



## Student Handbook

Far North Training & Consultancy  
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I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions my rights and responsibilities as a participant of Far North Training & Consultancy and that I have also received induction into my training program at the Far North Training & Consultancy through an orientation program as outlined on page four (4) of this handbook.

**RECEIVED BY:**

**SIGNATURE** .....

**DATE RECEIVED:**

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## WELCOME

On behalf of the staff at Far North Training & Consultancy we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we hope will answer many of the questions you have about studying with us.

Please take the time to read this handbook and **sign** the front cover of this handbook and hand it to Administration. This document will be photocopied and retained in your student file.

In accordance with the Privacy Act, Far North Training & Consultancy would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members, if you have any questions or are seeking clarification on any aspect of your course.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with Far North Training & Consultancy is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Far North Training & Consultancy are an approved Registered Training Organisation through the Australian Skills Quality Authority (ASQA). This is the National Vocational Regulator. ASQA conducts quality audits and grants registration for up to 5 years to training organisations that meet the RTO standards. <http://www.asqa.gov.au/>

## SERVICE, FACILITIES AND COLLEGE LOCATION

Far North Training & Consultancy is located at the Centenary Building, Shop 6, no 3 Front Street, Mossman (upstairs).

Here at Far North Training & Consultancy we:

- utilise electronic teaching aids and equipment
- utilise professional, flexible and up to date applications in our courses
- offer student access to student resources
- provide work placement where required utilizing the assistance of local businesses to support our training.

Far North Training & Consultancy's hours of operation are: 9 am to 4.00 pm Monday to Friday. Training times may vary dependent on needs of students. Weekend training and out of hours training is provided on request.

## HOW TO ENROL IN A COURSE AT FAR NORTH TRAINING & CONSULTANCY

1. Complete and sign the Enrolment Form for all fee for service courses.
2. Complete your application online for your Unique Student Identifier. The USI scheme is free. More detailed information further on in handbook.
3. Have your ID ready for when you go online to obtain your USI.  
<http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

4. Complete an (RPL) Recognition of Prior Learning Application (if applicable) if you are undertaking a formal program to which you meet the requirements specified in the training package.

5. Submit your enrolment form along with any requested information or documents and payment of the enrolment fee as prescribed on the course flyer.

PLEASE NOTE: Far North Training & Consultancy respects your right to be treated fairly, learn in an environment free of discrimination and racial, sexual or other harassment. By signing the enrolment form, you agree to abide by the College's regulations and code of conduct. You are expected to conduct yourself in a manner that will not discredit yourself or the College. Acts which seriously interfere with the basic purposes, necessities and processes of the learning community are prohibited.

### Contact Details

It is important that the following information is accurately noted on your enrolment form and that if any of this information changes that you notify Far North Training & Consultancy 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
5. Any recognition of prior learning that you wish to apply for
6. Proof of payment of fees (Where applicable)

**\*\*YOU ARE RESPONSIBLE FOR ENSURING THAT Far North Training & Consultancy ADMINISTRATION HAS YOUR UP-TO-DATE CONTACT DETAILS. PLEASE NOTIFY ANY CHANGES WITHIN 7 DAYS OF THE CHANGE\*\***

## COURSE DETAILS

Please refer to the course flyer for all details including government subsidized training programs and information regarding courses including course costs, duration, entry requirements, and units of competency.

## UNIQUE STUDENT IDENTIFIER (USI)

What is USI and what does it mean for you the student?

If you are undertaking **any** Nationally Recognised Training from 1 January 2015 your RTO, Far North Training & Consultancy will submit your (data) and results (transcript) so that they will appear in your Unique Student Identifier (USI) account.

If you do not have computer access FNTC can provide a computer for your use so that you can obtain a USI. As the RTO, we are not able to issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual.

Your training records or results can also be referred to as:

- Your transcript
- Your vocational education achievements
- Your qualifications
- Your enrolments
- Your statement of attainment.

FNTC will also give you your results directly in addition to submitting your data electronically.

## FEES AND CHARGES

**Course fees** (refer to Course flyer/s for more information)

### Course fees – Fee for Service

Unless otherwise advised fees:

Fee for Service programs require that enrolment and payment are made prior to training delivery and commencement.

- may be subject to change;
- reflect the content of the course and the award, 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;
- may be reduced or refunds may be granted only if a student is granted sufficient credit transfer/RPL or exemptions such that the course is completed in a shorter than normal time.

Far North Training & Consultancy offer a number of programs that include fee for service and government subsidised programs. The Queensland Government provides subsidised training opportunities to assist **eligible** Queenslanders at different stages of their working life to access vocational education and training and complete formal qualifications.

### Government subsidised programs

Government subsidised programs such as the Certificate 3 Guarantee provide a subsidy to enable participants to gain skills and knowledge. Under this program students should expect to contribute to the cost of their training, through a student contribution fee. This is outlined in the flyers for Far North Training & Consultancy. Students are only eligible for one subsidised training place for a Certificate III level qualification.

Information about Certificate 3 Guarantee is available at <http://www.training.qld.gov.au>.

### Queensland Year 12 graduates

To be eligible for fee-free training, the student must meet the above Certificate 3 Guarantee eligibility criteria and:

- have evidence of completing Year 12 in Queensland, for example hold a Queensland Studies Authority issued Senior Statement or equivalent certification.
- enrol in a high-priority qualification under the program with a Pre-Qualified Supplier.

- commence training within 12 months of graduating Year 12 (i.e. by the end of the calendar year after completing Year 12).

### **Sundry Fees**

Some courses have associated sundry expenses including textbooks, kit items (stationery, uniforms and other personal expenses during the course of study. You are responsible for the payment of student sundry expenses.

Should you require a period greater than that stated on this offer to complete the course; you may be subject to additional fees.

### **Payment**

Before start of each semester, a tax invoice for tuition fees is sent to your current mailing address for payment by cash, credit card, or internet transfer payable to Far North Training & Consultancy. Payment of fees is deemed as acceptance of terms and conditions on the enrolment form and in this Student Handbook.

