

# STUDENT HANDBOOK

Far North Training & Consultancy

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## Handbook Disclaimer and Important Details:

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Far North Training & Consultancy policy may impact on the currency of information included. Far North Training & Consultancy reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by reviewing the latest version on the website.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Far North Training & Consultancy. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

**Far North Training & Consultancy** RTO 32474

Head Office Address: 11 Johnston Road Mossman, QLD 4873

Postal Address: PO BOX 1343, Mossman QLD 4873

Contact Phone: 07 4098 1228

Email: [info@farnorthtraining.com.au](mailto:info@farnorthtraining.com.au)

Website: [www.farnorthtraining.com.au](http://www.farnorthtraining.com.au)

Hours of Operation are: 9 am to 5.00 pm Monday to Friday. Training times may vary dependent on needs of students. Weekend training and out of hours training may be provided on request.

### **Your Details: [to be completed by the student]**

Name:	
Address:	
Phone contact:	
Email:	
My trainer name:	
My assessor name:	

### **Employer Details (if applicable): [to be completed by the student]**

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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## Welcome

Congratulations on your choice to undertake a qualification with Far North Training & Consultancy (FNTC).

We have been delivering quality training in Mossman, Port Douglas and surrounding areas since 2011. Far North Training & Consultancy pride ourselves on providing both a personalised and professional approach to training with small group classes and a greater focus on individual learning. We are committed to providing industry relevant programs, to ensure our students receive the quality training we pride ourselves on.

One of the fundamentals of a great training organisation is continuous improvement. As a student of Far North Training & Consultancy we invite your feedback. Feedback is sought formally in each course provided by Far North Training & Consultancy and students are welcome to provide informal feedback at any time during their course enrolment. Your feedback provides us with valuable information to monitor and develop our business practices.

To help you find the additional information that is most relevant to you, colour guides are provided throughout the Handbook.

### *Fee for service students.*

Fee for Service students pay for their own training. In some cases this could also mean that their employer or some other party is actually paying for the training, but the training is not being subsidised by government funds.

Generally all unshaded information in this handbook in black text applies.

### *User Choice Students – Apprentices and Trainees*

Apprentices and trainees are signed under a contract of training and have part or all of their training contributed to by the State Government through the Department of Education and Training.

When information is **additionally** for this group it is coloured in **blue block**.

### *Vet Investment/ Certificate 3 Guarantee students*

Students who meet citizenship and residency requirements may be able to access this State Government funding through the Department of Education and Training, have not previously achieved a Certificate III or higher qualification. Students are required to pay a co-contribution fee to the cost of their training.

When information is **additionally** for this group it is coloured in **green block**.

## About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications. In Australia, only Registered Training Organisations can issue nationally recognised qualification and your qualification certificate or statement of attainment will be issued by us. Our RTO provider code is 32474.

Our policies and management practices ensure Far North Training & Consultancy complies with the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisation 2015. We are responsible for the quality of the training and assessment provided to you and for compliance with this Act and these Standards. When training apprentices and trainees, we also comply with the Further Education Training and Employment Act 2014.

This handbook outlines our RTO's obligations in the provision of training, assessment and the support services that we will provide to assist students with their training programs. The handbook also outlines the student's responsibilities in the participation of training. All students are encouraged to discuss any item in this Student Handbook with their trainer/assessor and/or the Training Manager.

### Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Far North Training & Consultancy.

## Code of conduct - our obligations

### Preamble

As a responsible member of the VET community, Far North Training & Consultancy follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

Far North Training & Consultancy has agreed to operate within the VET Quality Framework and the Standards for Registered Training Organisations 2015. As a Registered Training Organisation, Far North Training & Consultancy is committed to the provision of high quality training and assessment services to all clients, in accordance with the requirements of the standards under which we operate and our mission statement "Quality Without Compromise".

This includes (unless licensing or regulatory requirements prevent this) a commitment to recognise the authenticated qualifications issued by other Registered Training Organisations, AQF issuing organisations or VET transcripts issued by the Registrar (USI).

