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Welcome learners,

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,

[Signature]

Adam Green
Managing Director
Fast Track Training Australia
Customer Charter

This charter outlines the standard of service that you can expect from us.

We will provide quality training and assessment services. We will do this by:

- Providing course materials that are well-designed and developed
- Offering flexibility and choice in mode, duration and access
- Ensuring efficient, professional and high-quality support services

We will provide services that makes you work-ready. We will do this by:

- Providing training & assessment that is relevant to the work outcome
- Offering services from supportive and experienced trainers
- Ensuring workplace relevant resources and tools are available

You can expect us to treat you with courtesy and respect. We will do this by:

- Being friendly, courteous and fair to all of our clients
- Behaving professionally with honesty and respect
- Returning calls, emails and assessments promptly
Things that 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 such as those listed below.

- Students are informed of their rights and obligations upfront and in a clear and fair manner
- Students are given professional 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
- 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

If you have special needs and wish to request or discuss reasonable adjustments, please contact your trainer.
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 ethnicity, 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 requirement 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 prerequisite. Additional requirements may be set due to other government regulations, requirements and funding rules.

Funded courses often have entry requirements specified by the government such as residing in a certain location.

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 see FTTA’s website.
Recognition of Prior Learning

RPL is defined in the Standards for RTOs 2015:

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

Amanda has worked full time as a teacher aide for 12 years and has worked in three schools and under a number of teachers, years and programs. She has completed ongoing professional development every year. She has worked in three different aged care homes. Amanda also holds two other qualifications at AQF level 2 and 3.

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 CHC30213 Certificate III in Education Support.

Entry requirement

Candidates are typically required to have 3 years minimum experience in an Australian school (FTE), are currently employed as a TA, and typically (for Certificate IV especially) have completed another qualification in this or related field. We assess application on a case by case basis, in order to ensure that students are not ‘set up for failure.’

Evidence requirement

To enter this program via RPL, we require evidence to show that you are likely to be successful in an RPL program. Candidates need to supply one document for each of the following (1 document can meet multiple criteria):

- Evidence of current employment (pay slip or email from teacher etc.)
- Evidence of experience (contract, email from teacher or resume)
- Evidence of previous courses if any (PDs, certificates, units completed)
- Concession card if applicable
- ID such as passport of driver’s license
Assessment

FTTA use an assessment only approach to RPL. This means that candidates work through the assessment that non-RPL students complete, with some variations to speed up the process. There are no essays or long reports. We have found this method to be the quickest, most effective and efficient RPL method for teacher assistants.

Time

Everyone is different; however, many candidates comfortably work through their RPL an hour or two per week. Some students can complete the requirements in a few hours, others take a lot longer. We also conduct a stress-free workplace visit to see you in action in the real world. Many students attend a tutorial or work through the requirements with their trainer at their school (especially if 3 or more enrol from 1 school).

Accelerated program

For this program, students enrol as a distance student and can then move straight to the assessments (the same as RPL), with the option of doing some learning and revising/refreshing their skills and knowledge along the way (RPL is only assessment). This program is the same price (funded QLD), has the same assessments, provides you with double the time to complete and gives students access to the full range of FTTA’s support services and materials.
Credit policy

All students who intend to apply for credit should discuss their situation with FTTA before enrolling. FTTA will supply you with the Credit Application Form.

Credit transfer occurs when a student has completed the exact same unit with the exact same code and title.

FTTA will recognise a qualification and record of results, or statement of attainment, issued by an RTO on the national register, or a record on the USI registry.

The following rules apply to applications for credit transfer:

- Credit is the transfer of AQF certification records from one RTO to another.
- Credit is only available, when transferring the EXACT same unit (must be exact same unit code and title).
- In some instances, credit may be granted if a previously completed unit is deemed equivalent by the relevant authority (industry skills council).
- FTTA will recognise any Statement of Attainment, Qualification/Record of Results or USI transcript once authenticated.
- Any student is entitled to apply for credit in a course or qualification in which they are currently enrolled or seeking to enrol.
- Students may not apply for credit for units/qualifications which are not included in Fast Track Training Australia scope of registration.
- While students may apply for credit at any time, they are encouraged to apply before commencing a program.
- The student does not incur any fees for credit and Fast Track Training Australia does not receive any funding when credit is granted.
- Credit may only be awarded for whole units of competency.
- Student may not enrol only for national recognition.
• Depending on the number of units credited, the fees charged for remaining units may be set on a case by case basis and will be quoted in advance.
• To apply for credit the following is required:
  - Credit application form
  - Certificate & Record of Results, or Statement of Attainment, or USI transcript
  - Enrolment form including deposit and any other evidence

