



STUDENT HANDBOOK

Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M

Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia

Phone: (02) 91698978

Emergency contact 24hrs: +61 433718119

Email: info@futureeducationgroup.com.au Web: www.futureeducationgroup.com.au



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Disclaimer

Future Education Group Pty Ltd attempts to ensure that the information provided in this handbook is accurate and up to date, but some sections may be amended without notice. Interested parties intending to act on any information contained herein should first check with FEG to ascertain whether any later information is available in respect of the relevant material.

Future Education Group Pty Ltd, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Table of Contents

1.0	RTO AND CRICOS PROVIDER	5
2.0	VISION AND VALUES	5
3.0	UNIQUE STUDENT IDENTIFIERS (USI)	5
4.0	POLICIES AND PROCEDURES	6
4.1	STUDENT DISCIPLINE AND CODE OF CONDUCT	6
4.2	LEGISLATIVE REQUIREMENTS	8
4.3	ACCESS AND EQUITY AND ANTI-DISCRIMINATION POLICY	10
4.4	BULLYING AND HARASSMENT	11
4.5	PROVISION FOR LANGUAGE, LITERACY AND NUMERACY (LLN) ASSISTANCE	11
4.6	FLEXIBLE LEARNING AND ASSESSMENT	12
4.7	STUDENT ATTENDANCE AND PARTICIPATION	12
4.8	PRIVACY	12
4.9	CRITICAL INCIDENTS	13
4.10	WORK HEALTH AND SAFETY (WHS)	14
4.11	COMPLAINTS AND APPEALS	16
4.12	RECOGNITION AND COURSE CREDIT	19
4.13	STUDENT SUPPORT	21
4.14	MONITORING COURSE PROGRESS	24
4.15	ENROLMENTS AND TRANSFERS	28
4.16	FEES AND REFUNDS	30
4.17	ASSESSMENTS	34
4.18	ISSUANCE OF QUALIFICATIONS	39
4.19	DEFERRAL, SUSPENSION AND CANCELLATION OF ENROLMENT	40
4.20	CHANGE TO CONDITIONS	42
4.21	STUDENT INPUT AND FEEDBACK	42
4.22	ACCESS TO RECORDS BY STUDENTS	42
4.23	CHANGE OF STUDENT CONTACT DETAILS	42
4.24	SECURITY SYSTEMS AND SMOKE ALARMS	43
4.25	STUDENT ID CARDS	43
5.0	TRAINING DELIVERY	43
5.1	COMPETENCY BASED TRAINING	43
5.2	TRAINING PACKAGE REQUIREMENTS	43
5.3	PROFESSIONAL STAFF RECRUITMENT	43
5.4	GUEST TRAINERS	43
5.5	FLEXIBLE DELIVERY	43
5.6	TRAINING OUTCOMES	44
5.7	EXCURSIONS	44
5.8	EDUCATION RESOURCES	44
6.0	LOCATION MAP	46
7.0	EMERGENCY EVACUATION PROCEDURE STUDENT INFORMATION	47
8.0	CONTACT INFORMATION AND EMERGENCY CONTACTS	47



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Welcome Message

Welcome to Future Education Group (FEG) and thank you for choosing to enrol with us. FEG is a Registered Training Organisation and a CRICOS provider. FEG delivers a variety of Nationally Recognised courses to both domestic and international students. Our educational programs are based on the transfer of knowledge and skills to the people who want careers as professionals. The programs are specifically designed for skill shortages in Australia; therefore, the training you complete may make you a desirable applicant for employment vacancies globally. It is also for people who wish to return to their countries of origin with qualifications recognised in their own countries.

Our staff members are committed and will make your life as a student and a visitor to Australia a very enjoyable and rewarding experience. We care about you and your career goals and ambitions. Some of the facilities we will make available to you include:

- Fully equipped and air-conditioned classrooms with projectors and screens
- Computer self study area
- Wireless internet,
- Reference Library
- Student lounge and recreation area

We also offer you support services which include:

- Adjusting to life and culture in Australia;
- Homesickness;
- Assistance with language problems;
- Course progress & LLN requirements;
- Personal matters such as religion, domestic violence, unplanned pregnancy, victim or witness of a crime etc.

Thank you for choosing Future Education Group and we look forward to a fun and rewarding time together.