### Legislation

As an RTO, Far North Training & Consultancy is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Far North Training & Consultancy abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Age Discrimination Act 2004*
- *Anti-discrimination Act 1991*
- *Australian Human Rights Commission Act 1986*
- *Commission Children and Young People Act 2000*
- *Copyright Act 1968*
- *Corporations Act 2001*
- *Disability Discrimination Act 1992*
- *Disability Services Act 2006*
- *Fair Trading Act 1989*
- *Fair Work 2009 (including harassment and bullying)*
- *National Privacy Principles 2014*
- *Privacy Act 1988/ Privacy Amendment Act 2012/Privacy Regulation*
- *Racial Discrimination Act 1992*
- *Sex Discrimination Act 1984*
- *Student Identifiers Act 2015*
- *Income Tax Assessment Act 1997*
- *Vocational Education, Employment and Training Act and Regulation 2014*
- *Workplace Health and Safety Act and Regulations 2011*

Far North Training & Consultancy is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au) which is the Queensland State Government website for legislation
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

### Code of Conduct

Far North Training & Consultancy's staff will:

- Ensure that those attending our courses are at all times treated fairly and without discrimination.
- Endeavour to be sensitive to the diverse backgrounds and needs of all our learners.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Engage in professionally responsible and ethical assessment practice.
- Respect the privacy and confidentiality of clients and client information, as detailed the Far North Training & Consultancy Privacy Policy.

As an organisation we:

- Provide clients with clear and accurate information about the products and services we offer.
- Use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Use high quality training and assessment resources.
- Provide safe and comfortable learning environments for our clients and staff.
- Recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations or authorised issuing organisation or the authenticated VET transcripts issued by the Registrar, as outlined in our National Recognition Policy.
- Make Recognition of Prior Learning (RPL) available as an assessment option for all individual clients.
- Continually review and evaluate our systems, products and services to ensure they are of a high standard.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide to ensure we are responsive to industry and learner needs
- Monitor third parties to ensure compliance with the national standards and to ensure learners are treated fairly.
- Provide fair and equitable processes through which clients can make complaints or appeal assessment decisions. These are detailed in the Far North Training & Consultancy Complaints and Appeals Procedure.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.

For more information on any of the provisions in our Code of Conduct, please contact Far North Training & Consultancy.

### Privacy

Far North Training & Consultancy will comply with all legislative requirements including the Privacy Act 1998 (Cth), Australian Privacy Principles (APP) (2014) and the Privacy Amendment Act 2012.

Far North Training & Consultancy is a registered RTO and is required to submit data sourced from enrolment forms to the national VET administrative collection as a regulatory reporting requirement. The information contained on the enrolment form may be used by Far North Training & Consultancy or the following third parties for administrative, regulatory and/or research purposes:

- School - if students are a secondary student undertaking VET, including a school based apprenticeship or traineeship.
- Employer - if student is enrolled in training paid by their employer.
- Government departments and authorised agencies.
- Researchers.

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.

Students are also required to provide a USI for all accredited training. Students should read and understand the USI privacy statement. <https://www.usi.gov.au/about/privacy-and-unique-student-identifier>

If you do not supply us with a USI, we are unable to provide you with any AQF documentation certifying your achievements; for example a Statement of Attainment or a Certificate qualification.

Far North Training & Consultancy considers student privacy to be of the utmost importance. Far North Training & Consultancy will take all reasonable steps to ensure that the personal information we hold is not lost, misused, or inadvertently provided to unauthorised third parties.

### *Opting in and out*

When you supply Far North Training & Consultancy with your email address, Far North Training & Consultancy may contact you to provide information and updates in the form of a newsletter or reminder email alerting you to update your training. You will be given the opportunity to opt out from receiving further communications from us in accordance with this policy each time we send you information for which you have opted in. This comes in the form of an 'unsubscribe' link, generally in the footer and/or header of each email.

### *Gaining access to your information*

You have the right (excluding exceptions outlined in the Privacy Act) to seek access to and update or correct the personal information we hold about you. If you make an access request, we will ask you to verify your identity.

When you submit content to us for publication (including but not limited to comments, testimonials, or forum posts) you assign Far North Training & Consultancy the right to publish and/or commercially use this content without limitation. Content submitted by you for publication may be disclosed to all visitors of our website, at our discretion. Images and photos need to be explicitly consented to through a media release (Authority to Publish form) and will not be used unless such a release is obtained prior to the use of any images.

If you find your personal information published on our website without your consent, please contact us immediately 07 4098 1228.

