course delivery and duration
- Offering fast, professional and quality services

2. We will continue to offer training that makes you work ready.

How will we do this?

- Offering courses that simulate real work place tasks and activities
- Offering services with supportive and experienced trainers
- Offering resources and advice that are high quality and practical

3. You can expect us to treat you with courtesy and respect.

How will we do this?

- Being friendly, courteous and fair to all of our students
- Behaving professionally with honesty and respect
- Returning calls and emails promptly

Things you should know

Student support

We recognise that our main function is to support students to achieve their goals. We do this in many ways:

- Students are informed of their rights and obligations upfront and in a clear and fair manner
- Students are given high quality advice, information and guidance by staff who undertake ongoing professional development
- Academic and general questions are answered with adequate depth, accuracy and at an appropriate level to support learning and skills development
- Trainers reply to emails and requests for support or assistance within a reasonable period of time
- Marked assessments are returned promptly with sufficient comments
- FTTA staff are friendly, approachable and welcoming
- Students can easily reach staff to ask questions
- Learner materials are of a high quality, relevant to today's work environment and are continually improved
- All students are treated with dignity, courtesy and respect
- Complaints, appeals and issues are handled diligently, professionally and promptly
- FTTA strive to continually improve our courses, resources, systems and overall service to students

Reasonable adjustments

Reasonable adjustments can be made by a trainer and assessor to learning material or assessments where a student needs additional or modified services in order to be successful in their program. The requirements of the training package are still required to be met. This could be for various reasons including:

- A disability or disorder
- Location such as working in a remote area
- Cultural, religious or language reasons
- Commitments, lifestyle or work arrangements
- Specific needs of the area, industry or workplace
- Specific tasks undertaken in the workplace
- Previous learning or training that may have taken place
- A combination of the above or other factors

Examples of reasonable adjustments include:

- Providing additional time for a student to complete assessments
- Offering verbal assessments for students who lack English skills
- Adapting equipment and resources
- Presenting work instructions in pictorial form
- Allowing students to demonstrate competency in various ways

Access, equity and LLN

According to the Standards for RTOs 2015 "Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes."

FTTA is committed to providing all students with the opportunity to engage in training and assessment regardless of cultural background, gender, sexuality, disability or age.

We uphold and enforce access and equity principles and believe that all students have the right to learn in a safe environment free from harassment, discrimination and undue pressure.

Our trainers are able to assist students who require additional help due to the language, literacy and/or numeracy requirements of coursework and assessments. LLN requirements are identified on enrolment or during the course and appropriate strategies discussed with the student.

FTTA apply a 'fair use' approach when assisting students with additional support needs. If a student requires support that is financially onerous on FTTA or beyond the scope of a trainer's abilities and availability, FTTA may negotiate in good faith to withdraw the student or may request that the student seeks assistance from an outside provider such as a disabilities support service. FTTA will provide contact details and suitable information about where this support can be obtained.

Students with learning difficulties, a disability or multiple disabilities or a disorder that may affect their performance during the course should discuss their overall suitability to enrol in a course with FTTA before enrolment.

Students should also consider the type of employment the course is leading to and if they are physically, intellectually and psychologically able to cope. For example, Education Support workers may be required to sit on the floor, lift children and so forth.

Privacy policy

FTTA is an APP (Australian Privacy Principles) entity because information about a student's health and disability is collected as part of the enrolment process. FTTA therefore comply with the Privacy Act 1988 (Privacy Act) including the recent amendments which came into effect in 2014.

Part A: The kinds of personal information that we collect

FTTA collect information on enrolment such as direct debit information and personal details. It is important that FTTA have suitable and correct information about all students especially before they attend a placement. Additional information may be collected from time to time in the normal course of study such as clearances and employment history. Fast Track Training Australia collects information from students for a number of reasons including:

- Billing and financial reasons
- To verify your identity
- To obtain government funding
- To enrol you in funded courses
- To supply the government with statistical information
- To supply the government with details of your progress
- To grant you a qualification
- To contact you for a range of matters
- To confirm your enrolment and progress when requested by Centrelink
- To verify your clearances
- To consider your suitability for a program

Part B: How we collect and hold that information

FTTA collect information from students in either soft copy or hard copy form. It is then electronically stored on our secure Student Management System (SMS) and the original hardcopy destroyed appropriately. Only FTTA staff can access this information which is password protected.

