



Student Handbook

Fire Protection Association Australia

RTO ID: 20851

Building 2, 31-47 Joseph Street, Blackburn North VIC 3130

03 8892 3182

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Student Handbook

TABLE OF CONTENTS

<i>Student Handbook</i>	1
TABLE OF CONTENTS	3
WELCOME	5
STUDYING THROUGH FIRE PROTECTION ASSOCIATION AUSTRALIA.....	5
OUR OBLIGATION AS YOUR RTO	5
OUR CONTACT DETAILS	5
COURSES PROVIDED BY FIRE PROTECTION ASSOCIATION AUSTRALIA	6
SELECTION AND ENROLMENT	6
UNIQUE STUDENT IDENTIFIER (USI).....	7
CREDITS	7
RECOGNITION OF PRIOR LEARNING	8
COURSE LOCATIONS	8
COURSE INDUCTION.....	8
STUDENT CODE OF CONDUCT	9
COURSE EXPECTATIONS AND REQUIREMENTS.....	10
ATTENDANCE AND HOMEWORK REQUIREMENTS	10
ASSESSMENT ARRANGEMENTS	10
STUDENT PLAGIARISM, CHEATING AND COLLUSION.....	12
SUPPORT SERVICES.....	12
EXTERNAL SUPPORT SERVICES.....	12
YOUR FEEDBACK	14
ACCESS TO YOUR RECORDS	14
NOTIFYING YOU IF THINGS CHANGE	15
LEGISLATION AND YOU	15
FEES AND REFUNDS POLICY	19
ADDITIONAL FEES AND CHARGES	23
COMPLAINTS AND APPEALS POLICY	23
ISSUING OF CERTIFICATION DOCUMENTS	27
POLICY DEFINITIONS	27
STUDENT FORMS.....	28

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Student Handbook

WELCOME

Welcome to Fire Protection Association Australia.

We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

Purpose of this Handbook is to provide you with all the information that you need to know about studying with Fire Protection Association Australia.

STUDYING THROUGH FIRE PROTECTION ASSOCIATION AUSTRALIA

Fire Protection Association Australia aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

OUR CONTACT DETAILS

Address: Building 2, 31-47 Joseph Street, Blackburn North VIC 3130

Phone: 03 8892 3182

Email: training@fpaa.com.au

Office hours are 9am – 5pm Monday to Friday.

Student Handbook

COURSES PROVIDED BY FIRE PROTECTION ASSOCIATION AUSTRALIA

Fire Protection Association Australia offers the following courses, please click the link to view more information on the course page of our website: <http://www.fpaa.com.au/training/routine-service-training.aspx>

- *CPP20521 Certificate II in Fire Protection Inspection and Testing*
- *CPP30821 Certificate III in Fire Protection Inspection and Testing*

SELECTION AND ENROLMENT

Fire Protection Association Australia accepts applications from all students who meet the RTO entry requirements published on the website, and who are employed in the industry for at least 10 – 15 hours per week, and have access to a designated workplace supervisor. Further details are provided on the Workplace Enrolment Approval Form during course application. Workplace supervisor/s must be in a supervisory capacity to the student (unless the student is in a management position, a sole trader, and /or the Business Owner) and must be able to confirm students' participation in projects and demonstration of skills relating to the course. The workplace supervisor must ensure that the student has appropriate accessibility to the facilities and equipment required for the students to demonstrate competency of the student's chosen units.

Students wanting to enrol into the course who are in a management position and/or are a sole trader, and /or are the Business Owner must have access to one or more experienced practitioners who are currently working in industry and are prepared to host the student in their capacity as a Workplace Supervisor or Mentor for at least 10 – 15 hours per week. Students in this application may select multiple practitioners across multiple sites so long as the minimum hours are met. Further details are provided in the Supplementary Enrolment Form.

Applications are accepted on a monthly intake. If applications are received after the monthly intake cut off for that month, then you will be offered a place in a course starting at the next monthly intake.

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit, you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

You will be contacted within 10 days to let you know the status of your application and to confirm your details.

To confirm your enrolment, you will be required to sign the Student Agreement we send you and make payment of the deposit amount indicated.

Upon approval of your application, you will be sent further information about how to get started in your course such as when and where you will need to attend, which information or course materials you need to read prior and who to contact if you have any questions.