## Getting started at Far North Training & Consultancy

### Entry Requirements and pre-requisites

Any pre-requisites that are required for entry to the course in which you are interested are on the course information flyer or published on the website for each course. Please contact Far North Training & Consultancy to confirm these requirements prior to or at the time of enrolment. Entry requirements may relate to things such as:

- Previous workplace experience

- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for entry into the course to enhance effective participation in the coursework and performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Physical fitness or ability to perform certain tasks
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

### Enrolment Procedure

The enrolment process may vary depending on the type of qualification you intend to study. A copy of this Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. You will be required to meet any pre-requisite or entry requirements prior to enrolment.

You may do an LLN assessment related to your intended course of study prior to being enrolled and have an interview with us, to help us select an appropriate course and to decide on any RPL or credit that may apply.

You will be advised of the outcome of the interview for the course of study in writing. Unsuccessful applicants will also be notified in writing within 3 days of their interview.

If a course is offered to you, information on the fees and charges relating to your proposed course of study will be provided, payment terms and methods, refund terms and conditions will be outlined.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

**Note** that enrolment is not confirmed until fees have been paid as agreed.

### Enrolment Dates

Far North Training & Consultancy operates on a system of rolling start dates for some courses. This means you are able to enrol and start studying straight away. Other courses have a set start date. Please refer to your course information flyer, our website or friendly staff to confirm your enrolment date.

## Unique Student Identifier (USI)

A USI is required by all Students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Far North Training & Consultancy cannot issue Certificates or Statements of Attainment without having your USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## Personal Learning Plan

As part of the overall enrolment process, Far North Training & Consultancy will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances.

## Access and Equity

Far North Training & Consultancy will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and those educational and support services as agreed at enrolment. Far North Training & Consultancy does not discriminate based on Gender, Age, Marital status, Sexual orientation, Race, Ethnicity, Religious background, Parental status.

It is the responsibility of all staff at Far North Training & Consultancy to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 07 4098 1228, or [info@farnorthtraining.com.au](mailto:info@farnorthtraining.com.au).

## Education and Support Services

### Education services

Every endeavour is made to enhance effective participation for all adults in training by providing support. Support may be provided in any of, or a combination of, the following formats:

- Oral assessments
- Variation in training delivery
- Additional training (tutorials)
- IT support through emails etc.

If you believe you require this type of assistance with your training program please provide details on the enrolment form or speak to your trainer/assessor prior to enrolment or during the training.

### Support services

**Support services** Students are offered the following support services to assist in their training:

- RPL assessment;
- options in learning;
- one on one tutoring;
- pre-course interviews;

- training needs analysis;
- phone support through administration phone line.

### Welfare and guidance services

We will endeavour to provide welfare and guidance to all students/clients. This includes:

- Work Health and Safety;
- review of payment schedules when requested
- learning pathways and possible RPL or accelerated and gap training opportunities
- provision for special cultural and religious needs

Far North Training & Consultancy is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

#### Helpful Contacts:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)

Relationships Australia - [www.relationships.org.au](http://www.relationships.org.au) or 1300 364 277

Kids Help Line - [www.kidshelp.com.au](http://www.kidshelp.com.au) or (free call) 1800 551 800

Crisis Care (Department of Communities) - (free call) 1800 177 135

The following state-wide services may be useful in relation to all types of employment issues:

Anti-Discrimination Commission Queensland - 1300 130 670 or [www.adcq.qld.gov.au](http://www.adcq.qld.gov.au)

Unions - to access a union relevant to your industry visit the [Queensland Council of Unions](http://www.qcunions.org.au) website or (07) 3010 2555

Fair Work Infoline on 13 13 94 (in relation to wages)

Apprenticeships Info on 1800 210 210

### Fees

Information about fees and charges is documented clearly on our website [www.farnorthtraining.com.au](http://www.farnorthtraining.com.au) or can be obtained by contacting Far North Training & Consultancy. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of 1st July 2017 and

are subject to change. Please contact Far North Training & Consultancy if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility <https://www.humanservices.gov.au>

### Student Fees and refunds

Far North Training & Consultancy agree to supply the full training and assessment services paid for. However paid course fees do not guarantee the student will successfully complete the course they have enrolled in.

Fees are levied on all courses, details of which are contained in the course information flyer. Where students are required to supply materials or equipment for their course, the resources will be outlined in the student information flyer. Some courses may have additional licencing fees which will be outlined in the flyer.

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

#### 1. Fee for Service

Where Students are not eligible for funding assistance they will be required to pay the full fee for their course enrolment. The full costs of the course will be outlined on the course information flyer.