All records are kept safe and secure and are backed-up regularly. All records are to the best of our knowledge up-to-date and accurate. All records are kept for a period of time as required by various government departments and/or as deemed necessary by FTTA.

Part C: Why we collect, hold and disclose information

We collect, hold and disclose information as we are required to do so by law. We will not pass on your information to any third party unless directed in writing to do so by a court or the student. We do however collect information for the purpose of government reporting which is used for claiming subsidies on behalf of students. Other information recorded and sent to government agencies include information gathered from anonymous student surveys.

Part D: How to access and correct your information

Students can access their records after their identity as been verified. Students can request details to be changed by writing to FTTA which will be completed without unnecessary delay and free of charge. Enrolled students can access their records at any time by writing (email or paper) to their trainer. Some records such as certificates and Transcripts of Results can only be accessed by requesting a duplicate copy and paying the relevant fee.

Part E: Complaints about privacy

A complaint regarding FTTA and a breach of the Privacy Policy or Act should follow the complaints handling procedure found in the student handbook. Students should first verbally or in writing bring the issue to the attention of their trainer and if not resolved to the program coordinator. The complaint will be dealt with as per the policy in a professional manner in order to resolve the issue.

Part F: Disclosure of personal information to overseas recipients

FTTA do not disclose any information to any overseas recipients.

We will not divulge your information or records to any person or organisation under any circumstances except as listed above. This includes family, partners, friends, employers, schools and employment providers unless the student gives consent.

Entry requirements

There are a number of entry requirements for each course.

Most entry requirements are published on FTTA's website under the courses tab and may change from time to time.

Some training packages specify that certain units or qualifications must be completed as a pre-requisite. Additional requirements may be set due to other government regulations and requirements. For example, an industry may introduce rules regarding the minimum age of employees.

Funded courses often have entry requirements specified by the government such as residing in a certain location or being of a certain employment status.

The program coordinator has the discretion to refuse the entry of a student into a course for any reason or to withdraw a student who has not clearly informed FTTA of a circumstance or issue that would mean the student may not have otherwise gained entry.

For the latest entry requirements please contact FTTA.

Recognition of Prior Learning

RPL is defined in the Standards for RTOs 2105 below:

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

RPL or Recognition of Prior Learning is a way for students to have their existing skills and knowledge recognised. In simplistic terms, this means a student shows that they are competent in a unit and can therefore complete a qualification much faster.

Case study – Certificate III in Individual Support

Amanda has worked in aged care for 5 years and works on average 22 hours per week. She has completed ongoing professional development and has also worked in hospitals with elderly patients. She has worked in three different aged care homes. Before this, she cared for her elderly mother for approximately 5 years. Amanda also holds a Certificate II in Allied Health and a Certificate IV in Business Administration.

In this case, Amanda may consider applying for RPL as it is likely that she already has the skills and knowledge to fulfil the requirements for most or all of the units in the Certificate III in Individual Support.

National Recognition

All students who wish to apply for national recognition should discuss their situation with FTTA before enrolling.

National Recognition occurs when a student has completed the exact same unit with the exact same code (formally called mutual recognition). FTTA will recognise a qualification, statement of attainment and record of results issued by an RTO on the national register.

If there is any doubt as to the documents authenticity, FTTA may contact the registering body or training organisation to confirm its authenticity. If a suspect document is unable to be confirmed as authentic, the final decision rests with the program coordinator after further investigation.

Assessments

According to the Standards "Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course."

FTTA adheres to the Principles of Assessment and Rules of Evidence as set out below (from Standards for RTOs 2015).

Principles of Assessment	
Fairness	<p>The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> reflecting the learner's needs; assessing competencies held by the learner no matter how or where they have been acquired; and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

FTTA prides itself on having a fast assessment turnaround however students should allow up to three weeks during busy periods. Assessments will be returned with a reasonable amount of feedback with the aim of helping students further develop their skills and knowledge. Most assessments are returned within 3-5 business days.

