

# limitless learning

## Learner Handbook

*Important Information for potential and current Learners.*



ambition inspired



ambition inspired

RTO ID: 31972 | ABN 23 129 345 982

1 / 685 Main Street, Kangaroo Point  
PO Box 7322 East Brisbane QLD 4169

**P** 1300 990 064

**E** [info@fta.edu.au](mailto:info@fta.edu.au)

**www.fta.edu.au**

4	WELCOME	24	FEES
7	INTRODUCTION		Course fees
			User Choice
8	WHO ARE FOUNDATION TRAINING AUSTRALIA?		Certificate 3 Guarantee
	Foundation Training Australia	26	PAYMENT
	Our Values		User Choice
			Certificate 3 Guarantee
10	ENROLMENT		Fee for Service
	Learner contact details		
	Enrolment timeframes	27	COURSE CANCELLATION, REFUND & AGREEMENT
11	LEARNER SUPPORT SERVICES	27	LEARNER ENGAGEMENT POLICY
	Language, Literacy and Numeracy (LLN)		Selection and recruitment
13	LEARNER CODE OF CONDUCT	28	LEGISLATION
			Privacy
14	UNIQUE STUDENT IDENTIFIER (USI)		Access and Equity Policy
14	TRAINING PROGRAM INDUCTION	30	RECOGNITION OF PRIOR LEARNING
15	DELIVERY		What it is
			Work and Life Experience
16	ON-BOARDING INFORMATION	32	CREDIT TRANSFER
17	QUALIFIED & PROFESSIONAL TEAM	33	CERTIFICATES & QUALIFICATIONS
	Assessment Process		Re-issuing of Certificates
	Flexible learning and assessment	34	COMPLAINTS
18	ASSESSMENTS	36	CONTINUOUS IMPROVEMENT
	Sufficient Opportunity		
	Access and Equity in Assessment	37	FEEDBACK
	Assessment Feedback		
	Plagiarism	38	INFORMATION FOR APPRENTICES & TRAINEES
	Assessment Appeal		Important Contacts
21	FTA CODE OF PRACTICE		Lodging a complaint
22	PRIVACY & YOUR PERSONAL INFORMATION		Training Plan
23	YOUR TRAINING RECORDS & INFORMATION		
	Funding considerations		

## Welcome

At Foundation Training Australia (FTA), our core purpose for being in business is **'enriching lives through education.'** Everything we do must align with this.

Through enhancement and learning growth, FTA prepares you to do your best work today, making sure you are ready and equipped to do better work tomorrow. We invest in our Learners so you can invest in your future, together building a better skilled workforce. As such we believe in, and champion limitless learning, and will constantly innovate to deliver on this vision.

So congratulations, we're super excited to have you join us and can't wait to get you started on your learning journey!

Embarking on new education is an exciting challenge and there is always plenty to learn and understand. This Handbook has been designed as a guide to our policies and procedures and provides some basic information you need to get started. If you can't find what you are looking for, please call our friendly team on **1300 990 064** or visit our website **[www.fta.edu.au](http://www.fta.edu.au)** for more information.

You will find us a progressive and innovative company with a highly experienced and passionate team. We are committed to doing things differently - authentically, ethically, sustainably and of course with a no bullshit manner.

Together we have a shared vision of what is possible for you and we look forward to providing you with a limitless and enriching education experience.