Important note: Students will need to complete the full cluster in order to meet the requirements of all other units in the same cluster. For example, if there are 3 units in a cluster, and 1 unit is credited, the full cluster will still need completing. In this case, credit can be granted, but it will mean no reduction in assessments or fees. Clustering is still a more effective and quicker way to complete a course than enrolling in each unit individually.
Assessments

According to the Standards for RTOs “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).

<table>
<thead>
<tr>
<th>Rules of Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Validity</strong></td>
</tr>
<tr>
<td>** Sufficiency**</td>
</tr>
<tr>
<td><strong>Authenticity</strong></td>
</tr>
<tr>
<td><strong>Currency</strong></td>
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<tr>
<td><strong>Principles of Assessment</strong></td>
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<td>-----------------------------</td>
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<tr>
<td><strong>Fairness</strong></td>
</tr>
<tr>
<td>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. 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.</td>
</tr>
<tr>
<td><strong>Flexibility</strong></td>
</tr>
<tr>
<td>Assessment is flexible to the individual learner by: 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.</td>
</tr>
<tr>
<td><strong>Validity</strong></td>
</tr>
<tr>
<td>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: 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.</td>
</tr>
<tr>
<td><strong>Reliability</strong></td>
</tr>
<tr>
<td>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</td>
</tr>
</tbody>
</table>
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 to 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 assessor.

There is a limit to the number of assessment attempts allowed (normally three). 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. FTTA will assist all students in this instance.

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 for all assessable units and could be withdrawn from the program. 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 program coordinator. Students can appeal a decision regarding any NYC outcome or decision made by FTTA.
Transition policy

Training packages are regularly updated. When this happens, FTTA’s management will develop an action plan to update training and assessment materials and transition or teach out students on existing programs.

Student are encouraged to transition to the newest version. This provides students with the latest qualification when they graduate.

The following rules apply to this policy

- All students are transferred to the new qualification with 12 months of a qualification being superseded.
- All students are transferred with 24 months of a qualification being deleted from the national register.
- Students who are not transferred within the timeframe above, are issued with a final statement of attainment (if one unit or more has been completed) and record or results and are withdrawn (max timeframes of 12 months (superseeded) and 24 months (deleted) apply in all cases.
- No AQF certification documents can be issued after 12 months (if superseeded) or 24 months (if deleted), except for the re-issue of AQF certification documents.
- All students are encouraged to transfer to the new qualification as soon as practically possible.
- Unless required by government funding requirements, FTTA will not charge students or employers for transitioning from superseded or deleted qualifications to a new qualification.
- FTTA monitor training package for changes in order to provide students with the latest advice. Students will be informed of any changes to units or qualifications.
• Students will not be permitted to commence training or assessment in a training product that has been removed or deleted from the national register (except for a superseded unit being a core unit in a current qualification).

The transition process

1. Government updates training package
2. FTTA identify change and develops action plan
3. New programs developed
4. Students encouraged to transition
5. Teach-out for students who do not transition
Food and drinks

FTTA provide 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.

Food and other consumables left by students will be disposed of on the same day for hygienic purposes.

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.

Alcohol and drugs are strictly prohibited, including arriving under the effects of recreational drugs and under the influence of alcohol.
Student behaviour

FTTA take a zero-tolerance approach to the management of students’ behaviour and work hard to ensure all staff and students are provided with a safe and comfortable environment to work and learn, free from harassment and bullying.

All students are expected to behave in a professional, friendly and reasonable manner at all times including treating trainers, admin staff, other students, children and workplace supervisors or colleagues in a mature respectful manner.

Poor behaviour will not be tolerated at any stage including comments on social media, email, phone or face to face discussions. This includes abusive phone calls and emails by the student or someone known to the student.