Students who are deemed Not Yet Competent in one or more assessment tasks will be given a reasonable opportunity to resubmit the assessment after receiving adequate feedback from their trainer.

There is a limit to the number of resubmissions granted (usually 3) and if a student is deemed to be unsuitable for the course, additional services of outside providers such as a disability specialist may need to be arranged.

A student who has been deemed Not Yet Competent for an assessment item more than three times may be deemed unsatisfactory for the course or the relevant unit and withdrawn. FTTA will behave professionally and in good faith in such cases and refer the student to suitable support mechanisms where additional support can be found. A student may then consider re-enrolling with permission from the program coordinator.

A student who fails to attend a work placement without satisfactory reasons may receive a NYC outcome and can be removed from the course. The agreed course fee will still apply. A fee to organise a second work placement will apply.

FTTA will manage all NYC outcomes with professionalism and in good faith. Final decisions regarding withdrawals rest with the FTTA committee. Students can appeal a decision regarding NYC outcomes.

Food and drink

FTTA may supply tea and coffee in some venues. Students with allergies or suspected allergies should bring their own food and drink and are recommended to not consume any food or food related products supplied by FTTA or to use any equipment or surfaces for food preparation or storage.

Unfortunately, FTTA are unable to take individual orders or guarantee catering services and products are free from certain ingredients.

Catering of any nature is a free service provided in good faith by FTTA and may be cancelled at any stage.

Students are asked to ensure that all food preparation areas are kept clean and neat at all times. Catering is not available at all venues.

Food and other consumables left by students will be disposed of on the same day for hygienic purposes and students will not be reimbursed under any circumstance.

Students are not permitted to share food or drink with other students including for the purpose of end of course celebrations. This is for hygienic and food safety reasons.

Similarly, students should not offer drugs such as pain killers to other students for safety reasons unless they are qualified to do so under Australian laws.

Student behaviour

FTTA reserves the right to refuse any student entry to any class or course and/or to cancel an enrolment at any stage if a student's behaviour, character or attitude is deemed inappropriate. In such a case, FTTA's refund and withdrawal terms will apply. In the case of a withdrawal, either by us or voluntarily, students may be issued with a Statement of Attainment or participation certificate.

All students are expected to behave in an appropriate and reasonable manner at all times. Poor behaviour will not be tolerated at any stage. FTTA have a zero-tolerance approach to the management of students' behaviour.

During class students must ensure that:

- Appropriate language is used at all times
- All students are given the opportunity to contribute to discussions and ask questions
- All students are expected to be drug and alcohol free
- Personal presentation and hygiene must be appropriate
- All students are respectful to staff and their peers at all times
- Students should arrive 15 minutes before class or tutorials begin
- Mobile phones and other devices are to be turned off or on silent and not be used during class time

During work placements students:

- Are punctual (arrive on time, do not take long breaks)
- Are enthusiastic
- Are prepared for work

- Are dressed appropriately and have suitable hygiene
- Follow instructions
- Are respectful to all staff and clients
- Follow all policies and procedures
- Behave professionally
- Ensure confidentiality and privacy
- Inform the workplace as soon as possible if not able to attend
- Learn as much as possible
- Only undertake tasks that are safe
- Report regularly to your mentor or supervisor

Plagiarism and collusion

Plagiarism is the intentional use of another person's work or ideas and passing it off as your own. Collusion is when two or more students work together to complete an assessment which should have been completed individually.

All students are expected to adhere to high standards of academic integrity and honesty at all times. Failure to do so may constitute academic misconduct and students may be required to resubmit or undertake additional assessments. In extreme cases of unethical behaviour, students may be asked to complete assessments under the supervision of an approved invigilator or removed from the course completely.

Trainers and assessors need to be certain that a student's work is their own.

Advice for students:

- Direct quotes (using material written by someone else) must be encased by quotation marks. A note letting your assessor know where the quote is from must be included (such as a website address or book/author)
- Class discussions and emails do not need to be quoted or referenced
- If you paraphrase (quote another person's work but without using the exact wording) you must still indicate where you found the original idea
- Students may work in pairs or groups to prepare for assessments provided all submitted work is the work of the student i.e. not copied from someone else
- If in doubt speak to your trainer

We do not expect students to use the formal Harvard or other referencing system (unless specified in the assessment question). We do however expect that you clearly show your trainer which part of your answer was your own work and which part was been taken from somewhere else.