**Your future starts now...**

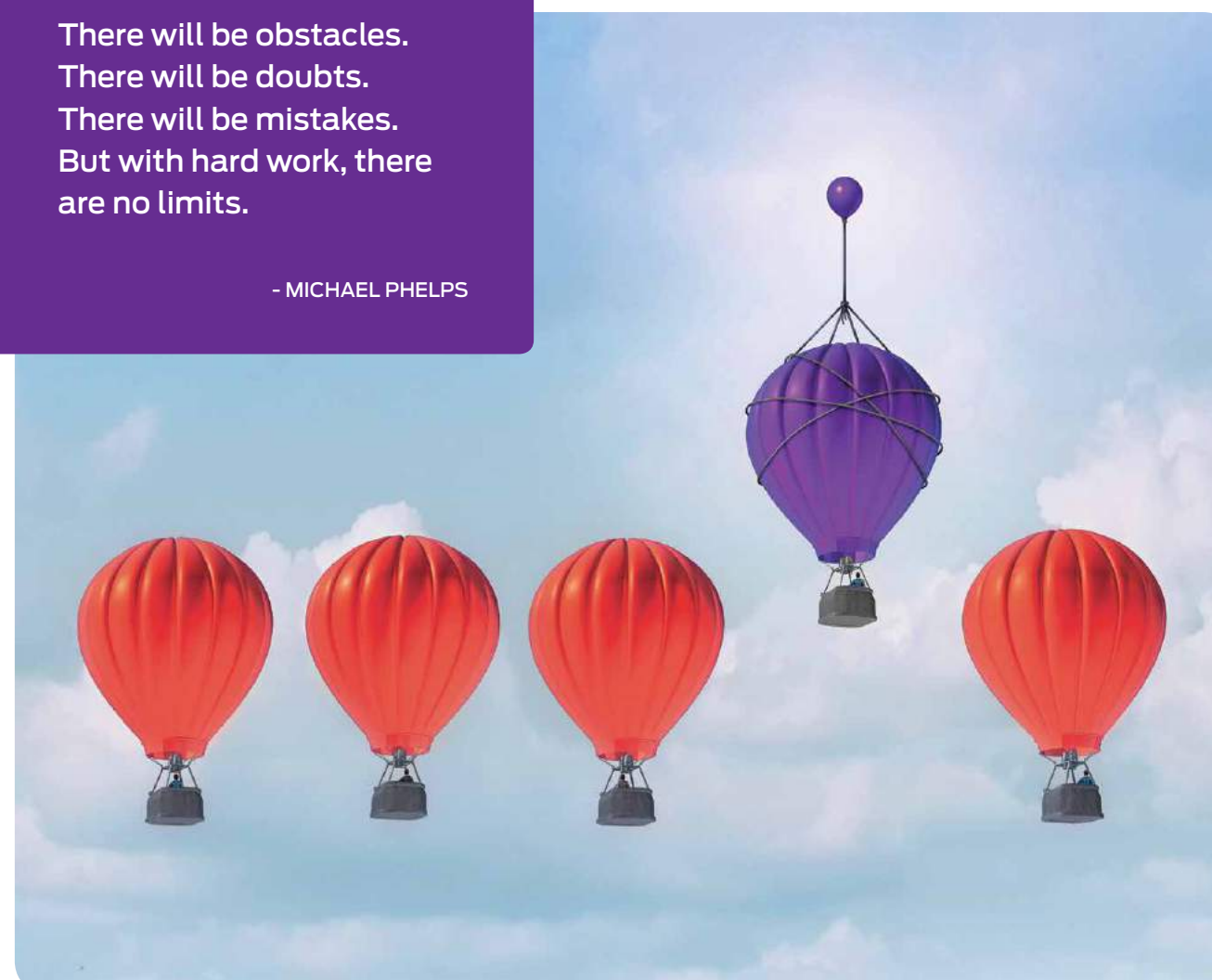
Kind regards,



Heather Gardner, CEO  
Foundation Training Australia

There will be obstacles.  
There will be doubts.  
There will be mistakes.  
But with hard work, there  
are no limits.

- MICHAEL PHELPS





# Enriching lives through education.

## *Introduction*

This Learner Handbook is provided to all prospective learners of Foundation Training Australia prior to completing their enrolment with Foundation Training Australia.

This Handbook provides accurate, relevant and up-to-date information for all learners who are contemplating and/or commencing study with us. Please take the time to read this Handbook and sign the learner acknowledgement on the enrolment form which will be retained in your file.

When you make the choice to engage in study with Foundation Training Australia, you are also giving us your commitment as a Learner towards achieving your personal goals and future aspirations. We will be here to support and assist you throughout your learning journey to help you achieve your goals.

All learners are expected to maintain high standards of academic honesty and integrity. As a Foundation Training Australia Learner, your active participation and self-motivation to engage and execute your studies will enable you to complete your chosen qualification within the specified course duration.

This is a two-way learning partnership between yourself and Foundation Training Australia's Trainers and Assessors all the way through to your course completion.

## Who are Foundation Training Australia?

### Foundation Training Australia (RTO ID: 31972)

At Foundation Training Australia (FTA), our team believes that lives are enriched through education and everything we do must align with this purpose.

We are a highly experienced team who are passionate about delivering quality training in innovative and engaging ways to produce real and relevant outcomes to contribute to your career success.

To ensure you are confident and competent in your abilities we have stringent curriculum requirements and make no excuses about this. To be the best, you must be prepared to train hard today, making sure you gain the skills, knowledge and experience to do better work tomorrow.

Foundation Training Australia is an Australian owned and operated Registered Training Organisation that offers a range of high-quality industry courses across Australia.

[www.fta.edu.au](http://www.fta.edu.au)

### Our Values

Our values are what we live and breath by, they drive our culture.

**We are real because we are authentic.**

**Our word is our bond, our bond is our truth.**

**We care ~ experience our commitment.**

**We operate with integrity; we are resilient.**

**As one Team, we are a fun, focused, family.**

**We only operate with open and honest communication.**

**"Success is an inside job."**

**LEE MILLER**

*limitless learning*



**"You don't have to be great to start, but you have to start to be great."**

**ZIG ZIGLAR**



## Enrolment

At the on-boarding meeting all queries regarding course structure and timetables will be answered. Our Business Development Managers and/or Trainers will be available to answer any questions you have regarding subject selection and sequencing. Information that will be required at enrolment will include:

- Details of home and postal address.
- Current phone numbers, email and emergency contact name and contact details.
- Details/confirmation of previous qualification/s level/s completed in full.
- Copies of previous qualifications / Statements of Attainments completed relevant to the study (in particular if considering credit transfer or Recognition of Prior Learning).
- Proof of identification – current driver's licence and/or passport.
- Additional information/evidence may be required, dependent on the program in which you enrol.

### Learner contact details

It is important that the following information is accurately noted on your enrolment form. If any of this information changes you must notify Foundation Training Australia at the earliest opportunity.

1. Correct and clear spelling of your name.
2. Date of birth.
3. Current address.
4. Any assistance that you may require throughout the course and any Recognition of Prior Learning and/or Credit Transfer that you wish to apply for.
5. Employment arrangement.

### Enrolment timeframes

Your training will be delivered over a period of 12 – 24 months from the date of commencement, unless you are enrolled in a short course or formal Traineeship or Apprenticeship program. Formal training arrangements such as User Choice will have structured timeframes.

Enrolments are assessed on an individual basis and applications for an extension must be received in writing, stating your reasons for applying for an extension. Enrolment extensions may be granted where reasonable cause of inability to complete is provided.

## Learner Support Services

You should contact your Trainer Assessor in the first instance if you require support or guidance during your training. Our Learning Engagement Officers can also provide you with support that may be needed to complete your course of study.

We aim to identify and respond to the learning needs of all our Learners. You are encouraged to express your views about your learning needs at all stages of your learning experience, from enrolment, right through to completion.

If you wish to ask about any Vocational Education Training (VET) or personal counselling services that are available, please contact our Learning Engagement Team.

We will provide sufficient resources to help you identify your learning needs. You will have access to our team who have the required knowledge and experience to design our training and assessment strategies. We will always do our best to ensure they are relevant to industry and legislative needs.

Foundation Training Australia is committed to providing assistance to Learners requiring additional support or advice while training. Additional support and services include:

- Counselling in the areas of Language, Literacy and Numeracy (LLN).
- Assistance when applying for Recognition of Prior Learning (RPL) and Credit Transfer (CT).

Should you be experiencing any difficulties with your studies, please discuss this immediately with your Trainer Assessor or a Foundation Training Australia team member.