You will not be allowed to commence studies until all applicable fees are paid unless other arrangements have been made.

Nothing in the Far North Training & Consultancy's refund and RPL processes negates your right as a student to take action under Australia's consumer protection laws in the case of financial disputes.

## **PRE ELIGIBILITY CHECKLIST FOR GOVERNMENT SUBSIDISED COURSES**

Prospective students who are considering enrolment in a government subsidised program will need to complete a 'Student Expression of Interest' form prior to commencement of the enrolment process.

Once a Student Expression of Interest form has been completed and information checked, students will need to complete and sign a Far North Training & Consultancy's enrolment form. Students will also need as stated previously to obtain their USI.

For government subsidised courses you are required to provide evidence of your eligibility. For example:-

- Queensland Drivers Licence as evidence of Date of birth and/or Queensland residency.
- A Medicare Card (Green) is sufficient evidence of Australian Permanent Residency.
- A Medicare Card (Blue) may address eligibility requirements for students claiming temporary residency status if accompanied by the necessary Department of Immigration documentation.

Student eligibility will be confirmed at the time of the student's enrolment and evidence will be retained on file at the offices of Far North Training & Consultancy.

Upon advice of eligibility, all fees must be paid at time of enrolment. Students will also be required on orientation to advise of any applications for Credit Transfer and/or Recognition of Prior Learning if applicable.

Students will also be required to complete a Language, Literacy and Numeracy assessment. And if required a reasonable adjustment form if applicable.

Students will need to submit their USI number for recording in student file.

*Additionally, for courses that require Vocational Placement such as the Certificate III in Aged Care, for a student to be deemed competent within an industry for which a security clearance (eg Police check or Blue Card) is required, a copy of this is also required to be held on file with Far North Training & Consultancy*

### **Contact details**

It is important the following information is accurately noted on your enrolment form and that if any of this information changes that you notify FNTC at the earliest opportunity.

- Correct and clear spelling of your name
- Date of birth
- Current address
- Any assistance that you may require throughout the course
- Any recognition of prior learning (RPL) that you wish to apply for.
- Proof of payment of fees (where applicable)

**You are responsible for completing your enrolment form correctly and that FNTC has your up-to-date contact details. Please notify any changes within 7 days of the change. Please take the time to check your details before submission.**

## **ENROLMENT PROCEDURE EXTENSION**

### **Extensions to enrolment**

Change to enrolment involving extensions to the allocated time of the course program will need to be assessed on an individual basis. Applications for extension must be received in writing, stating the student's reason for applying for extension. Enrolment extension may be granted where reasonable cause of inability to complete is provided.

Where enrolment has been provided by face to face tuition, an application for extension will need the approval of the CEO.

## STUDENT SUPPORT, WELFARE AND GUIDANCE

Far North Training & Consultancy ensures that you are supported in your studies to the fullest extent possible, thus should you experience any difficulties with your studies you should see your Trainer, or another member of staff.

The staff member will ensure that the full resources of Far North Training & Consultancy are made available to you to ensure that you achieve the required level of competency in all accredited courses.

Furthermore should you seek advice on Welfare or Guidance or other matters you may make an appointment at any time for free advice relating to study or:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself
- setting deadlines to complete tasks
- how to have a 'positive' mindset
- have a 'good' attitude to learning
- enjoy the journey

## ACADEMIC REQUIREMENTS

When assessing applications for entry into a formal course at Far North Training & Consultancy, a number of factors are considered. Generally, applications must satisfy certain Academic requirements. Far North Training & Consultancy reserves the right to accept or deny entry into a course. Please refer to the Course Flyer for these particular requirements for the course in which you are enrolling.

## RECOGNITION OF PRIOR LEARNING (RPL)

**Recognition of Prior Learning (RPL)** means 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.

- a. 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)
- b. 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
- c. 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)..



Far North Training & Consultancy has an established RPL process.

*The procedure for applying for Recognition is:*

- Trainer/Assessor or RTO Manager provides RPL information to students at orientation.
- You as the Student advise the Trainer/Assessor of intent to apply for RPL.
- Trainer/Assessor verbally explains the RPL process in more detail and provides you with Recognition Prior Learning Information Guide and Application Form to complete.
- You complete the RPL Application Form and submit to Trainer/Assessor within 5 days.
- Trainer/Assessor or RTO Manager assesses RPL Application Form.

### ***If RPL is granted***

- Trainer/Assessor or RTO Manager sends completed RPL Application Form to Administrative officer for processing.
  - Administrative officer initials and dates the RPL Application Form then enters assessment outcome into AVETMISS database and files evidence in your file.
- 
- If Recognition is not granted Trainer/Assessor or RTO Manager will notify you of the outcome in writing within 5 days of decision, including the reasons for the decision. This letter will outline the process for assessment appeal which defines that you as the student must notify the RTO Manager of intent to appeal within 5 days of notification of outcome. The RTO Manager will begin the appeal process as per the Complaints and Appeals Policy outlined in this handbook within 2 days of notification from you.

**RPL Fee: RPL will be charged at the usual cost of the unit of competency.**

### **Credit for prior studies**

Credit will be provided where there is evidence, that the units of competency and/or modules (unless licensing or regulatory requirements prevent it) based on the equivalence of studies previously undertaken and completed successfully. This information will be authenticated by contacting the organisation that issued the document.

**Note providing credit for previous studies is not recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognizing the equivalence of studies previously undertaken and successfully completed.**

## **FAR NORTH TRAINING & CONSULTANCY ORIENTATION**

### **What will happen during your orientation?**

During orientation program you need to ensure your enrolment details and personal details are correct. You will receive all necessary information required during your study at Far North Training & Consultancy.

The orientation program includes the following information:

- Far North Training & Consultancy Student Services
- Code of conduct
- Complaints and Appeals
- Facilities
- Class program/training times

- Student conduct

You will be advised of important procedures to be followed from the commencement of your studies and will be issued with your course program and timetable.

We look forward to meeting you and wish you the very best for success at Far North Training & Consultancy.