Your course commencement date is advised in your enrolment confirmation email, and any reference to "course commencement date" and / or "commencement date" referenced herein, will be specific to this date.

Student Handbook

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <https://www.usi.gov.au/your-usi/create-usi>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

CREDITS

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Fire Protection Association Australia can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is a \$50 charge to apply for Credit Transfers per application.

To apply, fill in the Credit Application Form and submit it as part of your /application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Student Handbook

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Fire Protection Association Australia has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You must apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please refer to the Course Outline for an outline of applicable RPL fees.

- RPL application fees are non-refundable
- RPL Application Fee - \$500
- Charge per unit of competency - \$500

For more information about submitting an application for RPL, contact the head office.

COURSE LOCATIONS

Courses are delivered via self-paced study within designated timeframes and Practical Assessment completed via remote video assessment.

COURSE INDUCTION

At the start of your course will be provided with induction documentation via hard copy or the LMS. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to interact with your trainer.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

Student Handbook

STUDENT CODE OF CONDUCT

All students are expected to abide by this Code of Conduct during their participation in their course with Fire Protection Association Australia. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures.

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Fire Protection Association Australia holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Fire Protection Association Australia on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Fire Protection Association Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Fire Protection Association Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.

Student Handbook

- Notify Fire Protection Association Australia if any difficulties arise as part of their involvement in the program.
- Notify Fire Protection Association Australia if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Fire Protection Association Australia focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our courses may be delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, a workplace component, workplace training and assessment visits and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, you will be given details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

You are able to contact a designated assessor at any stage to go through these requirements ask them any questions you have.

Student Handbook

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments may be online, may be submitted directly to the trainer/assessor, may be emailed to training@fpaa.com.au or sent by registered mail to:

Building 2, 31-47 Joseph Street, Blackburn North VIC 3130

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student Handbook

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Fire Protection Association Australia has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.

Contact us at 03 8892 3182 to discuss your support needs.

EXTERNAL SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Fire Protection Association Australia provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Phone: 1300 655 506 Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Phone: 13 11 14 Website: <https://www.lifeline.org.au/>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available

Student Handbook

in communities around Australia. If you feel that you might need phone counselling, you can call about anything that might be troubling you.

Reach Out

Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

Phone: 1800 022 222

Website: <https://www.healthdirect.gov.au/>

Symptom checker, medicines and health information.

MindSpot

Phone: 1800 614 434

Website: <https://mindspot.org.au/>

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses or can help find local services.

Butterfly Foundation

Phone: 1800 334 673

Website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

Phone 1800 737 732 (1800 RESPECT)

Website: <https://www.1800respect.org.au>

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

Tenants Union of Victoria

Phone: 9416 2577 Web <https://www.tenantsvic.org.au/>

For information about renting rights and obligations in Victoria

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Student Handbook

Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153

Website: <https://www.humanrights.vic.gov.au/>

Every Victorian should be able to live their life free from discrimination. The role of the Victorian Equal Opportunity and Human Rights Commission is to protect Victorian's human rights, to promote fair treatment for all Victorians, and advocate for a diverse and inclusive state. They work with government, the public sector, community organisations and individuals to create a fairer, safer Victoria.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes, so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regard to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate, responses may be kept confidential on request.

We also welcome feedback from you at any time by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that Fire Protection Association Australia holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Fire Protection Association Australia holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Student Handbook

NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Fire Protection Association Australia will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Fire Protection Association Australia must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Fire Protection Association Australia has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Fire Protection Association Australia emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Student Handbook

Harassment, victimisation or bullying

Fire Protection Association Australia is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Fire Protection Association Australia will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Fire Protection Association Australia Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Fire Protection Association Australia aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Fire Protection Association Australia.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Fire Protection Association Australia provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

Student Handbook

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

YOUR PRIVACY

In collecting personal information, Fire Protection Association Australia complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4), Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic, Education and Training Reform Act 2006 (Vic) and the relevant privacy legislation and regulations of the states/territories in which Fire Protection Association Australia operates.

The Victorian Government, through the Department of Education and Training (the Department)'s collection and handling of enrolment data and VSNS is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Sensitive information is only collected by Fire Protection Association Australia if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to Fire Protection Association Australia's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

Fire Protection Association Australia ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Fire Protection Association Australia to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.