Useful support contacts include:

- Translation and Interpreting Services  
**13 14 50**
- Alcohol and Drug Information Service  
**1800 888 236**
- Poisons Information Centre  
**13 11 26**
- Family Drug Support hotline  
**1300 368 186**
- Lifeline 24-hour counselling and information  
**131 114**
- Australian Council of Adult Literacy  
**03 9469 2950**
- Salvation Army Salvo Care Line  
**1300 363 622**
- Mates In Construction  
**1300 642 111**
- Centrelink  
**131 021**

## Language, Literacy and Numeracy (LLN)

### ASSESSMENTS OF SPECIAL SKILLS REQUIREMENTS

Where a pre-requisite for training requires a particular level of language, literacy and/or numeric skill, an assessment will be undertaken. This initial assessment is designed to be a simple process and will be conducted prior to commencing your training program. The assessment will help to identify where additional training and support resources may be needed to help you overcome any LLN barriers during the qualification. Please refer to the LLN policy on our website for more details [www.fta.edu.au/policies](http://www.fta.edu.au/policies).

### FURTHER SPECIALIST TESTING FOR ENTRY TO INDUSTRY REQUIREMENTS

Where there is essential Literacy and Numeric requirements requiring more specific testing, the Learner will be required to undertake a further assessment of skills and an appointment will be arranged at a mutually agreeable time. There are a number of testing programs, which are available for this more formal assessment of reading, writing and speaking skills. In some qualification fields there may be particular needs specified. For those who have English as a second language and/or who are moving into high-risk training areas, the relevant training authority may have specific requirements regarding the assessment and you will be advised accordingly.

These assessments will be arranged by Foundation Training Australia.



## Learner Code of Conduct

Foundation Training Australia requires that you observe the following principles whilst undertaking training and assessment:

- Be committed to your Training Contract by reading, undertaking, completing and submitting all assessment material on time and in an orderly manner.
- Respect other Learners and the Trainer Assessor.
- Feel free to contribute but let everyone have their say.
- Do not disrupt the training and assessment process.
- All work must be your original work.
- Communicate any problems you are having with the training (if you don't let us know we don't know you're having difficulty).

You are also asked to operate within the general guidelines of the policies and procedures as outlined in this Learner Handbook. These do not replace or override the policies and procedures of the workplace where you are employed, but rather apply only in regards to your training with Foundation Training Australia.

If you are doing an apprenticeship/traineeship, Foundation Training Australia is required, as part of the agreement, to report regularly to your Employer. Therefore, Foundation Training Australia reserves the right to report all incidents that might be handled under this procedure to your Employer.

Foundation Training Australia expects all Learners to conduct themselves with honesty and integrity in all their dealings with staff and other Learners. This is especially important in the verification that your work is genuinely your own. This environment of mutual respect and understanding is important to foster the learning process, and it is all our responsibility to maintain.

Failure to uphold the policies and rules as described in this Learner Handbook is considered to be misconduct, and may result in disciplinary action. All notices and notes of verbal discussions relating to misconduct and counselling sessions will be placed on your file, and if necessary shared with your Employer.

Foundation Training Australia has the right to withhold any applicable Certificates wherever a Learner is requested to cease training for disciplinary reasons.



## Unique Student Identifier (USI)

Learners studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). You must have or apply for a Unique Student Identifier (USI) prior to commencing a course. As a Learner, you are required to apply and provide Foundation Training Australia with your own USI. For more information on how to apply for a USI please view the following video, which provides you with a general overview of how to create your USI: [www.youtube.be/HRYaF-B7Ho](https://www.youtube.be/HRYaF-B7Ho) or visit the USI website [www.usi.gov.au/](http://www.usi.gov.au/)

## Training Program Induction

Learner induction and on-boarding will be undertaken prior to the commencement of training and assessment for all qualifications delivered by Foundation Training Australia. This Handbook forms the basis for this induction and the induction process for Learners, including detailed explanations of our policies and procedures which can be accessed via our website [www.fta.edu.au/policies](http://www.fta.edu.au/policies).



## Delivery

Your training may be delivered in various ways depending on your qualification. It may take place in your workplace, in workshops, online using our Learning Management System or a combination of these.

During or before your on-boarding meeting, you will be supplied with a training plan that will outline your units, the delivery method and the planned timeline of your progress.

As a Learner you will be required to take responsibility to:

- Read and maintain your training materials as they are issued to you;
- Self-assess your skills against the competency standards in your training plan;
- Advise your Trainer if you have previous skills and knowledge you believe are relevant to the current qualification to enable recognition of your prior learning where relevant;
- Make contact as scheduled with your Trainer to discuss your learning and progress;
- Seek feedback from your workplace supervisor/trainer on your progress where applicable;
- Discuss any concerns with your Trainer early so they may assist you to work through these concerns.

If your Employer is involved, your Employer has agreed to:

- Provide a safe working environment.
- Help assess your skills in relation to the performance required by your industry and the training package.
- Offer feedback on your progress.
- Liaise with your Trainer about your achievements and how they believe you have achieved these.





## On-boarding information

Prior to commencing training all Learners of Foundation Training Australia will receive information on, and have the opportunity to discuss:

- Your chosen course, qualification, skill set or other training, and the duration and time commitment involved.
- Training and assessment strategies – how the training and assessment will be conducted.
- Our expectations of you and your contribution towards course completion.
- Recognition of Prior Learning (RPL).
- Total cost of the course and out of pocket expenses.
- Enrolment procedures.
- List of resources you will need to complete the course.
- All additional information relating to your study.
- A copy of this Learner Handbook.
- Information on how to access your file.
- Ensure your enrolment details and personal details are correct, any advice needed to complete the Unique Student Identifier (USI) application.
- Complaints policy and procedure, access and equity policy.
- The refund policy and the appeals process.
- Code of Conduct and our harassment policy.
- Language, Literacy, Numeracy, Comprehension and Understanding (LLN) assessment and an opportunity to discuss any learning challenges that have been identified to Foundation Training Australia to ensure modified/adjusted learning is provided to you.