**Checklist of what you need to bring:**

- Details of your home and term addresses
- Form of identification e.g. birth certificate; driver's license; passport
- Any formal qualifications/resumes/references for Credit studies or Recognition of Prior Learning documentation.
- Pen and a notepad

## ACCIDENTS

All accidents must be reported at Reception and recorded on an Incident Report Form which must be signed by the RTO Manager. Any action taken must be recorded. Follow-up will be completed the following day to ensure your well-being.

## FIRST AID

Should you require First Aid, a trainer or staff member will administer First Aid and you must complete an Incident Report Form. Should medication be required, you will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with you until it arrives.

## DRESS CODE

Dress requirements are neat casual or business attire. For some courses there may be required footwear or dress.

## BEHAVIOUR AT FNTC

You are expected to reflect the ideals and code of behaviour of Far North Training & Consultancy in your dealings with fellow students, members of staff and the general public. You are expected to adhere to the rules and to co-operate in the effective running of Far North Training & Consultancy.

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- To be focused on the situation, issue or behaviour, not on the person.
- To assist in maintaining the self-confidence and self-esteem of others.
- To maintain constructive relationships with all staff and fellow students.

To take the initiative to assist in making things better.

- To always lead by example.
- To always respect the property of Far North Training & Consultancy, staff and fellow students.
- To refrain from using inappropriate language with the understanding that to do so will not be tolerated.

- To always turn off Mobile phones during classes. If you are expecting an important phone call, your phone may be left with the reception staff to take messages until the next break – ***this concession must not be abused***
- To refrain from consuming food or drinks in non-designated areas at Far North Training & Consultancy.

*If you attend any training session under the influence of alcohol or illegal substances you will be immediately sent home, your enrolment with FNTC will be reconsidered and appropriate authorities will be notified.*

Water bottles in classrooms are acceptable.

Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

### **Plagiarism and Cheating**

Collusion, plagiarism or cheating in assignments, class assessments or assessments will not be tolerated. Trainer will advise you of the many different ways to avoid plagiarism. If you are proven to be involved in such activities you will not be permitted to continue their course.

### **Theft**

As the premises of Far North Training & Consultancy are open to the public, you are advised not to leave your valuables unsupervised. Far North Training & Consultancy cannot be held responsible for anything which may be stolen from its premises.

### **Smoking**

Far North Training & Consultancy premises (including classrooms, toilets, and general office areas) are smoke free zones. If you wish to smoke, you should do so outside the buildings in designated smoking areas.

## **DISCIPLINE**

Far North Training & Consultancy will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and wellbeing of all students and staff.

Examples of when disciplinary action may be required to be taken include if you:

- bring onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- bring onto or consumes on the premises any alcohol,
- exhibit any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damage or remove any property or resource belonging to Far North Training & Consultancy or any training venue hired by Far North Training & Consultancy,
- assault (physically or verbally) any person or persons on the premises or any training venue hired by Far North Training & Consultancy,
- fail to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,

- exhibit any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enter any part of Far North Training & Consultancy premises or any other place to which you as a student have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises,
- Contravene any rules or acts of Far North Training & Consultancy
- Prejudices the good name or reputation of Far North Training & Consultancy or Training campus,
- Prejudice the good order and governance of Far North Training & Consultancy or interfere with the freedom of other people to pursue their studies., Fail to comply with conditions agreed in the contract,
- Refuse to identify yourself when lawfully asked to do so by an employee of Far North Training & Consultancy.
- Fail to comply with any penalties imposed for breach of discipline,
- Misbehave is a class, meeting or other activity under the control or supervision of Far North Training & Consultancy, premises or other premises to which you as a student of Far North Training & Consultancy have access,
- Obstruct any member of Far North Training & Consultancy in the performance of their duties,
- Act dishonestly in relation to admission to Far North Training & Consultancy,
- Knowingly make false or misleading representation about things that concern you as a student of Far North Training & Consultancy or breach any of Far North Training & Consultancy's rules,
- Alter any documents or records,
- Breach any confidence of Far North Training & Consultancy.
- Misuse any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse in any way of any computing equipment, communications equipment, processing or production equipment or any other property that you have access to as a student of Far North Training & Consultancy,
- Steal, destroy or damage a facility or property of Far North Training & Consultancy may be responsible for,
- are found guilty of improper conduct

If disciplinary action is taken, the RTO Manager will notify you of the reason for the action.

- A verbal warning will be given to you and documented on your student file
- Where the behaviour continues after the verbal warning, the RTO Manager will counsel you and a written warning will be provided to you. A copy of this warning will be noted and kept on your student file.

In the event that the behaviour continues beyond the written warning, you will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on your student file.

If you wish to express a complaint in relation to the disciplinary action taken, you have the opportunity to follow the College's complaints procedure (refer to **Complaints procedure** within this Student Handbook).

Far North Training & Consultancy expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the RTO Manager and the appropriate action will be taken.

If you admit to alleged misconduct the RTO Manager of Far North Training & Consultancy may impose one or both of the following:

- You will be charged for any equipment that is damaged, lost or stolen.
- Your temporary exclusion from Far North Training & Consultancy.

The RTO Manager of Far North Training & Consultancy may impose the penalty of permanent exclusion from Far North Training & Consultancy in the case of physical or verbal abuse of students or staff or any other person associated with studying at Far North Training & Consultancy. Permanent exclusion can also be imposed if you behave in a manner that demonstrates repeated or severe misconduct or in the case of any criminal acts.

Far North Training & Consultancy reports all criminal acts committed by its students to the relevant authorities.

### **Notification and Appeal**

You will be notified in writing of penalties as a result of general misconduct. The grounds for appeals are as follows:

- Procedural irregularity and/or
- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision

Appeals must be lodged in writing to the RTO Manager of Far North Training & Consultancy within 20 working days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt the student's appeal.

### **Academic Misconduct**

The Far North Training & Consultancy RTO Manager will deal with any dishonest assessments. Dishonest assessments include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as your own
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and you will be marked Not Yet Satisfactory (NYS).