Where Far North Training & Consultancy collects fees in advance, it will endeavor to protect individual students by:

- accepting payment of no more than \$1,500 from each student prior to the commencement of the course, and
- following course commencement, payment of additional fees will not exceed \$1,500 at any given time.

**How and when fees must be paid:** At the time of confirmation of booking/ enrolment into a unit, module or skill set course, a student is required to pay course fees. Far North Training & Consultancy will not require you to pre-pay fees in excess of \$1,500.

When a student enrolls into a qualification Far North Training & Consultancy will collect the enrolment fee and term one fees at the time of enrolment.

The student will be required to pay instalments at the beginning of each term, with the full cost of the course being finalised prior to the commencement of the final term.

Students who may suffer financial hardship may be approved for a payment plan. This is at the discretion of Far North Training & Consultancy Training Manager or CEO.

When an applicant accepts a place offered by Far North Training & Consultancy, and pays the fees, it means a binding contract is created between the student and Far North Training & Consultancy.

**How to request a refund:** Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Far North Training & Consultancy.

*1.1 Conditions under which a refund would be provided:*

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 1.1.1 A full refund will be granted if the course is withdrawn by Far North Training & Consultancy or Far North Training & Consultancy is unable to provide the course for which the original offer was made.
- 1.1.2 Students who give notice to cancel their enrolment more than one week (7 days) prior to the commencement of a program will be entitled to a full refund of course fees paid with the administration (\$50.00) fee being retained by Far North Training & Consultancy.
- 1.1.3 Students who give notice to cancel 1 – 6 days prior to the agreed start date of a program will be entitled to a 50% refund of fees paid. The amount retained (50%) by Far North Training & Consultancy is required to cover the cost of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- 1.1.4 Enrolments *may* be transferred to an alternative date in cases where there is one available. If there is no alternate date/ course available the penalty above will apply (1.1.2, 1.1.3).
- 1.1.5 Students who cancel their enrolment on or after an agreed start date will not be entitled to a refund of fees.
- 1.1.6 In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:
  - 1.1.6a Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
  - 1.1. 6b A non-refundable administration fee of \$50.00 will be deducted from any eligible refund.

Far North Training & Consultancy reserves the right to withhold granting the Award (or Statement of Attainment) attained by you if your fees remain outstanding.

**2. Funded Program fees:**

Funded Programs have varying payment requirements. All funded programs have a government co-contribution fee. In some cases students may be exempt or partially exempt from the co-contribution fee depending on whether they meet the criteria for a concession or exemption, for the specific program.

**2.1 Vet Investment/ Certificate 3 Guarantee**

Students must pay a student co-contribution fee for the course they enrol into. The cost of the student co-contribution is available on Far North Training and Consultancy website and on the course information flyer.



*How and when fees must be paid* This fee is to be paid at the time of enrolment before commencing training. The Student co-contribution cannot be paid in installments (payment plans) for this program

Some students may be eligible for a concession when paying their co-contribution. Far North Training & Consultancy website lists the full fees and charges, co-contribution (including concession and non-concession) fees and the course flyers indicate specific fees in each category. Student co-contribution fees may be paid on behalf of the student by the employer or a third party, but cannot be paid or waived by Far North Training & Consultancy.

*How to request a refund and Conditions under which a refund would be provided:*

Refunds must be requested in writing, seven days prior to withdrawal. Withdrawal requests must be made on the [withdrawal request form](#). This must be signed by the student and if applicable a referring third party. Units will be refunded on a unit by unit basis for all units not commenced.

## 2.2 User Choice Co-contribution fees and refund policy.

### *Co-contribution fees*

Far North Training & Consultancy is required to collect co-contribution from each student to contribute to the cost of their training. This is currently calculated at \$1.60 per nominal hour, based on the Student's course Nominal hours.

Some students may be eligible for partial or full exemption from paying this co-contribution. The Far North Training & Consultancy website set out all fees and charges co-contribution conditions and exemptions and the course flyers indicate specific fees in each category.

Far North Training & Consultancy do not charge an additional Employer contribution fee. Third parties such as Employers may elect to pay the student co-contribution fees.

*How and when fees must be paid:* Course fees are to be paid at the time of enrolment before commencing training.

To lessen the impact on the student to pay the entire co-contribution fee in one lump sum, students may seek approval from the Training Manager to enter into a payment plan. This should be completed prior to commencement and an agreed plan to be signed by the Training Manager and the student.