Student Handbook

- Can make a complaint about Fire Protection Association Australia if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Fire Protection Association Australia retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process:
<https://www.employment.gov.au/privacy-notice>

Our full privacy policy is available on our website at: <http://www.fpaa.com.au/about/privacy-policy.aspx>

USI Privacy Notice

The information you provide through the USI application process:

- is collected by the Student Identifiers Registrar for a number of purposes
- may be disclosed to a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- may be disclosed to the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- will not otherwise be disclosed without their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014 and in our Privacy Policy

Privacy policies and complaints

Students can find out more about how the Student Identifiers Registrar collects, uses and discloses their personal information:

- in the Student Identifiers Registrar's Privacy Policy
- by emailing the Registrar
- by calling [1300 857 536](tel:1300857536) or from outside Australia [+61 2 6240 8740](tel:+61262408740)

The Student Identifiers Registrar's Privacy Policy contains information about:

- how students can access and seek correction of the personal information held about them
- how to make a complaint about a breach of privacy by the Registrar in connection with the USI
- how complaints are handled

The student can also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988. This includes the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

For more information, visit: www.usi.gov.au

Student Handbook

FEES AND REFUNDS POLICY

1. Information about fees and charges

- Fire Protection Association Australia protects the fees that are paid in advance by students by not requiring a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
 - Fees will be paid off during the course in instalments according to a set payment plan which meets these requirements
 - Non-refundable, non-transferable enrolment deposit (prior to commencement) - \$250
 - Weekly, Fortnightly or Monthly instalments over a period of 12 months until the remaining balance of the Total Tuition Fee has been paid in full, prior to completion of the course.
- Fee information relevant to a course is outlined in detailed in the *Student Agreement* and summarised on the *Course Outline* as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees
 - Any other costs payable to the RTO including costs for recognition of prior learning if applicable
 - Payment terms and conditions including deposits, refunds and payment plans if applicable
- The *Student Agreement* and the *Student Handbook* which are provided prior to enrolment, includes this Fees and Refunds Policy and informs the student of their consumer rights. Students are asked to sign the *Student Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- A 10 day cooling-off period applies, which commences at the end of the enrolment intake and ceases 10 days later. Students who have not completed a *Withdrawal Form* are not eligible for a refund until the *Withdrawal Form* and *Application for Refund Form* have been completed and provided. The application must include the details and reason for the request.

2. Course fee inclusions

- Course fees as applicable to each course are detailed on the *Student Agreement* and include:
 - All of the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
 - One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.

Student Handbook

- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Additional copies of textbooks or any other learning and assessment. A fee of \$49.50 per textbook or \$5.50 per printed document applies if required
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required)
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$30 per document applies and \$9.05 if express post is required.
- Fire Protection Association Australia reserve the right to withdraw a student who is past the end date of their enrolment - as notified in their Enrolment Confirmation email - and has not submitted an Extension Request within three months of enrolment end date.
- Requests for Extension
 - An Extension Request must be received by FPA Australia no later than three months sooner than the end date in order to be considered. The end date is advised in the Enrolment Confirmation email.
 - Initial Extension request if approved by the RTO incur no additional cost, duration to be determined and advised by the RTO
 - A fee applies of \$50 per month for any Extension request thereafter
- Fire Protection Association Australia cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.
- Students will only be eligible to receive their qualification if fees have been paid in full and all course requirements have been met

3. Payments

- Payments can be accepted by electronic transfer, cheque, money order or in person at our head office.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- Fire Protection Association Australia reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Refunds for fee-for-service students

- All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Fire Protection Association Australia is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- Enrolments are non-transferable
- RPL application fees are non-refundable.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must

Student Handbook

include the details and reason for the request. Students who have not completed a *Withdrawal Form* are not eligible for consideration of a refund or reduction in fees.