Best wishes,

Vivian Peng

CEO



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

1.0 RTO and CRICOS Provider

Registered Training Organisations (RTO) are providers and assessors of nationally recognised qualifications. Only RTOs can issue Australian Qualification Framework qualifications. In order to become RTO, training providers must meet the VET Quality Framework (VQF) requirements. This ensures the quality of vocational education and training throughout Australia. Training organisations must register with the Australian Skills Quality Authority (ASQA) to provide nationally recognised training.

FEG is Registered Training Organisation (RTO). FEG RTO Number: 45606

To provide courses to overseas students, RTO must be registered on the CRICOS register. FEG is the CRICOS Provider and its CRICOS registration number is 03842M

FEG assures the protection of overseas student pre-paid fees through the Tuition Protection Service (TPS).

2.0 Vision and Values

Vision

FEG aims to become a leading private provider in delivering quality vocational education to international students giving them the best chance of gaining employment in their chosen field.

FEG will do this by providing students with high quality training in their chosen academic pathway, as well as supporting students throughout their learning experience.

Values

Our values are:

- Conduct operations in an ethically, fair, honest and compliant manner
- Focus on providing a student-centred learning environment with the opportunity to attain the skills and knowledge for future employment
- Comply with legislative, regulatory and industry standards
- Ensure financial probity and marketing and advertising integrity

3.0 Unique Student Identifiers (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:



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

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

For information about exemptions for individuals please review this webpage:

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

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:

<http://www.usi.gov.au/Students/Pages/default.aspx>

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.

During orientation, the FEG Student Support Officer will assist you to apply for your USI and collect details of the USI from you. Admin staff sends email alerts to students who have not provided their USIs.

4.0 Policies and Procedures

FEG is committed to high standards in the provision of vocational education and training and other services to all its students. FEG has implemented policies and procedures to ensure that your rights as a student are protected and you are aware of your obligations under relevant legislative and regulatory requirements.

4.1 Student Discipline and Code of Conduct

This code outlines your rights and responsibilities as a student in regard to participating in training programs at FEG.

Student's rights

As a student you have the right:

- To be treated fairly and respectfully by other students and staff
- Not be victimised, harassed and discriminated against on any basis
- To receive competency-based training and assessment that meets relevant quality assurance requirements
- To have the training delivered in a comfortable venue with appropriate resources and facilities
- To receive support services that enable you to adjust to life and studies and to complete your course



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- To have the training and assessment conducted by appropriate qualified trainers and assessors
- To access FEG complaints and appeals process and have their complaints dealt fairly and confidentially
- To access information that FEG holds up on them
- To provide suggestions and feedback on training, assessment, services, facilities and resources
- To be protected by Australian Consumer Law Act 2011 - <http://consumerlaw.gov.au/>

Student's responsibilities

As a student you are expected:

- To be polite, courteous and honest in all dealings
- To treat all people fairly equally and with respect regardless of their race, colour, ethnic origin, religion, gender, age or disability
- Not to discriminate, harass, victimise, bully or disturb others
- Not to abuse (verbal or physical) others
- To respect opinions of people from other backgrounds and cultures
- To respect the need of others to work and learn in an safe environment
- To take appropriate steps to help those who need assistance
- To follow FEG policies, procedures, rules and health and safety signs
- Not to bring anything onto FEG premises that may compromise the health and safety of others
- To notify FEG if personal or contact details change
- To provide true, accurate and relevant information to FEG in a timely manner
- To come to classes on time, prepared and ready to learn
- Not to bring or consume alcohol on to the premises
- Not to bring or take drugs on to the premises
- Not to come to classes under the influence of alcohol or drugs
- Not to smoke on the premises
- Not to damage or remove any property or resource of FEG
- To ensure the safety of themselves and that of others
- To comply with the instructions given by the staff member
- To comply with the established policies and rules
- To take responsibility for their actions and decisions
- To complete all required learning and assessment activities on time with honesty and without plagiarism
- To make due payments within the timeframes
- To attend classes regularly



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- To maintain satisfactory course progress

Disciplinary Procedure

- If disciplinary action is required to be taken, the Course Coordinator will notify you of the reason for the action.
- A verbal warning will be given to you and documented on your individual student file.
- Where the behaviour continues after the verbal warning, the Course Coordinator will counsel you.
- If a written warning is to be issued to you, the Course Coordinator shall notify the Student Services staff to send a Warning Letter for misbehaviour. A copy of this warning will be noted and kept on your individual student file; and in the event that the behaviour continues beyond the written warning, your enrolment will be either suspended or cancelled depending on the seriousness of the breach.
- You will be given the opportunity to access the internal complaints and appeals procedure within 10 days of the decision.