### *Financial hardship.*

Should a student believe the paying of co-contribution fees would cause extreme financial hardship, the student would need to provide sufficient evidence to the Training Manager prior to the commencement of the course. The decision of the Training Manager is an appealable decision. (refer to the FNTC Appeals Policy)

### *Partial and full co-contribution fee exemptions*

To be eligible for a partial or full exemption the following evidence must be provided to Far North Training and Consultancy. (depending on the exemption category)

- Proof of age — where the student was or will be aged under 17 at the end of February in the year in which the supplier provides training, and the student has not completed year 12.
- Evidence the student holds a Health Care Card or Pensioner Concession Card
- Evidence that the student is a dependent of a Health Care Card or Pensioner Card holder
- Evidence the participant is an Aboriginal or Torres Strait Islander person, through self-declaration on the enrolment form.

### *A full exemption of co-contribution fees is appropriate where:*

- Payment of the co-contribution fee would cause the apprentice or trainee extreme financial hardship (as approved by the Training Manager)
- The student is a school-based apprentice or trainee
- A student commences an apprenticeship or traineeship (post 1 January 2014) in a high priority qualification within 12 months of completing Year 12. This exemption includes all students who have graduated Year 12 and have converted to either a full-time or part-time apprenticeship/traineeship within a high priority qualification. These students will retain entitlement to the 100% co-contribution fee exempt [Free information Training.qld.gov.au](http://Free information Training.qld.gov.au)
- The student is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship Program
- If Far North Training & Consultancy is advised by the Department of Education not to charge a fee.

### *An exemption of co-contribution fees for individual units of competency must be awarded where:*

- Credit transfer has been given for unit/s of competency previously achieved
- Far North Training & Consultancy has provided gap training and assessment as required by AVETMISS Outcome Identifier '65' as the result of a training package being superseded.

*How to request a refund and Conditions under which a refund would be provided* In the event an apprentice/trainee either cancels their training contract or nominates to change to another SRTO, where co-contribution fees have been paid, Far North Training & Consultancy will reimburse to the student, on a unit by unit basis, fees in full for units not commenced.



Any unit of competency/module that has been started, Far North Training & Consultancy will refund a proportion of the fees to the student based on the nominal hours of the unit.

Additional information relating to all programs (1, 2.1 and 2.2):

- Refunds are made in accordance with the policy above and full refunds of amounts owed to you will be made within 14 working days
- Tuition fees are not transferable to another person or institution
- Far North Training & Consultancy reserves the right to make changes, alterations or amendments to programming or any other matter pertaining to the provision of a course at any time, where this does not materially impact a student's outcome. Minor changes, alterations and amendments may be made without notice. Changes to courses, fees, materials or costs will be advised where possible with one terms' notice.
- 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.
- 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.
- Refunds may be granted by the Training Manager or CEO at their discretion if appropriate and within the relevant funding guidelines
- Should Far North Training & Consultancy cease their training operations for reasons such as closure of business, voluntarily withdrawing their scope of registration or as a result of action taken by the Australian Skills Quality Authority (ASQA).
  - They will inform the Department of Education and Training
  - Provide a Statement of Attainment listing the units of competency completed by each student (including Queensland apprentices and trainees) enrolled with their organization
  - Update the training records to STAC and ASQA to reflect training undertaken since the last update, and
    - If possible,
      - assist FFS students transfer to or find a new RTO or refund fees paid
      - assist the employers, apprentices and trainees to select a new SRTO.

## Other Fees and Charges:

### Reprint certification

If a student requests a reprint of their certification the following fees will apply:

- A fee of \$25.00 will be charged for reprint of statement of attainment
- A fee of \$45.00 will be charged for reprint of a qualification including transcript

### Replacement of Training Materials

Far North Training & Consultancy will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 4098 1228 or [info@farnorthtraining.com.au](mailto:info@farnorthtraining.com.au) if replacement materials are required.

### Payment Options

Payment of course fees can be made to Far North Training & Consultancy via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date agreed in your individual [enrolment documentation](#). This will be clearly stated prior to your enrolment.

### Failure to Make Payment

If payments are not made according to the agreed terms of the [enrolment](#), Far North Training & Consultancy may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Far North Training & Consultancy as early as possible to discuss options.

## Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Workbooks are provided. You will need to supply your own stationery materials. A welcome email will be sent with details of your commencement date.