If you are involved in any of the above you will be set a new examination/assessment and will be counseled by the RTO Manager. A fee of \$20 will be charged and you must pay that prior to the re-sit. Further occurrence of academic misconduct will be recorded on you student file and suspension/ dismissal will be at the discretion of the RTO Manager.

### **Your Responsibilities**

1. You must not help or receive assistance from another student unless the assistance is authorised by the Far North Training & Consultancy RTO Manager.
2. You must be responsible for your own equipment and advise the Far North Training & Consultancy trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
3. You must not bring any materials into the examination room other than those specified by the Far North Training & Consultancy trainer.
4. You must not bring any materials into the production area other than those specified by the Far North Training & Consultancy trainer.
5. You will not be permitted to use computer software or other devices during class or assessments other than those items requested by the Far North Training & Consultancy trainer.

*You may be excluded from a final assessment in any unit for any of the following reasons:*

- Unauthorised absence from class
- Failure to meet the unit requirements, for example failure to attend classes or assessments
- Academic misconduct
- General misconduct (see below).

### **Far North Training & Consultancy Responsibilities**

1. You must be treated fairly, with dignity and with due regard to privacy;
2. You are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved;
- 3 Past misconduct is not evidence that you have behaved in the same manner again;

4 Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct

5 All letters and requests will be kept on your student file.

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### **Penalties**

- Penalties imposed will take into account the nature and the extent of the misconduct
- Penalties imposed will take into account your stage in the program
- Penalties imposed will take into account the conventions of the field of study
- Your second offence is penalised more severely than their first offence and a third offence will result in exclusion from Far North Training & Consultancy
- The following penalties may be imposed: a warning, receiving a non-yet-competent grade for an assessment event or unit or even exclusion from Far North Training & Consultancy

### **Notification and Appeal**

You will be notified in writing of penalties as a consequence of academic misconduct

The grounds for appeal are:

- Procedural irregularities and/or

- Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
- Appeals must be lodged in writing to the RTO Manager of Far North Training & Consultancy within 20 working days of the date of you being notified of the consequence.

### **General Misconduct**

You are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

## **STATEMENT OF AUTHORSHIP**

All homework assignments, projects, reports, papers and assignments submitted to a course are expected to be your own work. You should always take great care to distinguish your own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people. All information taken from other sources must be clearly referenced and authorship acknowledged. If you, for whatever reason, submit work that is not your own or fail to acknowledge sources, you will be required to re-enrol in the relevant subject/s.

### **Part Time Studies**

You may be able to undertake courses on a part-time basis by negotiation with the RTO Manager.

## **ACCESS AND EQUITY**

Far North Training & Consultancy is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Any issues or questions raised regarding access and equity can be directed to the RTO Manager.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English
- numeracy support
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students

## **HARASSMENT AND DISCRIMINATION**

At all times Far North Training & Consultancy will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform Far North Training & Consultancy management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

You have the responsibility to:

- allow others to learn,
- keep Far North Training & Consultancy's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep Far North Training & Consultancy's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

You should not make any frivolous or malicious complaints. You are expected to participate in the complaint resolution process in good faith.

## **YOUR RIGHTS AND RESPONSIBILITIES**

### **Your Rights**

Far North Training & Consultancy recognises that you as a student have the right to:

- expect Far North Training & Consultancy to provide training of a high quality that recognises and appreciates your individual learning styles and needs;
- have access to all Far North Training & Consultancy services regardless of your educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- have your prior learning, acquired competencies, and experience appropriately recognised in determining your requirements for training and assessment;



- be advised of the learning outcomes and prescribed assessment tasks for the training program of your choice prior to its commencement;
  - appeal for a review of the results of an assessment;
  - expect to achieve the published learning outcomes from their training program, if you, in turn, devote the necessary time and diligence to it;
  - learn from fully qualified, competent and diligent Trainers who observe their responsibility to address your learning needs, assist you to achieve the course outcomes, and assess your work fairly;
  - learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
  - be treated with dignity and fairness;
  - expect that Far North Training & Consultancy will be ethical and open in their dealings, their communications and their advertising;
  - expect that Far North Training & Consultancy Far North Training & Consultancy will observe their duty of care to you;
  - efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;
- privacy and confidentiality, and secure storage of your student records in accordance with the organisation's policies, to the extent permitted by law

### **Your Responsibilities**

You are responsible for:

- Understanding and accepting the enrolment conditions for the courses you undertake.
- Providing accurate information about yourself at time of enrolment, and to advise Far North Training & Consultancy of any changes to your address or phone numbers within 7 days.

**Paying of all fees and charges** associated with your course and providing your own course requirements where notified.

- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring you attend classes sober and drug free, and smoke only in open areas away from other people.
- The security of your personal possessions while attending a course.
- Promptly reporting all incidents of harassment or injury to Far North Training & Consultancy administration office.
- Respecting Far North Training & Consultancy property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of your rights and responsibilities when in doubt.

## **THE STANDARDS FOR VET 2015**

You are about to embark on a study pathway that can result in achieving a nationally recognised qualification. The Standards for Registered Training Organisations 2015 form part of the VET Quality Framework, a system which ensures the integrity of nationally

recognised training in Australia and which registered training organisations are required to comply with at all times.

As the learner in the process you have the greatest stake in the quality of VET. Learners must receive quality training and assessment that is responsive to industry needs and to their needs.

## LEGISLATION

In addition to general business practice legislation, Indigenous and Mainstream Accredited Training is subject to a variety of legislative requirements as they relate to training and assessment. Legislation is continually being updated and, as it comes to hand, information that directly affects students will be passed on.