4.2 Legislative Requirements

The following legislation relates to FEG's operations as a Registered Training Organisation and which FEG is required to comply with:

Equal Opportunity and Anti-Discrimination

- Anti-Discrimination Act (NSW) 1977
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Standards for Education 2005
- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Board - <http://www.lawlink.nsw.gov.au/ADB>
- Australian Human Rights Commission - <http://www.humanrights.gov.au>
- Australian Consumer Law Act 2011 - <http://consumerlaw.gov.au/>

Workplace Health and Safety

- Workplace Health and Safety Act 2011
- <http://www.workcover.nsw.gov.au>
- Occupational Health and Safety in the Office Guide which can be downloaded from work cover website

Privacy and Protection of Personal Information

- Privacy Act 1988 (Commonwealth)



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- Privacy Regulations 2013 (Commonwealth)
- Australian Privacy Principles (APPs) and Guidelines
- <http://www.oaic.gov.au>
- 10 Steps to Protecting Other People's Personal Information

Copyright

- Copyright Act 1968 (Commonwealth)
- The Copyright Regulations 1969
- The Copyright Tribunal (Procedure) Regulations 1969
- The Copyright (International Protection) Regulations 1969
- <http://www.ag.gov.au/www/agd/agd.nsf/Page/Copyright>
- <http://www.smartcopying.edu.au>

Education Services for Overseas Students (ESOS)

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- National Code 2018
- Education Services for Overseas Students Act 2000 - Legislative Instruments
- <https://internationaleducation.gov.au>
- <https://www.tps.gov.au>

Staff Obligations under the National Code and ESOS Act

- All marketing and admissions staff must ensure:
 - marketing is conducted with integrity and accuracy
 - no false or misleading comparisons are drawn with other providers
 - not to make any false claims of association with other providers or organizations
 - provide sufficient and accurate course and enrolment information
 - to verify that all students meet entry requirements
 - use PRISMS database to issue COE's and to record course variations
 - notify any course reductions as a result of RPLs or credit transfers
- Student support staff must ensure to provide orientation services to all enrolled students
- All trainers and assessors are responsible for submitting accurate records of the academic progress attendance of each student from their class.
- The CEO is responsible for reporting student visa breaches to DHA via PRISMS
- All staff members must understand the recordkeeping obligations under National Code standards.
- All staff members must understand the issues faced by the overseas students and assist students in any way possible to adjust to life in Australia. Staff members are advised to speak slowly and clearly and provide clear and accurate information in a professional way when dealing with students.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- Academic staff must ensure the provision of support services for academic progress and attendance issues.

Industrial Relations

- Fairwork Act 2009
- <http://www.fairwork.gov.au>
- National Employment Standards
- Education Services (Post-Secondary Education) Award 2010

Vocational Education and Training

- National Vocational Education and Training Regulator Act 2011
(<http://www.comlaw.gov.au/Details/C2011A00012>)
- VET Quality Framework (<http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>)
- ASQA General Directions (<https://www.asqa.gov.au/>)
- ASQA Fact Sheets <http://www.asqa.gov.au/news-and-publications/publications/fact-sheets/fact-sheets.html>
- ASQA FAQs <http://www.asqa.gov.au/faqs/frequently-asked-questions.html>
- Unique Student Identifier Scheme (<https://www.usi.gov.au>)

4.3 Access and Equity and Anti-Discrimination Policy

FEG commits to:

- ensuring that our selection processes are non-discriminatory and staff and students know their responsibilities and obligations under the Commonwealth and State legislation.
- providing information about access and equity through staff induction and student orientation
- providing fair access to its training for all persons eligible for enrolment subject to meeting the course entry requirements and having sufficient places in the class.
- ensuring that enrolment procedures are free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.
- preventing unlawful discrimination, harassment, victimisation and vilification in the workplace.
- ensuring that no member of FEG (staff or students) unlawfully discriminates, harasses or victimises other members of FEG.
- ensuring that all members of FEG comply with policy and respect others
- taking all reasonable steps to prevent the discrimination, harassment and victimisation and will continue to improve policies in line with the staff and student feedback
- All staff and students, in their induction, are made aware of the policy and instructed in their responsibilities regarding access and equity principles.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

4.4 Bullying and Harassment

FEG is committed to ensuring a non-threatening workplace free of harassment, bullying and discrimination for all students and staff.