Examples:

Parliament House in Canberra Australia cost approximately 1.1 billion dollars and has been designed to last for 200 years. Source: www.aph.gov.au

Parliament house is a busy place. It has more than 4500 rooms because "over 5000 people work in the building when Parliament sits." Source: www.aph.gov.au

Note that in the first example "quotes" are not used as the sentence was not directly copied. In the second example quotes are used as the sentence in the quotes was copied word for word.

Work placements

Work placements are an integral part of most VET courses. The purpose of the work placement is to give students the opportunity to practice tasks in a safe and supportive real-world environment. Students should read the Work Placement Information Pack for more detailed information regarding placements.

Prospective students should be aware that:

- Students may be required to start a shift at various times such as 6 or 7 a.m. as well as evening shifts in some cases
- Students may be required to travel to attend a work placement and need adequate transport or inform FTTA on enrolment if no transport is available
- Students need to be aware that they will need to organise carers for children where required in order to attend the placement
- Students must attend a placement once it has been approved
- A placement can generally not be deferred or shifts reorganised except in cases of illness or other serious situations
- Students may not be able to attend a workplace of their choice
- Courses involving children may require students to assist with nappy changing, toileting, feeding and other activities

FTTA expect all students to behave appropriately during work placements. See the behaviour section of this handbook for further information.

Work Placements – Family Day Care

This applies to students enrolling in the Certificate III in Early Childhood Education and Care or the Diploma in Early Childhood Education and Care and who intend to complete their placement in a FDC.

Most students will undertake their placement in a long day care centre. If a student is intending to complete the placement in a long day care centre then this policy does not apply (unless there are no babies in the centre).

The main issue with FDCs is working with babies under the age of 24 months in order to complete the requirements for the unit: CHCECE005 Provide care for babies and toddlers. This is a core unit that every provider must deliver. You can find details of this unit at the following address:

<https://training.gov.au/Training/Details/CHCECE005>

This unit requires (excerpts from the unit from training.gov.au):

- Interactions with actual babies and toddlers under the age of 24 months under the supervision of an early childhood educator.
- Provided care to at least three different babies and toddlers of varying ages using safe and hygienic practices, including:
 - i. assessing and responding appropriately to babies' needs, including hunger, distress, tiredness and pain
 - ii. setting up a safe environment conducive to rest
 - iii. changing nappies
 - iv. heating breast milk and formula, preparing bottles and preparing and heating food
 - v. cleaning equipment and utensils
 - vi. feeding babies

- vii. developed a nurturing and securely attached relationship with at least three different babies and toddlers of varying ages, including:
- viii. settling new babies and toddlers through observing, monitoring and appropriately interacting with them and their caregivers
- ix. engaging in one-to-one interactions with babies and toddlers during daily routines
- Supported the learning of at least three different babies and toddlers of varying ages, including:
 - x. responding appropriately to babies' and toddlers' cues and language
 - xi. initiating and modelling language with babies and toddlers
 - xii. providing stimulating environments that support skill development
 - xiii. modifying the environment and interactions to support babies/toddlers changing requirements
 - xiv. encouraging their attempts to gain new skills
 - xv. providing opportunities to develop self- knowledge and awareness
 - xvi. contributing to their emotional and psychological well-being

Student must complete 120 hours of logged hours in a registered service that provides care for babies. In most cases this means placement must be completed in a long day care service where suitable supervisor and support services can be provided by experienced practitioners.

Pregnancy Policy

FTTA strongly recommend that students do not complete a placement while pregnant. This is to completely remove any risk of injury to the mother or unborn baby. This policy has been developed to ensure that students who are pregnant are not placed at a heightened risk while completing a placement. It is in no way intended to discriminate.