FTTA reserve 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. This includes undermining the trainer or assessor, berating other students, chronic mobile phone use, poor body hygiene or for other reasons that are deemed disruptive or causes anxiety to others.

. In the case of a withdrawal, either by us or voluntarily, students may be issued with a Statement of Attainment or participation certificate, and FTTA’s enrolment Terms and Conditions will apply.

Class based students must ensure that:

- Appropriate language is used at all times
• All students are given the opportunity to contribute
• 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 begins
• Mobile phones and other devices are to be turned off or on silent

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:

- Although recommended and encouraged, students are not required to use referencing formats such as APA or Harvard. However, the response must clearly show where the information came from (the original author)
- Direct quotes (using material written by someone else) must be encased by quotation marks. A note letting your assessor knows 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 was copied word for word.
Work placements

Work placements are an integral part of most VET courses and all of FTTA’s programs. 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 placement requirements.

Prospective students should be aware that:

- Students are required to attend full days except in special circumstances.
- Students may be required to travel outside of their residential suburb in order to attend a placement and need access to adequate transport.
- Students need to be aware that they will need to organise carers for children (and pets) in order to attend the placement.
- Students must attend a placement once it has been approved.
- A placement generally can’t be deferred or changed except in special circumstances.
- Students may not be able to attend a workplace of their choice or a class or year of their choice.
- Placements involving younger children and special needs children, may require students to assist with nappy changing, toileting, feeding, cleaning and other similar activities.

FTTA expect all students to behave appropriately during work placements. Also refer to the Behaviour section of this handbook for further information.
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 child. 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 or to create barriers to learning. Students who wish to complete a placement while pregnant may do so with doctor’s permission and within the requirements below.

1. Students may enrol while pregnant however FTTA should be informed.
2. If a student falls pregnant during a course, FTTA should be informed.
3. A medical certificate must be provided to the trainer and supervisor stating that the mother is fit for the placement.
4. A student is not permitted to undertake a placement if there are any serious conditions or other known issues.
5. While reasonable adjustment can be made, all requirements for each assessment must be met in order to be deemed competent.
6. After 20 weeks, a certificate must be presented to the workplace on a monthly basis. After 28 weeks, a certificate must be presented weekly. Placement activities after 34 weeks are not recommended.
7. Students can return to the workplace within 4 months of giving birth only if a certificate has been provided.
8. CMV infection is a risk if working with children under 3 y/o. To remove all risk, students should not work with children under 4 y/o. Students are not permitted to change nappies while breastfeeding.
9. 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. 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.

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. Source: 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 2015).

Qualifications are only issued if:

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

If a course is completed prior to the completion of a payment plan, a qualification is not issued until all fees are received. Remaining 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 or the student withdraws.

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

FTTA comply with Standard 3 of the Standards for RTOs 2015:

“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.”
Exit points

FTTA’s courses are designed using an integrated approach. This is often also called a holistic approach. This means a significant saving in terms of the amount of training and assessment required due to the removal of duplicated requirements found across multiple units.

However, students should note that under a holistic approach there are no exit points – all assessments need to be completed in order to be deemed competent in any unit of competency including all workplace requirements.
Fees and charges

Fees are collected as per the terms and conditions signed and agreed to on enrolment. No fees or charges are hidden or otherwise published in a manner that is unclear.

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).

FTTA reserves the right to forward an account to a collection agency should a student breach the signed Terms and Conditions. FTTA will act professionally 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 is 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 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 FTTA.

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

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

Extensions $125 per month

Document re-issue $50

Priority printing fee (2 working days) $50

Direct Debit dishonour fee $2.5 for each dishonour

Placement re-schedule $150 each time

Course transfer (if permitted) $150

Subject to change at any time without notice.
Refunds and withdrawals

With all requests for refunds, FTTA will neutrally apply the agreed terms and conditions signed on enrolment. Students can withdraw by notifying FTTA in email or completing the withdrawal form. A SOA will be issued if all fees have been paid and unit requirements have been met.

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 or attendance in class, whichever comes first. Refunds will not be considered after the 30-day census period and students are required to pay the full course fee.