Current legislation that effects our operations and may impact on students includes but is not limited to the legislation listed below:

Commonwealth Legislation: Other relevant legislation can be found at

<http://www.comlaw.gov.au/Browse/ByTitle/Acts/Current>

- Commonwealth Legislation:
- <http://www.legislation.qld.gov.au/search97cgi/s97r.cgi?action=View&VdkVgwKey=%2E%2E%2F%2E%2E%2F%2E%2E%2Fproduction%2Flegislation%2Fhtdocs%2FLEGISLTN%2FACTS%2F2001%2F01AC035%2Epdf&doctype=raw&Collection=Acts+As+Passed> -  
[xml=http://www.legislation.qld.gov.au/search97cgi/s97r.cgi?action=View&VdkVgwKey=%2E%2E%2F%2E%2E%2F%2E%2E%2Fproduction%2Flegislation%2Fhtdocs%2FLEGISLTN%2FACTS%2F2001%2F01AC035%2Epdf&doctype=xml&Collection=Acts+As+Passed&QueryZip=anti+discrimination%0D%0AHuman Rights and Equal Opportunity Commission Act 1986](http://www.legislation.qld.gov.au/search97cgi/s97r.cgi?action=View&VdkVgwKey=%2E%2E%2F%2E%2E%2F%2E%2E%2Fproduction%2Flegislation%2Fhtdocs%2FLEGISLTN%2FACTS%2F2001%2F01AC035%2Epdf&doctype=xml&Collection=Acts+As+Passed&QueryZip=anti+discrimination%0D%0AHuman+Rights+and+Equal+Opportunity+Commission+Act+1986)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984 (Commonwealth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1988 (Commonwealth)
- Privacy Amendment Act 2004
- Privacy (Private Sector) Regulations 2001 (Commonwealth)
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Workplace Relations Act 1996 (including amendments 2001, 2002, 2005 2006)
- The National Vocational Education and Training Regulator Act 2011.
- Copyright Act 1968 State Legislation:
- Anti-Discrimination Act 1991 (QLD)
- Disability Services Act 2006
- Workplace Health and Safety Act 2011 (QLD)
- Fair Work Act 2009
- Further Education and Training Act 2014 (QLD)

## QUALIFICATIONS AND VOCATIONAL REQUIREMENTS WORKPLACE HEALTH AND SAFETY POLICY

The *Workplace Health and Safety Act 2011* requires that the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Far North Training & Consultancy aims at all times to provide a positive and rewarding learning experience for all of its students.

You must ensure that you have discussed with the RTO Manager any concerns you may have about your capacity to participate because of any Language, Literacy or Numeracy difficulties. Far North Training & Consultancy will offer to you at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Far North Training & Consultancy will make every effort to ensure that you are adequately supported to enable you to complete your training. Some examples of the type of support that Far North Training & Consultancy can offer you include:

### Literacy

- Providing only essential writing tasks,

- Consider the use of group exercises so that the responsibility for writing rests with more than one person,
- Provide examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

### Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage you to ask questions,
- Ask all questions to ensure you understand.

### Numeracy

- Ask you to identify in words, what the exact problem is and how you might solve it,
- Show you how to do the calculations through step by step instructions and through examples of completed calculations,
- Help you to work out what maths/calculations/measurements are required to complete the task,
- Encourage the use of a calculator (if applicable) and demonstrate how to use it.

Far North Training & Consultancy are committed to training students and to create conditions that allow students to learn that is **inclusive** of all learners. Far North Training & Consultancy staff, agree to undertake training in Inclusive Learning as documented on Training Queensland website. Education is recognised at the heart of social inclusion, it is about recognizing the diversity of learners all of whom can come from a wide variety of backgrounds, identities and aspirations which impact on how they learn.

## STUDENT TRAINING RECORDS

Far North Training & Consultancy has in place a policy and procedure for the collection, storage and protection all the training records of individual students 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:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),
- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) and credit transfer process documents (application and results)

We are committed to maintaining and safeguarding the confidentiality and privacy of your student information. Far North Training & Consultancy will document and implement procedures to assure the integrity, accuracy and currency of your records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back up system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects Far North Training & Consultancy's computer systems from unauthorised access from the internet.

### **Student Training Records Procedure**

- Each individual student will have a personal file for storage of training records.
- Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).
- All Trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of the Far North Training & Consultancy.

### **ACCESS TO YOUR STUDENT TRAINING RECORD**

Access to your individual student training record must meet Commonwealth and State Privacy legislation and will be limited to:

- accessing your own personal record,
- authorising release of specific information to third parties in writing,
- Far North Training & Consultancy staff who require this information as part of their job role,
- officers from Australian Skills Quality Authority or their representatives for activities required under the NVR Standards for Continuing Registration and officers from Department of Education and Training for (DET) funding,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act)

### **PRIVACY**

Far North Training & Consultancy operates in compliance with current privacy legislation (2009). FNTC recognises a student's right to privacy. FNTC Privacy Policy identifies how we handle all student information we are in the possession of. We collect and store student enrolment details and progress reports.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all person information in our records will be protected under current Commonwealth legislation governing this area.

Competency Based-Training and Assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (or outcomes of accredited courses if there are no competency standards for an industry).

Far North Training & Consultancy assessment policy is in accordance with the following principles:

- The assessment will comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses.
- The assessment will lead to the issuing of a statement of attainment or qualification under AQF when a person is assessed competent against nationally endorsed unit(s) of competency in the applicable training package or modules specified in the applicable accredited course.
- When choosing the most appropriate assessment method, the following will be considered:
  1. The four dimensions of competency (task skills, task management skills, contingency management skills and job/role environment skills).
  2. The skills or cluster of skills applied in a workplace situation, specific Training Package or Accredited Course requirements.
  3. Underpinning knowledge/skills, which are required.
  4. The qualification level and outcomes.
  5. The individual needs of the student.
  6. Where the assessment will be conducted (on-the-job, off-the-job, simulated environment, distance delivery).
  7. The available resources.
- The assessments are valid, reliable, fair and flexible.
- The applicants will be informed of the context and purpose of the assessment and the assessment process.
- The assessment will involve the evaluation of sufficient evidence to enable judgments to be made about whether competency has been attained.
- The applicant will be provided with the feedback about outcomes of the assessment process and guidance on future options in relations to those outcomes.
- There will be a provision for reassessment on appeal (as per complaints and appeals policy).
- The variables applicable to the assessment will depend on the different facilities and resources.