### Contact with an Experienced Trainer

Following the successful registration of your enrolment, your designated Trainer will make contact with you to arrange the initial on-boarding meeting during which you can expect them to discuss the items mentioned above.

## Qualified &

## Professional Team

When you enrol with Foundation Training Australia, you will be allocated a Trainer and Assessor, who has expertise relevant to the subject. As such, you may not have the same Trainer and Assessor assessing every unit in your course due to subject expertise and availability. At Foundation Training Australia we endeavour to have the highest standards of Trainer and Assessors to support you throughout your training.

Training is conducted by a qualified team from all backgrounds. Our team will be professional and supportive at all times, in their individual approaches to Learners. From time to time Foundation Training Australia may avail of third party provided services, a full list is available on our website at [www.fta.edu.au/policies](http://www.fta.edu.au/policies).



## Assessments

### Assessment Process

Assessments will be flexible and centred on tasks relevant to your industry wherever possible. Assessment is used to give you feedback on your progress and measures your skills and knowledge against the qualification requirements and the requirements of your industry. Assessments can be conducted online, in the workplace or in an offsite training area or dedicated workshop, with an experienced trainer assessing your ability. During the process you will be asked questions and have opportunity to show evidence of your achievements.

Where relevant, your Foundation Training Australia Trainer may also work in partnership with your employer to perform the assessment responsibilities. The training you will be undertaking is competency based. The competencies and assessment for your training will be clearly stated to you at the beginning of the program.

All Foundation Training Australia Trainers are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The Trainer will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

It is the Trainers' responsibility to ensure all Learners receive the full scope of information, knowledge and assessments required to complete their course successfully.

The following types of assessment methods may be utilised during the qualification:

- Written tests
- Verbal questioning
- Practical observations
- Third party observations
- Assignments
- Recognition of Prior Learning (for eligible students).

Assessments are not a stressful activity. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice. The Trainer Assessor will be flexible in the assessment context and method used.

### Flexible learning and assessment

Foundation Training Australia applies at all times the principles of flexible delivery to maximise the opportunity for you to access information for learning, and achieve the desired outcomes of assessment. A variety of learning methods are used to encompass the success of every Foundation Training Australia Learner and include distance delivery, self-paced, online learning, scheduled Trainer Assessor contact and facilitated training and practice of new skills and knowledge.

### Sufficient Opportunity

You will be given sufficient opportunity as required to work towards competency. As required your Trainer will be in touch to work through additional training or explanation that may be required to improve your skills.

### Access and Equity in Assessment

- All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
- You will be treated fairly regardless of your race, gender, marital status, age or sexual preference.
- If there are any aspects of the assessment that are unclear and you are not certain about, you should speak to the Trainer Assessor or Learning Engagement Officer.
- Should you require a reasonable adjustment of the assessment you should discuss this with the Trainer Assessor immediately.

Reasonable adjustments may include:

- Use of special equipment;
- Practical extension of timelines;
- Delivery of content in an alternative manner;
- Adjustment to assessment to suit circumstances or environment.

### Assessment Feedback

All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be "Not Yet Competent" your Trainer will explain to you why and what you need to do to gain competency.

### Plagiarism

Any work submitted as part of your course should be original and created by you. Plagiarism is not accepted and where plagiarism is detected Foundation Training Australia will assess the evidences as Not Yet Competent and provide further counsel for you and your employer when applicable, on the requirements of Learners to submit their own work. If the practice continues Foundation Training Australia will inform your employer. Should this practice continue, Foundation Training Australia will seek advice from the relevant State/ Territory Training Authority regarding the continuance of your Qualification.



## Assessment Appeal

Should you have any specific concerns in relation to the assessments undertaken, and feel you would like to review this process you have a right of appeal.

- You have the right to appeal to the Trainer if you disagree with the assessment results. Appeals will not be accepted later than five working days after receiving unit results. You will need to ensure you have reasonable grounds for the appeal, i.e.
  - Unclear or inaccurate instructions;
  - You feel there was bias or you were treated unfairly or inequitably;
  - You were ill during the period of assessment and this can be substantiated.
- The Trainer will consult with at least one peer and will make a fair and impartial decision based on the evidence;
- Each appeal is heard by an independent person or panel where;
  - You have the opportunity to formally present your case; and
  - On completion of the appeal you will be given a written statement of the appeal outcomes, including reasons for the decision;
  - If you are not happy with the outcome, you can appeal to the relevant Training Authority by asking for the Appeals Officer for Qualifications.



## FTA Code of Practice

Foundation Training Australia is committed to observing the highest standards of fairness and professional practice as we deliver our training and assessment services and meet our contractual obligations as a Registered Training Organisation.

Foundation Training Australia has in place a code of practice that makes the following commitments to:

- Uphold the integrity and good reputation of the company.
- Demonstrate Foundation Training Australia's commitment to all stakeholders.
- Provide accurate and relevant information at all times.
- Communicate clearly and effectively at all times.
- Encourage feedback without prejudice.
- Commitment to ensuring relevance of the program to your career plans.
- Identified program pre-requisites/priorities.

If you are enrolled as a trainee/apprentice that accesses funding under the User Choice program you will be notified of acceptance by a letter from the Department of Education.

Information supplied on the enrolment form will only be available to Foundation Training Australia, funding entities and the National Centre for Vocational Education and Research (NCVER).

This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.



## Privacy & Your Personal Information

Your information is protected under the Privacy and Personal Information Protection Act 1998 and is inclusive of the latest revision (2018).

The information requested on your enrolment form will be used for the purpose of enrolment and for statistical reporting to government agencies only.

All information is kept confidential and access to this information is only available to you and the administration team at Foundation Training Australia.

If a third party requires your information we will obtain your written consent prior to releasing any information. For full details of our Privacy Policy, please refer to our website [www.fta.edu.au/policies](http://www.fta.edu.au/policies).