If you feel that you are being bullied, harassed or discriminated against you should approach a staff member as soon as possible and inform them of your concern or you can raise the matter by completing a Complaints and Appeals Form available from the Student Support Officer. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

FEG has a formal process for dealing with allegations of bullying, harassment or discrimination. All reports are treated seriously, impartially and sensitively and are investigated immediately and appropriate actions identified to address them. In handling any allegation, both the person making the allegation, and the person against whom the allegation has been made, will receive information, support and assistance in resolving the issue.

FEG follows its Privacy Policy in the handling of personal information and concerns of students / employees in relation to harassment and discrimination preserving confidentiality.

4.5 Provision for Language, Literacy and Numeracy (LLN) Assistance

Students undertaking training with FEG are required to have well developed language, literacy and numeracy (LLN) skills relevant to the level of their qualification.

FEG will make every effort to ensure that you are adequately supported with regards to language, literacy and numeracy to enable you to complete your training.

The Student Enrolment Application form requests that you provide information regarding your LLN requirements or any other special learning needs. LLN online diagnostic assessment will be conducted prior to the commencement of the course. This is to ensure that you have adequate LLN skills to complete the requirements of the training and assessment of the course.

The LLN test is required to identify if you will require additional learning support and if the identified level of additional support is within FEG capabilities to deliver.

In the event of LLN becoming an issue, the academic support staff will contact you to discuss your requirements and may refer you to external help, e.g. the 'reading writing hot line'

<https://www.readingwritinghotline.edu.au/for-learners/>

Please ensure that you discuss any concerns you may have about your capacity to participate because of any Language, Literacy or Numeracy difficulties with your Trainer/Assessor.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

4.6 Flexible Learning and Assessment

FEG aims to provide its students with a positive and rewarding learning experience. FEG provides a flexible approach to learning and assessment by using a variety of learning and assessment methods and experiences.

Assessors are aware of the ways in which students might be disadvantaged in the assessment process and what steps can be taken to ensure that assessment policies and practices take account of the individual's needs. 'Reasonable adjustment' involves carrying the assessment process out in a manner which takes into account the special characteristics of the student while ensuring the validity, fairness and reliability of assessment decisions. For example, the Assessor can choose to change the evidence gathering techniques, such as by using an assignment instead of an exam, or using oral rather than written questioning, or short written answers instead of multiple-choice.

Adjusting the assessment process may involve varying the procedures for conducting the assessment, for example allowing additional time for the completion of tasks, extending deadlines for assignments, varying the venue, date or times for assessment.

4.7 Student Attendance and Participation

As FEG is a place for training and learning, certain rules apply during the conduct of courses for the convenience and comfort of all students and staff. Compliance with rules is a condition of entry to FEG.

Attending classes is a key component of your course and provides you with the opportunity to progress successfully in your studies.

4.8 Privacy

FEG ensures that it operates consistently with the Australian Privacy Principles (APPs) and only collects the personal information that is necessary for the conduct of its business, and that it will use that information in the manner for which it was intended. FEG will ensure that it respects the privacy of past, current and prospective staff and students by implementing the Australian Privacy Principles.

The purposes for which FEG collects personal information of students includes:

- (i) meeting legislative requirements;
- (ii) maintaining enrolment and administration; and
- (iii) discharge of duty of care.