### Training

Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face/ Classroom lessons
- Workplace visits

- Distance/ Correspondence
- Online
- Blended delivery

### Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the ‘Volume of Learning’.

### Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student (with no knowledge or skills in the area) would need as a full-time student to achieve the qualification.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

*(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)*

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

### Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

## How does Assessment in Competency Based Training work?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can perform essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Far North Training & Consultancy has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

## Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

## Apprenticeships and Traineeships

Far North Training and Consultancy gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

## Training Plans

In the case where your course of study calls for vocational placement, or is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Far North Training & Consultancy. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

## Third-Party Arrangements

Far North Training & Consultancy sometimes works with other training organisations to deliver and assess training. Where this occurs we are operating third party arrangements. You will be advised prior to enrolment of the arrangement and the nature of the services that will be provided to you through the third party.

In all cases you are enrolled with Far North training & Consultancy, the quality of your training and assessment is being monitored by us and any award (certificate or statement of attainment) you achieve will be issued by Far North Training & Consultancy. Please visit our website for information regarding these third parties, including contact details and courses approved for training and assessment.

When students enrol with Far North Training & Consultancy through an approved third party, the students remain the responsibility of Far North Training & Consultancy.

Where there are any changes to agreed services Far North Training & Consultancy will advise the student as soon as practicable, including new third party arrangements or existing third party arrangements, change of ownership of Far North Training & Consultancy, or any other significant change in the contract of enrolment, students will be notified.

## Recognition Processes

All students will be offered Recognition of Prior Learning (unless regulation or legislation prevents this). The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence, on which your assessor can base their judgement. If you believe you have previously gained relevant learning training, or have work experience or some other knowledge or relevant skills you should indicate on the enrolment form that you are interested in RPL. The trainer or Training Manager will then contact you to find out more information.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact [info@farnorthtraining.com.au](mailto:info@farnorthtraining.com.au) to discuss your options.

## User Choice – apprentices/trainees

If you are an apprentice or trainee it is very important that you apply for RPL at the beginning of your course as it is very difficult for Far North Training & Consultancy to grant RPL applications once the course has started.

## Credit Transfer

Those students who have successfully completed units of competency and/or qualifications, and who hold evidence (statement of attainment/certificate) for those units of competencies/qualifications/courses issued by a Registered Training Organisation, AQF issuing body or authenticated transcripts from the VET registrar will be granted direct credit transfer when these are relevant to the course currently being undertaken.

For full details on the requirements for credit transfer applications, please contact [info@farnorthtraining.com.au](mailto:info@farnorthtraining.com.au).

## Assessment Information

### Submitting Assessments

You are expected to complete assessments for all units in your qualification or unit of competency. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

### Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Far North Training & Consultancy does not charge a fee for resubmission of assessments. If, after two attempts of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for that unit. When re-enrolling, unit fees will apply.

Apprentices/trainees who after all opportunities have failed to make progress will be referred to DET. Where failure to make progress can be proved to be the result of the apprentice's/trainee's negligence a 'show cause' may be issued.

Talk to our administration department for more information. All of the staff at Far North Training & Consultancy will make every reasonable effort to help you succeed in your course.

### Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet all the requirements that comprise that unit.

### Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Far North Training & Consultancy. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)



- Unintentionally failing to cite where information has come from

## Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Far North Training & Consultancy expects that you use APA style of referencing when writing your assessments. More information about how to do this can be found at: <http://libguides.icu.edu.au/apa>

## Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 07 4098 1228.

## Vocational Placements

Some Courses require vocational placement. Course information will clearly indicate this and will inform you of any requirements and costs. The Vocational placement host/location will be arranged by Far North Training & Consultancy for you, although in some circumstances you may have suggestions for your own placement that FNTC can follow through. Our administration staff will consult with you to arrange a suitable location.

The purpose of Vocational Placement is to offer you practical training opportunities in the workplace that are related to the units of competency you are studying. Your skills will be assessed during your placement by your assessor and the consistency of your performance and your employability will be commented on by the placement supervisor.

Whilst on Vocational Placement students are expected to follow all directions and comply with workplace policies and procedures of their host workplace. Students will be provided with details of attire that must be worn at their placement once the placement has been confirmed. Vocational Placement is unpaid as it is part of your study period.

Vocational Placement is a great opportunity for students to make their first steps and connections into the local workforce.