Students who wish to complete a placement while pregnant may be able to do so however some rules apply. These rules are in place to protect the baby, the mother and the workplace. Additionally, students are required use their own judgement and to make their own decision as to the safety of a task or placement. The following rules apply:

1. Students may enrol while pregnant however FTTA should be informed on enrolment.
2. If a student falls pregnant during a course, FTTA should be informed as soon as possible.
3. Students may complete the theory part of their course and attend classes and other similar services without a doctor's certificate.
4. A doctor's certificate must be presented to the trainer and the employer stating that the mother is fit for employment for the length of the expected placement. This must be presented before the placement begins and be recent.
5. A student is not permitted to undertake a placement if there are any serious physical conditions or issues.
6. It is important to note that all aspects of the assessment must be completed. All students must complete all tasks in order to be deemed

competent in a Nationally Recognised Qualification. While reasonable adjustment can be made, ultimately the task must be completed one way or another.

7. After 20 weeks, a doctor's certificate must be presented to the workplace at least once a month. After 28 weeks, a doctor's certificate must be presented each week. No placement activity can be undertaken after 34 weeks. In all instances a certificate must be presented on day 1.

8. Students can return to work within 6 months of giving birth only once a doctor's note has been presented to the workplace and FTTA.

9. Aged care students or students undertaking a placement where there is any manual handling such as using hoists, are not permitted to work while pregnant under any circumstances as the risk is too great.

10. CMV infection (see below) is common in child care services and as such work with children under 36 months is not recommended. Some centres will allow staff to work with younger children however to remove all risk and doubt, students should not work with younger children (under 2 years) at all. Students are not permitted to change nappies while breastfeeding. CMV can be transmitted by bodily fluids including sneezing and coughing. It can be found in any organisation such as schools and aged care services. Good hygiene is essential in all cases to reduce the risk of infection.

11. It is the student's responsibility to read and comply with this policy which is published in the student portal and student handbook.

12. In no way does FTTA take any responsibility for any injury or issues caused during or after a placement. It is wholly and completely the student's responsibility to ensure that their physical and mental health including stress levels are safe and are free from risk at all times. Appropriate judgement should be taken including professional advice from a medical practitioner. A

student completely discharges FTTA's duty of care in any and all matters if they still wish to undertake a placement during or shortly after pregnancy.

13. Students are reminded that workplaces take on students without any financial payment or reward. Students must ensure that they do not cause interruptions to the workplace or other hardship to staff or clients especially on a regular basis. This could include requiring daily assistance from staff due to illness which takes staff away from their paid work. In such cases, students are recommended to wait until they are fully capable of completing placement activities without issues.

Note about Cytomegalovirus (CMV).

Cytomegalovirus (CMV) is a common viral infection. In healthy people, it causes a mild flu-like illness that passes harmlessly within a few days. In certain high-risk groups, including pregnant women, CMV infection can be dangerous. CMV can cause hearing loss and intellectual disability in unborn babies.

Women can catch CMV during pregnancy and pass it on to their baby – this is called congenital CMV. Around one in ten infected babies will have lasting problems. These can include deafness, poor eyesight, intellectual disability, an enlarged liver or spleen, and a small head.

Pregnant women should wash their hands after handling bodily secretions from babies or children, for example, after changing nappies or wiping noses.
www.betterhealth.vic.gov.au

Certification documents

Qualifications are issued in accordance with the rules and regulations FTTA are required to follow (the Standards for RTOs).

Qualifications are only issued if:

- All fees are paid
- All assessments are completed satisfactorily
- An assessor deems the student as competent

If a course is completed prior to the completion of a payment plan, a qualification is withheld until all payments have been made. Outstanding fees can be bought forward on the student's request. FTTA cannot issue any document or verbal testimony attesting to a student's achievement except a formal certificate, statement of attainment or statement of results once fees have been paid.

All certificates can be replaced or duplicates purchased from FTTA for a fee.

If a student moves, does not inform FTTA and a certificate is posted to the old address, the relevant fee for a duplicate certificate will be charged.

Students are advised to notify their trainer once all assessment requirements have been completed to ensure the qualification is issued in a speedy manner.

FTTA acknowledge and comply with Standard 3 (Standards for RTOs):

“AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid. ”

Fees and charges

Fees are collected as per the terms and conditions signed and agreed to on enrolment.

Students may opt to enter into a payment plan. Withdrawing from the course and/or not completing training and assessment does not exclude a student from paying the full course fee (if due) as agreed to on enrolment (see Terms & Conditions for details).