- Where an Employer has entered into a payment arrangement with FPA Australia for training on behalf of an Employee, the Employer does so with the understanding and consent that the payment arrangement and agreement is between the Employer and FPA Australia and is binding in line with FPA Australia fees and refund policies. Where an Employee (student) in this instance then cancels or withdraws their training – or ceases employment with the Employer - any agreement or arrangement for the refund or reimbursement of monies that is not covered by FPA Australia Refund Policy is with the Employer and the Employee (student) to determine, and is not a matter for FPA Australia. FPA Australia will not provide a refund or reimbursement of monies outside of the Refund Policy.
- Refundable Fee Eligibility
 - Non-refundable, non-transferable enrolment deposit (prior to commencement) - \$250
 - Students Eligible for a refund of 50% of course fees if requested to withdraw 1-29 days after the commencement date (this includes the 10 day cooling off period)
 - Students Eligible for a refund of 25% of course fees if requested to withdraw 30-59 days after the commencement date
 - Students Eligible for a refund of 10% of course fees if requested to withdraw 61-90 days after the commencement date
 - After 90 days students are not entitled to a refund
- Your course commencement date is advised in your enrolment confirmation email, and any reference to “course commencement date” and / or “commencement date” referenced herein, will be specific to this date.
- In the unlikely event that Fire Protection Association Australia or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Fire Protection Association Australia or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where Fire Protection Association Australia ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
 - Where Fire Protection Association Australia needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Fire Protection Association Australia will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Fire Protection Association Australia in the provision such as:
 - Text books or other materials provided
 - Training provided received (e.g. number of meetings/classes/visits etc.)
 - Individual support provided by the trainer/assessor
 - Assessments marked or feedback provided (including RPL)
- Where a student and/or a Work Place Supervisor has made an incorrect declaration on any of the enrolment or pre-training forms which results in a student being unable to complete their training and resulting in a withdrawal, there is no eligibility for refund

Student Handbook

- Enrolments cannot be transferred.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy & Procedure*.

5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy & Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

6. Publication

- Fire Protection Association Australia will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.

Student Handbook

ADDITIONAL FEES AND CHARGES

Additional Fees and Charges

Fire Protection Association Australia has the following of additional charges which may apply in some circumstances.

Non-Tuition Fees – all students	Charge
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	A cost of \$30 per document applies and \$9.05 if express post is required.
Additional copies of text books or any other learning and assessment resources Where original provided is lost or misplaced. 1 copy of each required resource is included in course fees.	A fee of \$49.50 per text book or \$5.50 per printed document applies if required.
Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Fire Protection Association Australia holds about them.	Fire Protection Association Australia provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.
Tuition Fees	Charge
Re-enrolment fee (per unit) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question.	Pro-rata course fee based on the number of units required to be undertaken. See Student Agreement
Recognition of Prior Learning (RPL) Application Fee Non-refundable application fee	\$500
Per unit fee Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.	\$500
Credit Transfer Application Fee Application Fee	\$50

COMPLAINTS AND APPEALS POLICY

1. Nature of complaints and appeals

- Fire Protection Association Australia responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of Fire Protection Association Australia.
 - Any student or client of Fire Protection Association Australia.
- Complaints may be made in relation to any of Fire Protection Association Australia's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided

Student Handbook

- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student
- An appeal is a request for a decision made by Fire Protection Association Australia to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Fire Protection Association Australia

2. Principles of resolution

- Fire Protection Association Australia is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Fire Protection Association Australia ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Fire Protection Association Australia will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Fire Protection Association Australia will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- Fire Protection Association Australia will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy & Procedures.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Student Handbook

- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Fire Protection Association Australia's head office at Building 2, 31-47 Joseph Street, Blackburn North VIC 3130 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Fire Protection Association Australia to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

6. Resolution of complaints and appeals

- Some or all members of the management team of Fire Protection Association Australia will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Fire Protection Association Australia acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/australian-directory>
- Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Fire Protection Association Australia.
- Fire Protection Association Australia may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Fire Protection Association Australia will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

8. External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

Student Handbook

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Fire Protection Association Australia's registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Fire Protection Association Australia in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

For students:

- ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA: <https://www.asqa.gov.au/complaints>

For other stakeholders:

- Information about the process and information you should provide is available here: <https://www.asqa.gov.au/complaints>

9. Publication

This policy and procedure will be published in the Student Handbook and on Fire Protection Association Australia's website.

Student Handbook

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Fire Protection Association Australia reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Fire Protection Association Australia is not permitted to do so by law.

Fire Protection Association Australia must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

POLICY DEFINITIONS

Appeal means a request for a decision made by Fire Protection Association Australia to be reviewed

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Complaint means a person's formal expression of dissatisfaction with any product or service provided by Fire Protection Association Australia

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

Services means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Student Handbook

STUDENT FORMS

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g., website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information, we have in your file is incorrect