## Student Conduct

Just as Far North Training & Consultancy has a responsibility to meet expectations of students, legislation, and regulations, so too do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Far North Training & Consultancy views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination

- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Far North Training & Consultancy and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

### Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

### Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Far North Training & Consultancy. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

### 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.

### Smoking, Drugs and Alcohol

Far North Training & Consultancy is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Far North Training & Consultancy's premises, to use Far North Training & Consultancy's facilities or equipment, or to engage in any Far North Training & Consultancy activity.



People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

### Student Feedback

Far North Training & Consultancy is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

In some funded programs it may be a condition of your funding that you must complete a student survey. You may also be contacted by statisticians from the Department of Education and Training for follow up information after your course.

### Issuing Certificates

Upon successful completion of your all the requirements of your enrolled program (and regardless of whether a third party was responsible for the delivery or your training and assessment), Far North Training & Consultancy is responsible for the issuance of any award (a Certificate or Statement of Attainment).

A Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements (and all fees paid). This meets the compliance requirements as set in the Standards for RTOs 2015.

### Completion

For apprentices/trainees, your training is a training contract which combines paid work with accredited training. Your competency achievement requires that the employer completes the Training Record Book to support the consistent performance of workplace competencies.

Once you have completed all aspects of the training and assessment, the employer, apprentice/trainee and Far North Training & Consultancy need to sign the Completion Agreement Form. The RTO (FNTC) can then issue a qualification and the Department will issue a Completion Certificate.

## Complaints and Appeals

### Definitions

**Complaints** are allegations made that relate to the conduct of the RTO, its staff, a third party offering services on its behalf, or other students.

**Appeals** relate to any decisions made by Far North Training & Consultancy and include appeals that relate to assessment decisions.

**Complaints and Appeals** include but are not restricted to matters of concern relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- All parties are told the decision and the reasons for the decision.
- No action relating to an enrolment status of the complainant/appellant will be taken until such time as a complaint/appeal has been resolved. However, the CEO retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.

### Policy

Far North Training & Consultancy believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.

Far North Training & Consultancy will manage all complaints and appeals fairly, equitably and efficiently as possible. Far North Training & Consultancy will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, Far North Training & Consultancy acknowledges the need for an appropriate external and independent mediation between the parties. The parties will be given the opportunity to formally present their case to the independent mediator.

Confidentiality will be maintained throughout the process of making and resolving complaints. Far North Training & Consultancy seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available via the Far North Training & Consultancy website and is available in this Student Handbook. The information will also contain contact details of any external authorities that may be approached if a complaint or appeal is something Far North Training & Consultancy is unable to deal with.

### Procedure

Should you have a complaint or appeal, the following steps are to be followed:

1. You should discuss the issue/complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, you should discuss the issue/complaint with your trainer or the Training Manager (if applicable) to see if it can be resolved.
3. If still no resolution you should put the following information relating to the complaint or appeal in writing to the Training Manager: Complaints form /Appeal form
  - description of the complaint or appeal
  - state whether you wish to formally present their case
  - steps taken to deal with the complaint or appeal
  - what you would like to happen to fix the problem and prevent it from happening again.
4. Upon receipt of the complaint/appeal, the Training Manager will acknowledge all complaints/appeals in writing within 5 working days of receipt and decide the most appropriate person to handle the complaint/appeal based on the issue and the previous steps taken.
5. This process must commence within 48 hours from the time the Training Manager receives the written complaint/appeal (notification) and a response / resolution must be presented within 30 days. The complainant/appellant must be notified of the outcome within that timeframe.
6. If the complaint/appeal is not dealt with to your satisfaction, you may lodge an appeal to the CEO.
7. Upon receipt of the appeal, the CEO will decide the most appropriate person to handle the appeal based on the issue and the previous steps taken.
8. This process must commence within 48 hours from the time the CEO receives the written appeal (notification) from you and a response/ resolution must be presented within 30 days. You must be notified of the outcome within that timeframe.
9. Assessment decision appeals must be presented in writing to the Training Manager within 15 days of the student receiving their assessment result. All assessment appeals will be acknowledged in writing within 5 working days of receipt.
10. Upon receipt of the assessment appeal, the Training Manager will decide the most appropriate person to handle the appeal based on the industry area and the nature of the appeal.
11. Should the issue still not be resolved to your satisfaction, the Training Manager/CEO will make arrangements within 14 days, for an independent third party to mediate the issue. The Community Justice Service at the Far North Queensland Dispute Resolution Centre

is the mediation service used. Usually this service is free however if any costs are involved they will be shared equally between the person and Far North Training & Consultancy.