No fees or charges are hidden or otherwise published in a manner that is unclear.

FTTA reserves the right to forward a student's account to a collections agency should a student breach the signed contract. FTTA will act professionally, ethically and in good faith in regards to the collection of fees and attempt to recover fees in accordance with the agreement.

If a student does not honour the agreement and negotiations with FTTA fail, all costs involved with referring the student's account to a collections agency will be borne by the student.

FTTA systematically apply the refunds and withdrawal policies and terms and conditions in an unbiased manner as set out and agreed to by all parties on enrolment.

Students suffering from unexpected hardship can apply to amend a payment plan provided the amendment is reasonable and fair and agreed to by both parties.

Students should read and understand the terms and conditions signed on enrolment. FTTA will use these terms and conditions in all cases especially in relation to refunds, extensions and withdrawals.

Students are advised to pay particular attention to the 30-day census and the stated enrolment period.

Students enrolling under certain government funding arrangements may have additional or amended terms where they are set by the government. This includes for example the VET Fees and Charges Policy set by the WA state government. These details are published under the course tab on FTTA's website or the terms and conditions signed on enrolment.

On rare occasions, the government may introduce new requirements or interpretations which may need to be applied to existing students (for example where part of the course has not been started). FTTA will make every attempt to act in a conscionable manner and give students as much notice as possible.

FTTA will comply with all relevant consumer laws and Australian contract law (including common law principles where applicable) such as conscionable conduct.

Additional fees and charges

The following list of fees is subject to change at any time.

Re-issue of any document	\$40 per document
Postage for re-issue of any document	\$10 per document cluster
Re-issue of course materials	\$50 per learner guide
Postage for reissue of course materials	\$15 per learner guide
Priority printing fee (2 working days)	\$70 per document
Direct Debit dishonour fee	\$2.5 for each dishonour
Re-schedule work placement	\$150 each time
Re-schedule workplace assessment	\$150 each time
Re-assessment in the workplace	\$150 each time
Transfer to another course (if permitted)	\$250 each time

Extensions – see extension flowchart at end of this handbook.

Fee for rural and remote students to cover the cost of an assessor visiting a student's workplace - speak to FTTA before enrolling.

Additional services and/or services outside the normal course of training and assessment may attract a fee which will be negotiated between FTTA and the student.

Fees for Direct Debit and Credit Card payment may be charged and will be clearly outlined before payment is made or upon agreement at the beginning of a contract for training and assessment services. Please read the Direct Debit terms and conditions (see direct debit form).

Refunds and withdrawals

With all requests for refunds FTTA apply the agreed terms and conditions signed on enrolment.

The latest details regarding refunds are available in the terms and conditions in the enrolment form (also located towards the end of this handbook). Students also receive a copy of the terms and conditions (via email) after completing the enrolment form. All students should read these terms and conditions carefully before enrolling, save it in a safe place for future reference and refer to it throughout the program when required.

Refunds will not be considered after the 30-day census period and students are required to pay the full course fee. Students can withdraw by notifying FTTA in email or completing the withdrawal form. If a student notifies FTTA within 30 days of the enrolment start date, the student's account will be credited by the amount owing (less any fees or purchases that are not course fees per se such as dishonour fees).

To cancel a 'no lock-in contract' students must give 30 days' notice in writing. Fees due within that 30-day notice period will be due to FTTA. A SOA will be issued to the student where appropriate to do so and will include units paid for based on the fees' table.

The 30-day free trial period is for 30 calendar days from the start date specified on the Acceptance Letter or submission of an assessment, whichever comes first.

Extensions

An extension may be granted for a fee if the student applies in writing (Extension form). Extensions are usually for a predetermined period of time usually no longer than 6 months. Students will need to show good reason for the extension to be granted. Evidence may be requested by the approving officer.

Extensions have no relation to a current payment plan or the outstanding fees payable to FTTA. Students extending their course are still required to complete payments as agreed to on enrolment as well as additional extension fees if applicable. Students who have defaulted on their fees will generally not be granted extensions until such fees are settled in full.

Extensions attract a fee based on the amount of training and assessment services required and FTTA will follow the flowchart in determining fees.