### **Assignments and Workplace Projects**

- Assignments, workplace project work and other evidence must be submitted by the specified deadline for a result to be recorded and extensions of time will only be given in exceptional circumstances (final decision by Training and Assessment RTO Manager).
- Extensions must be granted prior to the due completion date of relevant project work.
- If you unable to complete assessment due to illness or exceptional circumstances you may apply for a deferred special assessment.
- If you do not gain a 'Competent' or Satisfactory rating in an assessment you are entitled to a re-submission. Failure in the second assessment will result in a 'Not Yet Satisfactory'

result and you will be required to undertake further training before further assessment will be conducted at additional costs.

## ASSESSMENT METHODS

- Observation - of someone performing a task or producing a product.
- Reports - to provide evidence of understanding in a particular context. Reports should be combined with oral or written questioning to validate understanding.
- Simulation/Role-Play/Case Study - simulation of workplace activities to gauge performance, e.g. cutting a client's hair
- Portfolio - provision of a collection of evidence and samples that prove competence against the specified criteria. This is particularly useful in a Skills Recognition Process.
- Practical exercise or task - the student undertakes a task or exercise that demonstrates competency performed against the specified criteria.
- Knowledge based tests - written or oral questioning. Written and oral tests are widely used as a method of assessing a student's understanding or knowledge of the work or task they are performing. The term 'knowledge' is used in a broad sense and does not merely refer to recall from memory or rote learning, but to show clear understanding of the task being assessed
- Where appropriate, assessment methods will take into account and have the flexibility to incorporate the equity needs of students (e.g. alternative methods of assessment for students with disabilities).

### Assessment Criteria

You should be aware of the assessment criteria used by the trainers at Far North Training & Consultancy. Assessment requiring essay or report writing will be based on the following criteria:

#### 1. Answering the question

You must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

#### 2. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what you have written. You should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be your own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Training and Assessment RTO Manager and dealt with accordingly. You are advised to keep a copy of your assessments.

*\*NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.*

### Due Date Information

Your trainer will advise you of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

## ASSESSMENT RE-SIT PROCEDURE

### Stage 1: You undertake an in-class assessment

- You will be notified within 14 days of undertaking an assessment of your performance.
- If you do not attend the in-class assessment, you should notify your trainer as to why you did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee will be charged for re-sitting the assessment.

### Stage 2: You are deemed Not Yet Satisfactory in FIRST assessment

Should you be deemed to be Not Yet Satisfactory you will be provided with information identifying the areas in which you failed to achieve competency. You will then have the opportunity to repeat the assessment task within 7 days of notification.

### Stage 3: You are deemed Not Yet Satisfactory in FIRST re-sit

- If you are again deemed Not Yet Satisfactory you will be provided with information identifying the areas in which you failed to achieve competency.
- You must then participate in a new assessment task within 7 days of notification; a fee of \$50 will be required to be paid prior to the assessment.

### Stage 4: You are deemed Not Yet Satisfactory in SECOND re-sit

- If you are still unable to demonstrate competency, then you will be required to repeat the unit of competency.
- Far North Training & Consultancy will determine the time at which the unit will be available.
- You will be liable to pay a fee to be determined by Far North Training & Consultancy to cover the cost of extra tuition.

## ACADEMIC APPEALS PROCESS

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the VET Quality Framework.

A fair and impartial appeals process is available to you as a student of Far North Training & Consultancy. If you wish to appeal your assessment result, you must first discuss the issue with your Trainer. All appeals are recorded in writing on the **Appeals against Assessment form (Appendix A)**, and the results of the appeal process will also be communicated to you in writing including reasons for the decision made.

The appeals process will allow for you to formally present your case, and will also allow for your appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and your student file.

## GROUNDINGS FOR APPEAL

Your application for appeal will be considered if you are disadvantaged because:

- the Trainer did not provide a subject outline,



- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to you
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment

If the appeal for re-assessment is upheld Far North Training & Consultancy will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

## ISSUING OF STATEMENTS OF ATTAINMENT AND CERTIFICATES

You will be issued with a Statement of Attainment upon successful completion of a Unit of Competency and a Certificate for successful of completion of all qualification requirements.

## REFUND POLICY AND AGREEMENT

Fees are levied on all courses, details of which are contained in the course flyer.

Far North Training & Consultancy management will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

Far North Training & Consultancy operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in Far North Training & Consultancy's Policy and Procedures

Please read the provided information carefully and choose your course options wisely.

Please note: that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course is cancelled after commencement and before completion date.
- The course is not provided fully because the college has a sanction imposed on it by a government regulator.

In making a contract to enrol in a course at Far North Training & Consultancy, you acknowledge and agree:

- That the information you provided in your application is complete and correct.
- To be bound by Far North Training & Consultancy's rules and regulations and any amendments made to the rules and regulations.
- To undertake a testing requirement prior to any course entry, if deemed necessary by Far North Training & Consultancy.
- That Far North Training & Consultancy reserves the right to accept or reject any application for enrolment at its discretion.

- That Far North Training & Consultancy reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from you
- That Refunds are made in accordance with the policy below and full refunds of amounts owed to you will be made within 14 working days
- That Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.
- That tuition fees are not transferable to another person or institution
- Far North Training & Consultancy reserves the right to withhold granting the Award attained by you if your fees remain outstanding.
- Any information that you give to Far North Training & Consultancy or that Far North Training & Consultancy collects about you can be given to authorised State and Commonwealth Agencies
- Far North Training & Consultancy reserves the right to change, alter or amend curricula, syllabi, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- If Far North Training & Consultancy has to change any of the above conditions for any reason, you will be notified of the change in writing.
- Refunds will only be paid to the person that enters into the contract with Far North Training & Consultancy unless Far North Training & Consultancy receives written direction to pay the refund to somebody else.
- Requests for refunds should be made in writing and addressed to the RTO Manager at Far North Training & Consultancy.
- This agreement does not remove your right to take further action under Australia's consumer protection laws as Far North Training & Consultancy's dispute resolution processes do not circumscribe your right to pursue other legal remedies.