## Your Training Records & Information

Foundation Training Australia has in place a policy and procedure for the collection, storage and protection of all the training records of individual Learners to meet training and assessment activity requirements. Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- Learner enrolment data.
- Commencement and completion dates for individuals of all competency units.
- Individual Learner assessment information for each unit of competency.
- Information on awards issued (award, date, certificate number).
- Individual Learner participation data (assignments/assessments where feasible, attendance).
- Documentation / records of complaints and appeals.
- Recognition of Prior Learning and Credit Transfer documents (application and results).

We are committed to maintaining and safeguarding the confidentiality and privacy of your information.

For more information about the Privacy Act and our Data Collection Policy please visit our website [www.fta.edu.au/policies](http://www.fta.edu.au/policies).

### Funding considerations

The Australian Government, Federal, State and/or Industry Skills Councils, on occasion may provide funding subsidies towards Vocational Education for eligible Learners. Further pre-enrolment information can be provided by a Foundation Training Australia Business Development Manager or via our website [www.fta.edu.au/funding](http://www.fta.edu.au/funding).



## Fees

### Course fees

Fees and charges for enrolment are set by Foundation Training Australia. These may vary and will be clarified prior to enrolment.

Unless otherwise advised fees:

- Will include an enrolment fee and/or Student Contribution Fee (set per course).
- May be subject to change, but you will be advised accordingly prior to this taking place.
- Do not include the cost of additional text books, stationery, materials, tools or other individual items of equipment necessary for the course (i.e. laptop/ tablet/ safety equipment etc.).
- Reflect the content of the course and the above information, not the duration; therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course.

Should you require a period greater than that stated to complete the course, you may be subject to additional fees. This can be discussed by contacting Foundation Training Australia's Learner Engagement team.

### User Choice

Foundation Training Australia is required by the Queensland Government to charge all Learners a "contribution" fee, to the value of \$1.60 per nominal hour for each unit of competency satisfactorily completed. This is calculated according to the individual units being undertaken. All applicable fees and charges will be discussed at enrolment with the Employer and the Apprentice/Trainee. Payment of the compulsory student contribution fees is at the discretion of the Employer, meaning that these fees can be paid by your Employer or passed on to you.

### Certificate 3 Guarantee

To be eligible for the Certificate 3 Guarantee government subsidised fee, Learners must:

- Be 15 years or older;
- Have completed or left secondary school;
- Be an Australian citizen or permanent resident residing in Queensland or be a New Zealand citizen permanently residing in Queensland; including humanitarian entrants or people who are a temporary resident who are on the pathway to permanent residency;
- Not hold or be currently enrolled in a Certificate III or higher level qualification (this does not include qualifications completed in secondary school).

You may also be eligible for a concession fee if you meet the government subsidised fee requirements, as well as one of the following criteria:

- Be Aboriginal or Torres Strait Islander;
- Have a current Centrelink Pensioner Concession Card or Health Care Card;
- Hold a Department of Veterans' Affairs Pensioner Concession Card.

Proof of eligibility may be requested to support your concession status, such as:

- Proof of ID (e.g. birth certificate, student ID with photo, passport, driver's license);

Payment of the full co-contribution amount is payable prior to course commencement.

### Fee For Service

Course fees for each of our programs are available on enquiry to Foundation Training Australia's administration team. If you would like information on a particular course please call our friendly team on **1300 990 064** or visit our website to purchase the course online **[www.fta.edu.au](http://www.fta.edu.au)**.



## Payment

A tax invoice for enrolment and contribution fees, with payment terms and conditions, is issued upon enrolment.

### User Choice

Upon commencement 3 core units will be charged to the party responsible for payment of the student contribution fee, as specified in your training plan.

Foundation Training Australia will then invoice you for the units completed after 6 months of your training, and then again for the number of units completed at 18 months, with payment for the balance of units due at completion.

If you withdraw or cancel prior to completing your qualification in full, the fees will be invoiced pro-rata for the units completed.

Your results and/or any award owing to you for successfully completed units of competency will not be released until such time as all outstanding fees are paid.

Payments can be made by:

- Direct bank transfer;
- Credit card – Visa or MasterCard;
- BPay.

### Certificate 3 Guarantee

A tax invoice for enrolment and tuition fees, with payment terms and conditions, is issued upon enrolment. Payment of the full co-contribution amount is payable prior to course commencement.

### Fee for Service

A tax invoice for enrolment and tuition fees, with payment terms and conditions, is issued upon enrolment. For courses over \$1,500 a payment plan is offered for all qualifications commencing with an initial deposit of \$1500, with the balance due over 4 equal monthly payments which will be charged on a monthly basis, commencing three months after beginning your course.

ambition inspired

## Course Cancellation, Refund & Agreement

Foundation Training Australia ensures that all fees paid are correctly receipted and recorded in accordance with our policies and procedures and State based contractual requirements. All refunds are considered as per the Foundation Training Australia's Refund Policy which can be viewed on our website [www.fta.edu.au/policy](http://www.fta.edu.au/policy).

### Learner

## Engagement Policy

### Selection and recruitment

Learners will be recruited responsibly and ethically at all times and recruitment will be consistent with training package/product requirements. Foundation Training Australia complies with equal opportunity and anti-discrimination legislation with regards to the selection and recruitment of Learners.

In some instances, there may be course entry requirements and qualification pre-requisites that need to be adhered to, due to health and safety or language and literacy, comprehension and understanding requirements. Foundation Training Australia team members will discuss these entry requirements with you prior to the Enrolment and On-boarding Process.



## Legislation

There is some legislative information that Foundation Training Australia requires all Learners to be aware of. Information includes:

- Privacy;
- Access and Equity;
- Discrimination, Bullying, Victimisation and Harassment;
- WH&S.