Courses cannot be deferred however students may apply for an extension to their course end date by completing the Extension Request form.

The Extension Request flowchart will be used in determining additional fees in most cases.

Students who receive a final not yet competent outcome may apply to re-enrol or for an extension.

Some courses cannot be deferred or extended such as some government funded courses where qualifications must be completed within certain time limits.

Government funding

A student may be eligible for funding under a government program. Each program has different requirements such as the fees which are to be charged. Please check with a student adviser as availability, rules and requirements can change.

Queensland funding

To be eligible to enrol in the **Certificate 3 Guarantee**, prospective students must:

- Permanently reside in Queensland
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training
- Be aged 15 years or above and no longer at school (with the exception of VET in School (VETiS) students — see the VETiS fact sheet for more information)

To be eligible to enrol in the **Higher Level Skills Program**, prospective students must:

- Permanently reside in Queensland
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen

- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

Students enrolling in a funded program (QLD) should be aware of the following:

- The Certificate 3 Guarantee and Higher-Level Skills program are funded by the Queensland Government.
- The Departments program fact sheets can be found [by clicking here](#) or by visiting www.training.qld.gov.au.
- Students are required to complete the Training and Employment Survey within three months of completing or discontinuing a subsidised qualification.
- Students will no longer be eligible for a government subsidised training place under the Certificate 3 Guarantee once they complete a certificate level III qualification.
- Students will no longer be eligible for a government subsidised training place under the Higher-Level Skills program once they complete a certificate level IV or higher qualification.
- Students should also familiarise themselves with FTTA's policies including the refund policy and complaints policy and procedure found in the student handbook.
- Additional fees may apply in some circumstances such as direct debit fees, overdue fees, re-assessment fees, replacement of resource fees and extension fees and costs associated with police checks and/or working with children checks.

WA funding

See website for latest details under the relevant course's tab. Publicly funded places attract a fee in line with the VET fees and Charges Policy issued by the state government. FTTA are required to use this document to determine

the appropriate fee. For further information, see the latest VET Fees and Charges Policy which can be found by searching Google.

Appeals and complaints

FTTA offer all students the opportunity to appeal any decisions or actions of a FTTA employee or to lodge a complaint.

The following procedure should be used when making a complaint or appeal:

1. Discuss your complaint with your trainer or other relevant staff member
2. Email or write to the program coordinator outlining your complaint or appeal or fill in the Master form (back of handbook)
3. You will be notified within 30 days of the outcome. You may also be asked for additional information. If the complaint takes longer than 30 days you will be notified and kept up to date on a regular basis.
4. If the issue has not be resolved, you have the right to have an independent third party hear and respond to the complaint or appeal.

Before lodging a complaint, please read the terms and conditions signed and agreed to on enrolment and this handbook which forms part of the terms and conditions.

All students are encouraged to complete the learner survey at the end of the course and all comments are considered by FTTA in order to improve our services and to prevent future complaints.

FTTA will act with professionalism and with due diligence in handling all complaints.

All appeals and complaints must be lodged in writing or using the appropriate form within 90 days of the event occurring. Complaints or

appeals after this period will generally not be accepted unless good reason can be shown.

Complaints and appeals regarding financial issues such as extensions, payments or other matters where the terms and conditions clearly set out the rights and obligations of both parties will not be processed unless a satisfactory reason is given as to why the complainant is requesting FTTA to breach (or allow another party to breach) the terms and conditions.

Terms and Conditions

Withdrawing before the census date

1. Withdrawing before the census date (30 days) or first assessment submission, a full refund will apply.

Withdrawing after the census date

2. After 30 days or submission of the first assessment, the full course fee vests (applied & due) regardless of the amount of training completed.
3. Students have 18 months (unless otherwise specified) to complete the course including the placement. Extensions may be available for a fee.

Payment of fees

4. In the event of non-payment(s):
 - a. A dishonour fee may be applied
 - b. Multiple dishonours may be referred to a collections agency
 - c. An enrolment may be suspended or cancelled
5. Confirmation of completion is only issued once all fees are paid. Fees are not transferrable to another person, course or location.