If training and assessment services cannot be provided, FTTA will refund the fees payable at a proportion rate. For example, if services are delivered for 9 of 12 months (the enrolment duration), and the student has paid the full fee of $1000, a refund of $250 will apply. FTTA will also issue all AQF documentation that it is legally permitted to issue. If a student is enrolled for less than 3 months, and a course is cancelled, FTTA will refund the full amount paid by the student. This applies in the event that a student is mentally or physically unable to proceed with the course and provides a medical certificate.

If a change in service delivery significantly impacts or disadvantages a student, however the program is still offered, a refund will be provided if the student chooses to withdraw. An example of this might be if a work placement cannot be found, a natural disaster means services cannot be delivered for a long period of time or new technology means online access is restricted.
Extensions

Extensions are usually for a predetermined period of time, usually no longer than 6 months. Students may be required to provide a valid reason for the application. Evidence may be requested by the approving officer.

Courses cannot be deferred however students may apply for an extension to their course end date. In some instances, such as serious medical conditions, extension will be granted at no cost.

FTTA are not under any legal obligation to extend a course regardless of the circumstance.

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

A student may be eligible for funding under a government program. Each program has different requirements.

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.
Complaints & appeals

Complaints and appeals are very rare. In fact, FTTA receive on average, less than one complaint every five years. If you are experiencing financial stress or have other special needs, please contact FTTA as soon as possible instead of lodging a complaint or appeal. We will do everything that we can to support and assist you.

**Student MUST contact FTTA and exhaust all avenues under this policy, before lodging a complaint with any government department – failing to do so will result in your enrolment being immediately cancelled and no future applications will be considered.**

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.

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.

A person may appeal any decision made by FTTA including decisions made by trainers such as the outcome of an assessment. A person may also lodge a complaint about:

- FTTA (systems, processes, policy, curriculum etc.)
- An FTTA student
- A workplace supervisor or colleague
- A decision made by FTTA
- Action taken by FTTA
Early resolution contact
Before lodging a complaint or appeal, please contact your trainer or an FTTA student adviser. Almost all issues can be easily and quickly resolved without a formal complaint or appeal. This gives FTTA a degree of flexibility in negotiating a satisfactory outcome. However, once a formal complaint or appeal is lodged, the outcome/decision is based strictly on the Terms and Conditions and other policies including this handbook.

Who can lodge a complaint?
A complaint can be lodged by:
- A current student
- A former student
- A workplace supervisor or manager
- An FTTA staff member
- Other relevant stakeholders

Who can lodge an appeal?
- A current student
- A former student

Cut-off time
Complaints and appeals must be lodged within 45 days of the event or issue occurring.

Procedure for lodging a complaint or appeal
1. Discuss your complaint with your trainer or other relevant staff member to try to resolve the issue.
2. Email the program coordinator outlining your complaint or appeal or fill in the Master form. Attach evidence if available. We will ask for further details or evidence if needed.
3. You will be notified of the outcome.

4. If the processes fail to resolve the issue, you may request an independent party (Australian Institute of Mediation) to review the complaint or appeal. FTTA will pay for a maximum of 1 hour of mediation services. Mediation is not binding to either party.

**How to lodge**

You can lodge a complaint or appeal a decision by:

- Completing the Master Form found at the back of this handbook
- Emailing your details and situation to FTTA
- Posting or dropping off your complaint to FTTA’s head office

**Processing times**

We will try to resolve all complaints and appeals in the timeframe below:

- Receipt provided in writing within 3 business days
- Investigation completed within 21 days
- Final report, outcome and decision, provided within 30 days

If the complaint takes longer than 30 days, the complainant will be informed with the reason for the extended investigation, expected time frame and be updated on a regular basis.

**Our commitment to you**

Complaints and appeals will be diligently and professionally managed by FTTA’s management team. We will process the complaint as quickly as possible. We will also manage the complaint in line with the principles of nature justice, procedural fairness, and in the strictest of confidence.

**Your records**

All complaints and evidence are held securely in FTTA’s Complaints Register for a period of 5 years.
Terms and conditions


If there are any changes to any agreed services, FTTA will advise the learner as soon as practicable. This includes any new third-party arrangements, change of ownership, or changes to existing third-party arrangements.
General disclaimer

The information and material provided by Fast Track Training Australia is intended solely to provide general information for the personal use of the student, who accepts full responsibility for its use.