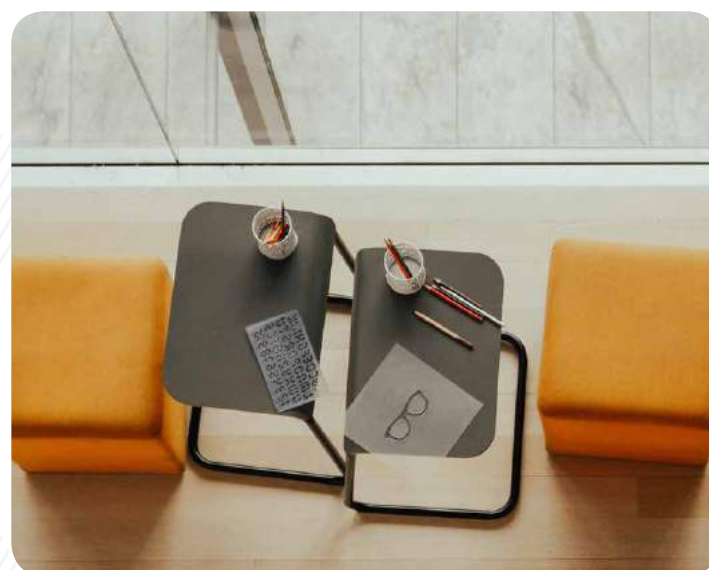
### Privacy

In accordance with the Privacy Amendment (Private Sector) Act 2000, Foundation Training Australia is committed to protecting your privacy and your personal information. A copy of this privacy policy is available on our website [www.fta.edu.au/policy](http://www.fta.edu.au/policy).

It is necessary for Foundation Training Australia to collect personal information about you and does so by getting you to complete the enrolment form as part of your induction. The Training Authority, NCVET and Foundation Training Australia will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent.

If at any stage your personal details change throughout the course of your training, please inform your Trainer so that your details can be amended.

You have the right to access your personal information recorded at any time and provide any necessary corrections. Please contact the FTA admin team on **1300 990 064** to access or amend this information.



### Access and Equity Policy

Foundation Training Australia, its team, and contracted staff are to adhere to the principles and practices of Equity in Education and Training.

You will be individually interviewed and assessed on your eligibility for the services being provided. Selection will comply with equal opportunity legislation. You will not be denied access to services where you are deemed eligible for such a service, and where FTA have the appropriate resources to provide high quality services. Complaints procedures have been put in place to ensure any concerns during training are dealt with immediately and appropriately. Foundation Training Australia and our team will treat you fairly and without discrimination in the training environment and/or in the workplace.

Foundation Training Australia has in place policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with Australia's work health and safety legislation.

We are committed to complying with the Work Health and Safety Act 2011 (the Act). We will also comply with any other relevant legislation, applicable Codes of Practice and Australian Standards as far as possible.

Our team and Learners are bound by the Anti-discrimination Act, 1977, the Disability Services Act 1992, and the Affirmative Action (Equal Employment Opportunity for Women) Act 1999, Human Rights & Equal Opportunity Commissions Act 1986, Workplace Relations Act 1996 and relevant State Legislation. These are available free of charge on the internet at [www.austlii.edu.au](http://www.austlii.edu.au).

Training services will be made available to all Learners (and potential Learners) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation.

Support mechanisms are available to support the employer and Learner. In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be accepted in the workplace, or in the training environment.



## Recognition of Prior Learning

### What it is

Recognition is a formal assessment process through which you may be granted a nationally accredited qualification, either partially or in full. The Recognition process determines the extent to which you have achieved the required standards and competency outcomes of your chosen qualification.

Recognition is an assessment process which is sometimes referred to as Recognition of Prior Learning (RPL) or Recognition of current competencies (RCC). In an assessment-only or Recognition of Prior Learning (RPL) pathway, you must provide current, quality evidence of your competency against the relevant unit of competency.

It is up to you to provide sufficient evidence to satisfy assessors that you currently hold the relevant competencies. In judging evidence, the assessor must ensure that your evidence of prior learning is:

- Authentic (your own work);
- Valid (directly related to the current version of the relevant endorsed unit of competency);
- Reliable (shows that you consistently meets the endorsed unit of competency);
- Current (reflects your current capacity to perform the aspect of the work covered by the endorsed unit of competency), and;
- Sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

Examples of evidence may include any or all of the following:

- Personal statements that outline your skills and knowledge against the standards and the main items of evidence used to support your claim;
- A resume (outlining past experience and qualifications);
- Testimonials;
- Current position description;
- Performance reviews;
- Workplace documents;
- Awards, training records/qualifications;
- Case studies;
- Plans, budgets;
- Project reports, charts, surveys, diagrams, graphs;
- Letters, copies of emails, memos, agendas, minutes of meetings.

### Work and Life Experience

You may also reference previous and/or current work related activities which you believe add value to your application for recognition of prior learning or current competency.

For each unit of competency you are applying for, indicate what you believe would be sufficient evidence. Portfolios are the most common method of collating evidence that has occurred over an extended period of time and involved a range of people. Portfolios documenting performance in past and present roles provide a body of written evidence that is open to external assessment.

The currency and authenticity of this evidence must be verified by a reliable third party, including the mapping of evidence to relevant units of competency.





## Credit Transfer

Foundation Training Australia, recognises the Qualifications, Certificates and Statement of Attainments issued by all other RTO's for nationally recognised training delivered in Australia. Where it is identified upon enrolment that you have completed identical units of competency, or equivalent, you will be granted Credit Transfer automatically.

You must provide a copy of the Statement of Attainment and/or Qualifications (including the transcript of results) to Foundation Training Australia, who will ensure the completion of the application for Credit Transfer. Foundation Training Australia will advise you within 7 working days of the outcomes of your Credit Transfer application and the impact on your chosen course.

## Certificates and Qualifications

For all Learners, on the successful completion of your training program, Foundation Training Australia will issue you with a Certificate. This Qualification will record your name, date of completion, and the full name of the Qualification acquired. You will also receive a transcript listing the units of competency achieved. The "Nationally Recognised Training" logo on your certificate indicates that the course qualification is recognised throughout Australia. Therefore your skills are transferable.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment. This will be issued within 14 working days of a Learner completing or withdrawing from a course, providing all fees and invoices have been paid. The Statement of Attainment list the units of competency successfully undertaken.