General terms

6. FTTA may record students for assessment or marketing purposes (pictures/videos).
7. Some courses do not have exit points and every assessment including placement must be completed to be deemed competent in any unit.
8. Students should read the Handbook especially the refund policy, complaints & appeals policy and government funding information.
9. An enrolment may be placed on hold or withdrawn after 90 days without contact. Students who have not adequately progressed (less than 35% of

assessments) without providing a sufficient reason, may be withdrawn at the 12-month point.

Funded students:

10. QLD - Students should be aware that they will no longer be eligible for a government subsidised training place under the Certificate 3 Guarantee once they have completed a certificate III level vocational qualification (or Higher-Level Skills Program for eligible Certificate IV and higher qualifications).
11. QLD - Student must complete a short post-course survey within 3 months of withdrawing or completing the course. Students should read the program fact sheets (handbook).
12. WA - Fees are set by the government and may increase each year for units not started in the previous year.

Agreement

I have read and understood this agreement, the handbook and other information provided. I understand that it is legally binding and I will honour this agreement. I am over the age of 18 or are the legal guardian.

Direct Debit Request Service Agreement

1. By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account using the Bulk Electronic Clearing System.
2. If you are unsure of your payment schedule or want a copy of your payment schedule, please contact FTTA. You will be sent notices, schedules and other documentation on a regular basis.
3. FTTA will only debit funds that you have agreed to have debited via this agreement or via written notice provided by you (including email).
4. If you wish to make additional payments, you may contact FTTA at any stage to make alterations to your schedule of payments.
5. To defer or alter payments due to financial hardship you may contact FTTA to request an amendment to your schedule. Payments cannot be cancelled completely however in some circumstances payments can be altered temporarily. Notice must be provided in email or letter.
6. You are responsible for informing us if you change your banking institution, lose your card or are unable to meet the scheduled payments.
7. A dishonour fee of \$2.50 is charged for every dishonour. The dishonour fee is applied to your next payment. Additional fees may be applied by your financial institution.
8. You may dispute any debit by contacting FTTA. The matter will be investigated thoroughly as per the complaints and appeals policy (see student handbook). Check your account statement regularly to ensure that there are no errors.
9. Any notices are deemed to have been received three days after posting or emailing to FTTA.
10. All information provided to FTTA will be securely managed as per FTTA's privacy policy (see student handbook).

- 11.If you are unsure of when a debit will be processed, please contact FTTA or your financial institution.
- 12.If there are any changes to the direct debit arrangements, FTTA will provide you with at least 14 days' notice (unless agreed to by the customer such as bringing forward payments).
13. It is the responsibility of the customer to have sufficient cleared funds in the correct account by the due date (to ensure that the direct debit is processed according to the agreed schedule).
- 14.You (the customer) is advised to check your account details on a regular basis against a statement from your institution.
- 15.Direct Debit is not available on all bank accounts. If you are unsure of any aspect of this agreement, check with your institution.

General disclaimer

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FTTA do not represent or endorse the accuracy or reliability of any information. All material and advice produced by FTTA and FTTA agents or employees is provided in good faith and assumed correct when published or disseminated to students or prospective students.

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Master Form

Full name:		DOB:	
Course:			
Email:			
Phone:		Trainer:	
Extension	<input type="checkbox"/>	Description/Reason: Attach addition pages if more space is required	
Withdraw	<input type="checkbox"/>		
Refund	<input type="checkbox"/>		
Transfer	<input type="checkbox"/>		
Change details	<input type="checkbox"/>		
Payment	<input type="checkbox"/>		
Appeal	<input type="checkbox"/>		
Complaint	<input type="checkbox"/>		
Reissue	<input type="checkbox"/>		
Suggestion	<input type="checkbox"/>		
Access info	<input type="checkbox"/>		
Injury	<input type="checkbox"/>		
Other:			
Signed:	Person lodging form	Date:	
Processed by:	Office use only	Date:	Office use only
Outcome summary:	Office use only		

Submit this forms to info@ftta.com.au with any relevant evidence.

Please read the Student Handbook for information regarding the relevant policy pertaining to this form or speak to a student adviser. Most forms will be processed within 5 business days however please allow for longer periods if you case is complex. FTTA will correspond with you via the supplied email address.