12. The mediator will arrange a mutually convenient time for both sides to attend the mediation and to present their case. All parties agree to abide by the mediator's decision.
13. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received you will be notified in writing of the reason for the delay and kept informed about all progress.
14. If you are still not happy with external mediation, you may take your complaint/appeal to the VET Regulator - the Australian Skills Quality Authority. Information about the process can be found at . <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/before-you-make-a-complaint---domestic-students.html> or at the National Complaints Hotline at <https://www.education.gov.au/NTCH>
15. All documentation relating to complaints or appeals will be archived for audit purposes.
16. Substantiated complaints/appeals will have their root cause investigated and the outcomes of the investigation will be used to seek to put corrective and preventive actions in place to remedy practices and process.

Far North Training & Consultancy's Training Manager will be person responsible for the implementation and maintenance of the policy and procedure.

## Appendices

Appendix A Complaints form

Appendix B Appeals form

Appendix C Change of details form

Appendix D Verification of handbook form

**Appendix A**

# Complaint Form

By completing this form you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

Upon receipt of your complaint the Training Manager will acknowledge your complaint in writing within 5 working days of receipt.

A response/ resolution will be forwarded to you within 30 days.

<b>Date</b>	Click here to enter text.	
<b>Name</b>	Click here to enter text.	
<b>Contact Numbers</b>	Click here to enter text.	
<b>Would you like to formally present your case?</b>	<b>Yes</b>	<b>No</b>
<b>Please detail your concern in full, giving as much detail as possible</b>		
<b>Please outline the steps you have taken to deal with your complaint or appeal</b>		
<b>What would you like to happen to fix the problem and prevent it from happening again?</b>		
<b>Signature</b>		

**Appendix B**

# Appeals Form

By completing this form you are requesting to appeal a judgment made against you.

This form serves to begin the appeal process in relation to a judgment that has been made against you. This includes appeals against assessment decisions. This Form must be lodged to the Training Manager or Office Administrator within 15 days of you receiving a judgment.

The Appeal will be acknowledged by the Training Manager or CEO within 5 working days of receipt.

A response/ resolution will be forwarded to you within 30 days.

<b>Date</b>	Click here to enter text.	
<b>Name</b>	Click here to enter text.	
<b>Contact Numbers</b>	Click here to enter text.	
<b>Would you like to formally present your case?</b>	<b>Yes</b>	<b>No</b>
<b>Please detail in full, your reason for an appeal</b>		
Click here to enter text		
<b>Please outline the steps you have taken to deal with your appeal</b>		
Click here to enter text		
<b>What would you like to happen to fix the problem and prevent it from happening again?</b>		
Click here to enter text		
<b>Signature</b>		

Appendix C

**Change of details form**

**Student Name:** \_\_\_\_\_

**Student ID:** \_\_\_\_\_

**Contact No. :** \_\_\_\_\_

<b>Previous Details</b>	<b>New Details</b>
<b>Surname:</b> <b>Given Names:</b>	<b>Surname:</b> <b>Given name:</b>
<b>Residential Address:</b>	<b>New Residential Address:</b>
<b>Postal Address:</b>	<b>New Postal Address:</b>
<b>Contact Numbers:</b> <b>Home:</b> <b>Work:</b> <b>Mobile:</b>	<b>New Contact Numbers:</b> <b>Home:</b> <b>Work:</b> <b>Mobile:</b>
<b>Email Address:</b>	<b>New Email Address:</b>
<b>Other Information:</b>	<b>New Information:</b>
<b>Enrolment information:</b>	<b>New Enrolment details:</b>

**Student Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_



Appendix D

## Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook. If there is any aspect with which you are unsure, please contact Far North Training & Consultancy for clarification.

After you have finished reading this Handbook, please complete the section below, sign your name and return this page to Far North Training & Consultancy.

---

I, \_\_\_\_\_ (print full name), have received a copy of **the Far North Training & Consultancy** Student Handbook. I acknowledge it is my responsibility to read, understand and follow the terms and conditions it sets out. I understand this does not cancel my rights as applicable according to state and/or federal law.

Student name: \_\_\_\_\_

Student signature: \_\_\_\_\_

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