FEG collects personal information solely for the purpose of operating as a Registered Training Organisation as a CRICOS provider. The type of information FEG collects and holds includes (but is not limited to) personal information, including sensitive information, about students during and after the course of their enrolment, job applicants, staff members and contractors; and other people



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

that come into contact with FEG. The information media may take the form of: interviews, feedback surveys, email correspondence, telephone calls, third party information, and application forms. Certain data will be uploaded to our student management system

FEG may release your personal information for the purposes of an audit or as authorised by the legislation. It will not be provided to anyone unless FEG has your permission or is specifically required to provide the information by law. For example, student information is only given to the following bodies where required:

- ASQA: Australian Skills Quality Authority
- Secretary of Department of Education
- Director of Tuition Protection Service (TPS)
- Department of Home Affairs
- Other law enforcement agencies as required by the law

FEG is required to seek your permission in writing with reference to release of your student information and will only release the information only with your consent.

Under the Australian Privacy Act 1988 you can access your personal information and may correct inaccurate or outdated information about you.

4.9 Critical Incidents

FEG is committed to responding to critical incidents directly involving staff and/or students in the campus which impact not only on the individual but also on other members of the community.

Definition

A Critical Incident is a traumatic event or the threat of such (within or outside Australia) which causes physical or psychological harm, extreme stress, fear or injury. Critical incidents could include, but are not limited to, events such as:

- rape, personal assault, an armed robbery, hostage situation, act of violence, accident, or suicide.
- students going missing
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

Management/ Procedure

If you are involved in or become aware of a critical incident, you should alert FEG as soon as possible.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

FEG will then implement its Critical Incident procedure including:

1. The staff member receiving the news immediately alerting the most senior staff member available;
2. FEG taking over temporary control of incident (where there is no threat to that person's safety) and determining the immediate response required. Issues to be considered in determining the immediate response include:
 - a. Identification of those students and staff members most closely involved and therefore most at risk.
 - i. Those directly involved
 - ii. Personal friends/family of those involved
 - iii. Others who have experienced a similar past trauma
 - iv. Other students, staff, supervisors etc.
 - b. Making contact with next of kin/significant others using the most appropriate method
 - c. Contacting relevant emergency services ensuring that all details known about the incident are provided.
 - d. Taking action such as evacuating premises if required and/ or providing first aid or medical assistance as needed.
 - e. Arrangements for informing staff and students.
 - f. Guidelines to staff about what information to give students.
 - g. A written bulletin to staff if the matter is complex.
 - h. Briefing Administration and Office staff and delegating a staff member to deal with telephone/counter inquiries.
 - i. Liaising with any other parties involved as required (e.g. police, doctors, hospital staff, embassies or consulates and other relevant professionals).
 - j. Managing media/publicity - providing an officially agreed response to the media and ensuring other staff involved are aware of the appropriate response to the media, if required.
3. Developing and implementing a *Critical Incident Action Plan* for responding appropriately in a timely manner.
4. Keeping appropriate and adequate records. All critical incidents are recorded using the Incident Report Form (completed for each incident) and sent to the CEO.
5. Arranging a time and place for an initial group/individual debriefing session with a relevant External Counsellor/s. In this session, an opportunity is given to share the impact of the event, discuss various interpretations of the event in cultural/ethnic terms, the resulting sense of vulnerability, the experience of painful emotions and the normalization of reactions.

4.10 Work Health and Safety (WHS)

The Work Health and Safety Act 2011 and Regulations 2012 prescribe the employer's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

to take reasonable care for the health and safety of others within the work place. This includes the provision of:

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

WH&S Procedures

FEG implements a range of procedures and standards to achieve a safe working and learning environment including:

- maintenance and cleaning of training facilities;
- checking of all equipment for maintenance requirements;
- storing equipment safely;
- carrying out facility inspections to identify hazards and risk and taking action on the results;
- implementing regular fire drills and provide first aid to all staff and students if needed;
- displaying first aid and safety procedures for all staff and students to see; and
- reporting any identified health and safety hazard to the appropriate staff member as required.

Alcohol

Alcohol is NOT permitted on FEG premises as the influence of alcohol can spoil the learning environment of the institution.

Smoking

FEG is a NON SMOKING workplace and we ask for your assistance not to smoke on FEG premises or within the building.

Chewing Gum

Chewing of gum is NOT allowed on the premises.

Drugs

You must NOT bring drugs to FEG. Anybody found doing any sort of dealing with the drugs will be expelled from the Institution and will be reported to the police.