For ease of use, a Student Competency card is also issued on completion. This card has a QR code on the back of it, which when scanned, links to an online copy of the certificate that has been issued. This card can be used to link any future qualifications that you may achieve as well.

In some instances Foundation Training Australia may partner with another RTO to deliver the training you require. In these instances, the partnering RTO will issue all certificates and Statements of Attainment.

Please keep your Certificate in a safe place and show it to employers, prospective employers or future trainers. An electronic copy of your qualification is kept by Foundation Training Australia for 30 years. The issuing RTO may vary depending on qualification and current agreements.

### Re-issuing of Certificates

Should you require a copy of your original Certificate or Statement of Attainment, this will incur a cost of \$120.00 (incl. GST). Electronic only copies will be free of administration cost. You will be required to request a replacement statement in writing to Foundation Training Australia's administration team. Should you require a replacement White card you will be required to request this in writing and provide a Statutory Declaration explaining how you lost the original card. The re-issue fee of a White card is \$33 (incl.GST) and the re-issue of a Student Competency card is \$66 (incl.GST).

This can be completed by simply emailing your request, along with a copy of your identification to: **info@fta.edu.au**

## Complaints

A complaint or appeal relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of the FTA team or you.

Foundation Training Australia will strive to establish a consistent atmosphere of trust and openness with you so that any type of complaint is dealt with in a timely, constructive and effective manner.

All complaints and appeals are considered serious and are dealt with within two working days of receiving the said complaint or appeal. Where it is established that a complaint or appeal may take longer to process, you will be notified in writing of the reasons for this assessment, and will be kept regularly updated on the progress of your complaint or appeal.

Anyone making any form of complaint or appeal has the right to have an independent person or panel act on their behalf or hear their complaint or appeal at any time or even to support them whilst the complaint or appeal is being resolved.

At anytime you have the right to formally present your complaint or appeal.

All complaints or appeals will be recorded in writing onto the Complaints Register.

All complaints or appeals outcomes will be communicated back in writing explaining the outcome.

### The steps in the complaints and appeals process are:

# 01

LOCAL LEVEL  
RESOLUTION

If you have a complaint or appeal you are encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested by you, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

# 02

RESOLUTION  
WITH FTA

Should the matter remain unresolved following (Step 01), or if you consider the outcome to be inappropriate, you are encouraged to contact Foundation Training Australia's Operations Manager for consideration and due intervention in order to reach an objective solution to the matter in dispute.

If our Operations Manager cannot find a suitable solution for you, or if you are not comfortable involving them, you may talk with Foundation Training Australia's General Manager about your concerns.

Our General Manager will ask you to put your concerns in writing and they will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

# 03

RESOLUTION BY  
ARBITRATION

Should the matter remain unresolved following (Step 02), the General Manager will appoint an independent arbiter or panel to review your dispute and suggest an amicable solution.



## Continuous

## Improvement

Foundation Training Australia maintains a Quality Framework that improves service delivery to Learners and employers alike through effective management systems and a commitment to continuous improvement. We conduct regular internal reviews of our training and assessment methods and supporting management systems to identify any challenges or improvements required on a cyclic basis.

Foundation Training Australia Management meets regularly to discuss:

- Data collected from internal reviews
- Learner feedback
- Compliance and complaints registers
- Analysis of Learner evaluation forms and assessments completed
- Trainer's feedback and review
- Moderation and validation



## Feedback

As an RTO, Foundation Training Australia have responsibility for monitoring training, undertaking assessment and issuing qualifications. As such, it is extremely useful to receive feedback from employers and Learners who have entered in to our learning programs. To constantly improve our service and training, Feedback Forms may be forwarded to you during the training program and you are encouraged to reply honestly to all requests for information. Your Trainer may also wish to receive feedback on their work with you. If asked, please take the time to complete these forms; it is, however, not mandatory.

Please be assured that any evaluation of services is confidential and only used for the purposes of improving the quality of our service to our Learners and employers.

Foundation Training Australia will be audited from time to time by National and State Training Authorities. Please feel free to offer your genuine feedback should you be contacted by a representative of the National or State Training Authority. Do not be concerned by this contact as a random sample of Learners is selected for a brief telephone audit.



## Information for Apprentices & Trainees

### Important Contacts

#### DEPARTMENT OF EDUCATION & TRAINING (DET)

Phone: **1800 210 210**

Advises and provides information to an Apprentice or Trainee's enquiries and industrial relations issues.

**[www.training.qld.gov.au/apprentices/index](http://www.training.qld.gov.au/apprentices/index)**

**[www.apprenticeshipinfo.qld.gov.au/apprentices/about](http://www.apprenticeshipinfo.qld.gov.au/apprentices/about)**

#### AUSTRALIAN APPRENTICESHIP SUPPORT NETWORK (AASN)

Australian Apprenticeship Support Network (AASN) providers are contracted by the Australian Government and have a Deed of Agreement with the Queensland Department of Education and Training to provide targeted services which deliver tailored advice and support to employers, apprentices and trainees. Also commonly known as the Apprenticeship Network provider, the AASN provider is the first point of contact for the administration of all training contacts.

#### MYAPPRENTICESHIP SELF-SERVICE WEBSITE

**[www.training.qld.gov.au/apprenticeshipinfo/apprentices/myapprenticeship](http://www.training.qld.gov.au/apprenticeshipinfo/apprentices/myapprenticeship)**

The myApprenticeship website is the easiest way to manage your apprenticeship or traineeship, allowing you to securely view information and complete a range of tasks relating to your apprenticeship or traineeship.

Please note that this is only for apprentices and trainees who have a current registered training contract or have had one in the past.

Using this website you can do the following:

- Access your training contract;
- Update your personal information;
- Initiate formal process, such as amendments and extensions;
- View official correspondence between you and the department;
- View your training results;
- Monitor the progress of your apprenticeship or traineeship;
- Lodge a general enquiry or request with the department;
- Access previous requests you have made through the website;
- Apply for travel and accommodation subsidies.