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.

Advice, resources and information may from time to time be inaccurate or out-dated. Expert and professional advice should be sought on all matters that may affect students in any material manner.

FTTA accept no responsibility for any errors or omissions, or for the results obtained from the use of this information. All information is provided “as is,” with no guarantee of completeness, accuracy, and timelines or of the results obtained from the use of this information. FTTA takes no responsibility for student actions or inaction due to information disseminated by us when used by or acted upon in any manner.

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## Master Form

<table>
<thead>
<tr>
<th>Full name:</th>
<th>DOB:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td>Trainer:</td>
</tr>
<tr>
<td>Extension</td>
<td>Description/Reason:</td>
</tr>
<tr>
<td>Withdraw</td>
<td>Attach additional pages if more space is required</td>
</tr>
<tr>
<td>Refund</td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td></td>
</tr>
<tr>
<td>Change details</td>
<td></td>
</tr>
<tr>
<td>Appeal</td>
<td></td>
</tr>
<tr>
<td>Complaint</td>
<td></td>
</tr>
<tr>
<td>Reissue</td>
<td></td>
</tr>
<tr>
<td>Suggestion</td>
<td></td>
</tr>
<tr>
<td>Access info</td>
<td></td>
</tr>
<tr>
<td>Allow access</td>
<td></td>
</tr>
<tr>
<td>Injury</td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td></td>
</tr>
</tbody>
</table>

Signed: Person lodging form Date: 
Processed by: Office use only Date: Office use only 
Outcome: Office use only

Submit this form to info@ftta.com.au with any relevant evidence.
**How to use the Master Form**

Instead of using dozens for confusing forms, FTTA have simplified the process so students can more easily interact with FTTA in an efficient, simple and transparent manner. This means quicker processing times and less ‘red tape.’

Please read the Student Handbook for information regarding the relevant policy pertaining to this form or speak to a student adviser or your trainer.

Most forms will be processed within 3 business days however please allow for longer periods if your case is complex. FTTA will correspond with you via the supplied email address.

The table below will help you determine which box(s) tick relevant to your situation:

<table>
<thead>
<tr>
<th>Form</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension</td>
<td>Used to extend your course. Specify the number of months you wish for your course to be extended and provide reasons why you need an extension.</td>
</tr>
<tr>
<td>Withdraw</td>
<td>Used as official notification that you are withdrawing from the course. Please provide reasons so that FTTA can improve our services.</td>
</tr>
<tr>
<td>Refund</td>
<td>Used if you are requesting a refund. Please also read the Terms and Conditions signed on enrolment.</td>
</tr>
<tr>
<td>Transfer</td>
<td>Used to transfer to another course. Please state why you wish to transfer.</td>
</tr>
<tr>
<td>Change details</td>
<td>Used if you address or other details change. You can also email <a href="mailto:info@ftta.com.au">info@ftta.com.au</a></td>
</tr>
<tr>
<td>Appeal</td>
<td>Used if you wish to appeal a decision and have your assessment outcome reviewed. Please read the Complaints and Appeals policy.</td>
</tr>
<tr>
<td><strong>Complaint</strong></td>
<td>Used if you wish to lodge a complaint about FTTA, a staff member, student or other issue. Please speak to FTTA first to see if the issue can be resolved without a formal complaint.</td>
</tr>
<tr>
<td><strong>Reissue</strong></td>
<td>To have a document reissued such as your certificate or Record of Results.</td>
</tr>
<tr>
<td><strong>Suggestion</strong></td>
<td>Use this box to suggest improvements.</td>
</tr>
<tr>
<td><strong>Access info</strong></td>
<td>Used if you wish to receive a copy of your folder and records.</td>
</tr>
<tr>
<td><strong>Allow access</strong></td>
<td>Used if you wish for another person to speak on your behalf or have access to your information.</td>
</tr>
<tr>
<td><strong>Injury</strong></td>
<td>Used if you have witnessed or suffered an injury.</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>Any other event or situation that you wish to formally bring to the attention of FTTA.</td>
</tr>
</tbody>
</table>