Spitting

Spitting is NOT allowed in public places in Australia. It is against the law and you can be fined if you are caught spitting.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Firearms and Knives

It is against the law in New South Wales to carry firearms or knives at the public places. You must NOT bring any firearms, knives or any kind of weapons to FEG. Anybody found with any sort of weapon will be expelled from the institution and will be reported to the police.

Dress

When attending FEG you should dress in a neat and tidy manner, giving a professional look. Thongs or any clothing considered by management to be offensive will not be allowed.

Mobile Phones

All mobile phones should be switched off during class. You can use the mobile phones out of class sessions, during the breaks and in the student lounge area.

Food and Drink

No food or drink is allowed in the classrooms, hallways, stairways and lifts. You can use the student lounge area for eating and drinking.

Litter

Please use the rubbish bins provided for the litter.

Other Important Tips

Never leave your belongings unattended. In case anything is lost, check at Reception and in the student lounge. Keep FEG premises clean and do not write anything on the walls or on the desks. You must leave FEG premises in neat and tidy condition.

4.11 Complaints and Appeals

As a student you can lodge a complaint about a situation that you are not happy with or appeal a decision made by FEG.

Complaints may be made in relation to any aspect of FEG's services and activities including:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

Appeals should be made to request that a decision made by FEG is reviewed. Decisions may have been about:

- course admissions
- refund assessments



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- response to a complaint
- assessment outcomes / results
- other general decisions made by FEG.

Informal Resolution

You are encouraged to resolve any issue informally by discussing them with the appropriate staff member.

If you are dissatisfied with the outcome of the discussion or it does not provide you with an acceptable resolution you can proceed to the formal process.

Complaints Procedure

All formal complaints are to be made in writing by the student completing a Complaints and Appeals Form and submitting it to the Student Support Officer.

When making a complaint, we encourage you to provide as much information as possible to enable FEG to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about
- Any evidence you have to support your complaint
- Details of any steps you have already taken to resolve the issue
- Suggestions about how the matter might be resolved.

The Student Support Officer will complete the date received on the Complaints and Appeals Form and provide a copy to you as a written acknowledgment of receipt. All related discussions and outcomes are recorded and filed in the Complaints and Appeals folder.

If the complaint is resolved at this stage then the Student Support Officer will record the action taken in the Complaints and Appeals Register, otherwise the complaint will be escalated to the Course Coordinator.

You can make an appointment with the Course Coordinator to formally present your case.

Once the Course Coordinator has made a decision and recommended appropriate action, you will be provided with a written outcome.

Where FEG considers more than 60 calendar days are required to process and finalise the complaint, FEG will inform you in writing, including the reasons why more than 60 calendar days are required. You will also be provided with regular updates on the progress of the matter.

If you are not satisfied with the outcome or wish to complain to the Commonwealth Ombudsman you can do so by referring to:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Appeals Procedure

You may choose to appeal the decisions made by FEG. These decisions may relate to course acceptance, refunds, enrolment cancellations, visa breach reporting, academic results, deferrals and suspensions.

You should lodge your appeal in writing by completing a Complaints and Appeals Form and submitting it to the Student Support Officer. When lodging an appeal, you are encouraged to provide as much information as possible to enable FEG to investigate and determine an appropriate solution. This should include:

- The decision you are appealing
- Any evidence you have to support your appeal.
- Details of any steps you have already taken or suggestions to resolve the issue.

The Student Support Officer will complete the date received on the Complaints and Appeals Form and provide a copy to you as a written acknowledgment of receipt. All related discussions and outcomes are recorded and filed in the Complaints and Appeals folder.

If your appeal is upheld then the Student Support Officer records the action taken in Complaints and Appeals Register; otherwise it will be escalated to the Course Coordinator.

You can make an appointment with the Course Coordinator to formally present your case.

Once the Course Coordinator makes a decision and recommends appropriate action you will be provided with a written outcome.

Where FEG considers more than 60 calendar days are required to process and finalise the appeal, FEG will inform you in writing, including the reasons why more than 60 calendar days are required. You will also be provided with regular updates on the progress of the matter.

Assessment Appeals

You can also appeal matters relating to assessment including the type of assessment given, the way the assessment was conducted or the decision made by the assessor.

If you disagree with the assessment results you must lodge your appeal within 30 days of the declaration of the results.