### Lodging a complaint

An employer, apprentice/ trainee, parent/guardian and other persons with sufficient interest may lodge a complaint with the Department regarding:

- Training delivered to the apprentice or trainee under the training plan
- Adequacy of the facilities, range of work and supervision provided by the employer
- Circumstances in which the contract was signed or amended or cancelled
- The handling of a matter by the regional office
- General apprenticeship or traineeship arrangements
- Certain services provided by training organisation who deliver training to apprentices and trainees.

The department may refuse to deal with complaints that are considered frivolous, lack substance, are unnecessary or unjustifiable; or the person making the complaint does not have sufficient interest.

Complaints may be lodged using the online apprenticeship or traineeship complaint form (see the link below)\* or phone Apprenticeships Info on **1800 210 210**.

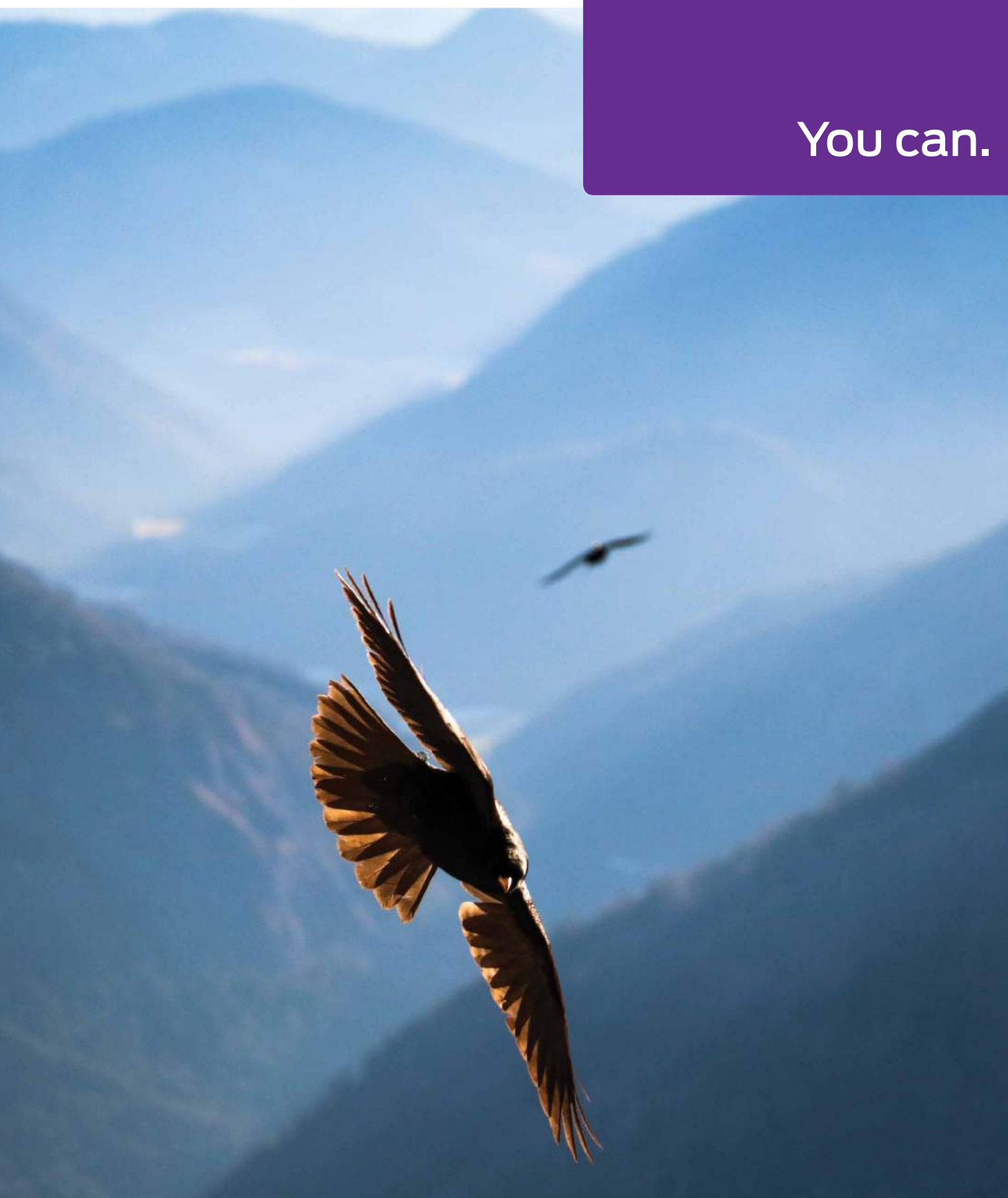
\* <https://training.qld.gov.au/apprenticeshipinfo/informationresources/Documents/complaints-appships-tships.pdf#search=complaint%20form>

### Training Plan

You will also receive a copy of your Training Plan once enrolment is finalised and you've met with your Trainer. This details the units of competency that you are to complete to get your qualification, and will identify those that have been completed (either through RPL or Credit Transfer). As you complete a competency, the Trainer Assessor will sign-off that competency as having been successfully completed. A copy of the Training Plan must also be kept at your workplace at all times by the nominated custodian (identified at your Enrolment Meeting).



You can.



# *Enriching lives through education*

Your training journey will be exciting, challenging and rewarding.

Be focused, be passionate and know what you want to accomplish. At the end of the day it's up to you, however FTA are here to walk that path with you.

Through training, you will learn to do your best work today making sure you have the skills and knowledge to do the work tomorrow.

We are investing in you, so you can invest in your future, together building a better skilled workforce.

For any further information or clarification of information contained in this Learner Handbook, please don't hesitate to contact us directly on 1300 990 064 or email us at [info@fta.edu.au](mailto:info@fta.edu.au).



ambition inspired

Foundation Training Australia  
RTO: 31972

1 / 685 Main Street, Kangaroo Point QLD 4169  
+61 7 3505 5989 1300 990 064  
[info@fta.edu.au](mailto:info@fta.edu.au) [www.fta.edu.au](http://www.fta.edu.au)