You may approach the RTO Manager and request withdrawal from the course and a full refund under the following circumstances:

- illness resulting in a permanent disability that will affect your ability to complete any part of the course OR
- the death of a close family member (e.g. parent, sibling, spouse or child)

**Proof must be provided in both cases.**

It is important that you read or have the information explained to you within the Refund Policy. Refer to Far North Training & Consultancy's complaints and appeals procedure if you wish to appeal the refund policy.

The following table outlines reasons why a refund may be requested and the amount of tuition fees that will be refunded by Far North Training & Consultancy.

<b>Withdrawal Reason</b>	<b>Amount Refunded</b>
Withdrawal at least one (1) week prior to the agreed start date	Full refund of fees. Enrolment fee retained by Far North Training & Consultancy.
Withdrawal 1 – 6 days prior to agreed start date	50% Refund. Enrolment fee retained by Far North Training & Consultancy
Withdrawal on or after the agreed start date	No refund
Course withdrawn by Far North	Full refund

Training & Consultancy	
Far North Training & Consultancy is unable to provide the course for which the original offer was made	Full refund

## COMPLAINTS/APEALS POLICY

Should there be any occasion where there is a complaint or appeal with any of Far North Training & Consultancy's services the following steps should be taken to resolve the issue (please note: you may nominate a support person to accompany you to meetings or assist you with the complaints or appeals process at any stage of the complaint resolution process):

1. Discuss or resolve the issue with the other student or trainer involved. If the appeal is regarding an assessment decision then you must notify your trainer or the RTO Manager of Far North Training & Consultancy within 7 working days of receiving the result.
2. If a resolution cannot be reached the complaint/appeal must be submitted in writing to the RTO Manager of Far North Training & Consultancy within 20 working days using the **Complaint form at Appendix B**. Once the complaint has been lodged with the RTO Manager it will be registered as a complaint and appropriate action will commence within 10 days. Once the RTO Manager is able to resolve the complaint or appeal you will receive a written response from the RTO Manager or their delegate within 10 working days.
3. If the RTO Manager is unable to provide a satisfactory outcome and the complaint has not been dismissed then the complaint will be referred to the RTO Manager of Far North Training & Consultancy. The RTO Manager of Far North Training & Consultancy may attempt to resolve the problem through further negotiation or mediation. Once the RTO Manager is able to resolve the complaint or appeal you will receive a written response from the RTO Manager or their delegate within 10 working days.

Far North Training & Consultancy will maintain your enrolment while a complaint or appeal is ongoing however, this does not exclude Far North Training & Consultancy from reserving the right to suspend you from attending class or visiting Far North Training & Consultancy's campus/s if that is considered necessary during this period.

All records of complaints and/or appeals are kept on file. If the decision of the complaint or appeal supports you then Far North Training & Consultancy will immediately implement the decision and advise you of the outcome.

## DEFINITIONS

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees either full-time, part-time or contract of Far North Training & Consultancy.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

## CONSENT FORM

### **Images, Recordings, 3<sup>rd</sup> Party Information**

I, (*name please print*) ..... hereby give consent for the

---

#### **SECTION A - Release of information to a 3<sup>rd</sup> party about me**

Far North Training & Consultancy may release information as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3<sup>rd</sup> party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)

---

Name of 3<sup>rd</sup> Party: (Name of person, organisation, or “anyone”)

---

Other information / clauses: \_\_\_\_\_

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**SECTION B - Use of *my* image, whether a photograph, voice recording or video recording, in publicity releases – Complete ‘Authority to Publish form’.**

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#### **SECTION C - Signature**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**APPENDIX "A" – APPEAL AGAINST ASSESSMENT DECISION FORM**

**1. PERSONAL DETAILS**

Student Number ..... Contact Telephone .....

Family Name ..... Given Name/s .....

**2. CHECKLIST** Have you:

Made an appointment and discussed the matter with your assessor Yes  No

Completed all the requirements for the unit up to and including the work under dispute Yes  No

**3. COURSE/UNIT DETAILS**

Unit of competency Code and Name .....

**4. BASIS FOR APPEAL (Please tick appropriate section/s)**

Result not based on agreed assessment criteria

Assessment method at variance with statement on unit outline

Unfair grade based on stated criteria and quality of work

Work handed in on time was not marked

Other reason (please specify)

.....  
.....

**8. PROCEDURE**

The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published. If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the RTO Manager. Please hand the completed form together with any supporting documentation to Administration.

**9. RECEIPT**

Date of lodgement .....

Received by (name) .....

Signature .....

**10. ACTION**

Action taken by assessor .....

.....  
.....

**11. RESULT**

I am satisfied with the results of this process/ I am not satisfied with the results of this process and wish this matter to be heard by an independent person. (delete which does not apply)

Student name .....

Signature ..... Date .....

**APPENDIX “B” – COMPLAINT FORM**

To be filled out by the student and submitted to RTO Manager.

Student Name:		Student ID Number:
Address:		
Telephone:		Date of Incident:
Course:		Type of Incident: Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>
<b>Describe the nature of the complaint/appeal:</b>		
Describe efforts made to resolve the issue:		
Student Signature:		Date:

**For Office Use Only**

<b>Detailed Action Taken:</b> .....		
Improvement Request Raised: <input type="checkbox"/> Yes <input type="checkbox"/> No		Date IR Raised:
IR Raised by:		
Signed:		Date:
IR Received by the RTO Manager <input type="checkbox"/> Yes <input type="checkbox"/> No		Allocated IR No.:
Signature of the RTO Manager :		Date:

**APPENDIX “C” - FAR NORTH TRAINING & CONSULTANCY CODE OF PRACTICE**

Far North Training & Consultancy has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the National Vocational Education and Training Regulator Act 2011.

In the context of our business, a Code of Practice is made up of those attributes which are required but are not available as an auditable record. Far North Training & Consultancy can demonstrate when these attributes are absent.