You must ensure that you have reasonable grounds for the assessment appeal such as:

- a) The Assessor provided inaccurate instructions;
- b) The Assessor showed bias or treated you unfairly;
- c) You have compassionate or compelling circumstances;
- d) The assessment environment adversely affected your performance;
- e) The Assessor did not mark assessments correctly.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

The original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again. The assessment decision made during the appeals process will then be considered the actual assessment outcome for the task.

External Appeals Procedure

If you are not satisfied with the result or conduct of the internal appeals process, you have the right to access the external appeals process at minimal or no cost to you.

If you wish to appeal FEG's decision, you must lodge the external appeal with the external appeals agency within 10 working days of the notification of the decision by FEG. You must notify FEG of the lodgement of an external appeal.

Overseas students can contact Overseas Students Ombudsman to lodge external appeal. For details visit <http://www.oso.gov.au>. For other students, FEG will provide details of the suitable external appeals agency.

If the external appeals process results in a decision that supports you, FEG will immediately implement any decision and/or corrective and preventative action required and advises you of the outcome.

This policy/procedure does not limit your rights to take action under Australia's consumer protection laws.

Maintenance of Enrolment

FEG will maintain your enrolment until the internal complaints and appeals process is completed. This means, for overseas students, that FEG will not notify the Secretary of Department of Education of any changes to the overseas student's enrolment status via PRISMS. However, the continuance of enrolment during the external appeals process will depend up on the following cases:

- a) in case of unsatisfactory course progress and our decision to report student, FEG will maintain the enrolment until the external appeals process is completed.
- b) in all other cases, FEG will maintain the enrolment until the internal appeals process is completed.

4.12 Recognition and Course Credit

All students, potential or actual, are provided with full recognition of their current skills and knowledge.

RPL and Credit Transfer are available for students to access and for the partial or complete fulfilment of the relevant VET qualifications in compliance with the VET Quality Framework.

Credit Transfer



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

If you have previously attained an AQF qualification or unit(s) of competency through formal education and training, credit transfer can be given as long as you can provide proof in the form of the qualification(s) and/ or statement(s) of attainment previously issued to you by any other RTO. This will avoid you having to be reassessed for the relevant unit(s).

- Credit Transfer is offered on applications for all VET Courses.
- A formal application for Course Credit Transfer must be submitted using the Application Credit Transfer Form
- All applications must be submitted and assessed prior to the course start date.
- A qualified FEG Assessor will assess your application to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in the relevant unit/ qualification. This process may involve liaising directly with the Australian RTO, AEI-NOOSR (contact details above) or researching within the Australian Education International databases for Overseas Equivalence.
- Where FEG grants course credit, a written record will be provided to you which must be signed or otherwise accepted. This will then be placed on your student file.

Recognition of Prior Learning (RPL) is an assessment process that assesses non-formal and informal learning of a student to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

- RPL is offered on application for all VET Courses.
- If you wish to apply for RPL you should indicate so on your Application Form and provide evidence that addresses the competencies being assessed.
- All applications must be submitted prior to the course commencement date and assessments finalised within 14 days from commencement date.
- FEG assessor will examine the evidence focusing on the competencies held rather than on how, when or where the learning occurred.
- A variety of RPL assessment options will be available to identify whether you have achieved the necessary competencies/learning outcomes to the required standard in the relevant national training program. All assessment mechanisms used are valid, reliable, flexible and fair and conducted in an ethical manner. These may include:
 - Participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course.
 - Assessment based on a portfolio of evidence.
 - Direct observation of demonstration of skill or competence.
 - Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification.
 - Provision of examples of your work drawn from the workplace, social, community or other setting in which you applied the learning, skill or competence.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- Testimonials of learning, skill or competence.
- Combinations of any of the above.
- You will be provided with feedback and support throughout the process.
- You will be informed in writing within 14 days as to the results of their application and if any further evidence is required.

Recognition of Current Competency (RCC) - This term is sometimes used and for general purposes the term is synonymous with RPL.

RPL for Entry - is an arrangement where learners are provided access to assessment tools and processes to assist them to meet minimum entry requirements for access to a course or qualification.

Note: In RPL for Entry no qualification is issued. Recognition is given to the person's prior learning to permit entry through equivalence into a qualification that requires some specified entry standard.