### **1. Legislative Requirements**

In all dealings with staff and students, Far North Training & Consultancy endeavours to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Workplace health and safety;
- Workplace harassment, victimisation and bullying;
- Anti-discrimination that includes equal opportunity, racial vilification and disability discrimination;
- Privacy;
- The delivery and administration of vocational education and training; and
- All relevant legislation and regulations associated with qualifications offered.

### **2. Access and Equity**

Far North Training & Consultancy will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives. Far North Training & Consultancy prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

### **3. Quality Focus**

Far North Training & Consultancy is committed to provide quality services and is focused on continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

### **4. Client Service**

We have sound management and administrative processes to ensure delivery of an efficient client service. Students assessment results, Qualifications and Statements of Attainment are issued in a timely manner and competencies are recorded and certified in accordance with national guidelines.

Our commitment to quality client service is also demonstrated by the following:

- a Recognition of Prior Learning Policy and Procedure; (RPL)
- a fair and reasonable Refund Policy;
- a Complaints and Appeals Policy;
- an Access and Equity Policy; and



oLanguage, Literacy and Numeracy Assistance Information.

## **5. External Audit and Review**

Far North Training & Consultancy participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

## **6. Financial and Administrative Practices**

Far North Training & Consultancy guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees paid in advance are identified and protected and the business maintains appropriate financial and administrative records.

Students' records are managed to ensure confidentiality and security of all student information is maintained. All student records are stored and archived in accordance with the requirements of the NVR Standards for Continuing Registration and retained records are retrievable for perusal by students or regulatory authorities if requested.

## **7. Marketing and Advertising**

Far North Training & Consultancy markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Assessment is conducted in accordance with the requirements of the *Standards for Registered Training Organisations 2015* and where necessary, arrangements for language, literacy or numeracy assistance are made. At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

## **8. Issuing of Qualifications**

Far North Training & Consultancy will issue either a Statement of Attainment to those students who meet the requirements of the Performance Criteria of Units of Competency within the relevant training package or nationally accredited courses.

## **9. Recognition of Qualifications**

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Far North Training & Consultancy. All staff and potential students will be informed that their AQF certificates/statements of attainment will be fully recognised by Far North Training & Consultancy.

## APPENDIX "D" – PRE-ENROLMENT CHECKLIST

*This checklist is to be completed after the orientation program has been delivered.*

**Applicants Name:** \_\_\_\_\_

Far North Training & Consultancy **Representative who delivered the information:**

\_\_\_\_\_

*Please tick in the boxes where applicable and sign and return to the Far North Training & Consultancy representative*

### **INFORMATION PROVIDED BY Far North Training & Consultancy**

#### **Student Handbook including**

- General Course Admission Requirements and Conditions
- Student Academic Appeal Procedure and appeal form
- Student Complaint Procedure
- Refund Policy
- Options available to you should be deemed not yet competent on completion of training and assessment
- Our Guarantee to assist you to complete the training and/or assessment once you have commenced study in your chosen field providing all student responsibilities listed in student handbook have been adhered to
- Recognition of Prior Learning (RPL) /Credit Transfer information and options

#### **Enrolment Form**

##### **Course Information including**

- Total amount of all fees including course fees, administration fees, materials fees and any other charges
- Payment terms, including timing and amount of fees to be paid and any non-refundable deposit/administration fee
- Fees and charges for additional services, including issuance of a replacement statement of attainment

The applicant agrees that:

- He/she has received documented information that has covered the above points;
- the information contained within the documents has been thoroughly explained; and
- he/she has had ample opportunity to ask questions

#### **Applicant**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## APPENDIX "E" – ENROLMENT QUESTIONNAIRE

Far North Training & Consultancy wants to make sure that the course you are enrolling in is the correct course for you. Please submit answers to the following questions so the RTO Manager can make that assessment.

1. Why do you wish to enrol in this course and study with the Far North Training & Consultancy?

2. What are your future employment plans?

3. Give us some detail on your work and study history.

4. What are your interests outside of work (hobbies)?

### **Declaration and Authority to view documents (Privacy Act 1988)**

I declare that the information provided by me on this form is true and correct, and I understand that this information will be treated as private and confidential and will not be divulged without my written consent, except where Far North Training & Consultancy is legally obliged to do so.

When you enrol in a course at Far North Training & Consultancy you agree that the staff of Far North Training & Consultancy can access the personal information contained in your student file without written consent being obtained. You also agree that representatives of Government Departments such as the Far North Training & Consultancy and other departments can have access to your student file.

The information requested in this form can be used by the above mentioned departments for research, statistical and internal management purposes only. In supplying the requested information, the participant is deemed to have consented to the use of the information for those purposes.

During your training there may be circumstances that will require a Far North Training & Consultancy trainer/ assessor to discuss your progress with an appropriate third party. Also there will be the need to examine workplace samples for the purpose of assessment. All discussions will be strictly confidential.

I (print name) \_\_\_\_\_ authorise the training representative from Far North Training & Consultancy to discuss my training program development, and/ or view appropriate evidence with my employer/ supervisor/ trainer. Further, I declare that I have read and understood the Fees schedule, Course flyer, Refund policy and the Student Handbook.

Signed:

Date:

Name:

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**APPENDIX "F" – STUDENT CHANGE IN DETAILS FORM**

<b>Former Name</b>		
Student ID:	Family Name:	Given Names:
<b>New Personal Details</b>		
Family Name:	Given Names:	
Residential Address:		
Postal Address: (if same as residential address please write AS ABOVE)		
City:	Post Code:	State:
Home: (    )	Mobile:	Email:
<b>New Emergency Contact Details</b>		
<b>Emergency contact details:</b>		
Name: _____	Relationship	to you: _____
Address: _____		Contact No: _____
<b>New Medical Details</b>		
<b>Family Doctor details:</b>		
Name: _____	Contact	
No: _____		
Address: _____		
<b>New Bank Details</b>		
Account Name:	BSB:	Acct No:
<b>Add qualifications</b>		