Overseas Equivalence - is an arrangement to give formal recognition to an individual who has completed a course or qualification overseas. The Australian Education International (AEI) - NOOSR is consulted by FEG to assist this process – a telephone hotline information service is available throughout the year from 9 am to 12 pm, 1:30 pm to 4:30 pm, Monday to Friday. Contact details are:

- Within Australia – 1300 363 079 (local cost within Australia)
- Outside Australia - +61 3 8341 3611 (normal international charges apply)

Shortening of Course Duration

If FEG grants you RPL or course credit which leads to a shortening of your course, then FEG will:

- if the course credit is granted before your student visa is granted, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for you for that course, or
- if the course credit is granted after your student visa is granted, report the change of course duration via PRISMS under section 19 of the ESOS Act.
- Any adjustments to course price due to RPL or Credit Transfer must be approved by the CEO.

4.13 Student Support

As a student of Future Education Group (FEG) we provide support services to help you to adjust to life and study at FEG and to give you the best opportunity to complete your course successfully.

This includes:

- providing an age and culturally appropriate orientation program



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- assisting you with course progress and providing access to services that enable you to complete your studies
- providing access to welfare-related support services and referrals to external agencies where appropriate
- having critical incident policy and procedures and staff to respond to incidents in a timely manner to support students
- having a designated staff member (currently the Student Support Officer) who will act as a point of contact for students to enable them to access support services available at FEG
- having sufficient support staff available to meet the needs of students
- ensuring that the staff members you may interact with, are fully aware of their obligations under the ESOS framework.

Provision of orientation program

FEG provides an age and culturally appropriate orientation program to all its enrolled students to ensure that they are assisted in adjusting to life and study at FEG and in Australia.

You are required to attend this program without failure and to sign a Student Induction Declaration form.

The orientation program is usually conducted by student services staff and includes content on the following:

- About FEG
- Staff and Campus Details
- FEG Surroundings (such as food outlets, cafes, parks etc.)
- Support Services Available at FEG
- Legal Services, Emergency and Health Services (list provided to students)
- Facilities and Resources at FEG
- Complaints and Appeals Process
- Course Progress Requirements
- Attendance Requirements
- Health and Safety at FEG
- About Sydney
- Important things to know

FEG will ensure that appropriate staff members are available on the orientation day to respond to students' queries. The FEG Student Handbook contains details of most matters discussed at orientation.

Assisting students to meet course progress requirements

FEG has a documented course progress policy which is discussed in detail during the orientation program to ensure that you understand your obligations under the policy and the consequences if you breach the requirements.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

If you have problems maintaining course progress FEG strongly encourages you to talk with student services staff and academic staff, who will work closely with you to ensure you are provided with appropriate support.

Student support services and external referrals

FEG's Student Orientation Program and Student Handbook contain information on student support services available at FEG. You may wish to discuss issues relating to topics such as:

- Adjusting to life and culture in Australia;
- Homesickness;
- Accommodation;
- Opening bank accounts and applying for TFNs;
- Work related issues, Finding part time work;
- Assistance with language problems;
- Course progress and attendance requirements; or
- Personal matters such as religion, domestic violence, unplanned pregnancy, victim or witness of a crime etc.

The Student Support Officer is your first contact point for any support matters and you are encouraged to put your support request in writing using a Student Support Request / Identification Form. The Student Support Officer will forward any support requests to relevant staff.

Internal support services will be provided to you at no extra cost. You will be referred to external support agencies when appropriate. *Please note that students are liable to pay for the costs incurred from using external services.*

The Student Support Officer maintains a current list of:

- GPs and medical centres close to FEG
- Referral agencies and their contact details
- Embassy and consulate general contact details

The Student Support Officer will advise you to seek legal advice when it is appropriate to do so. The Student Support Officer will try to find a legal service that is best able to assist you.

The Student Support Officer will not provide immigration advice but will refer you to the Migration Agents Registration Authority (MARA) website to find a suitable migration agent. Information available from the following websites will be used extensively by the Student Support Officer when dealing and providing support services to you.

<http://www.studyinaustralia.gov.au>

<http://www.nsw.gov.au/information-international-students>



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

<http://www.cityofsydney.nsw.gov.au/community/community-support/international-students>

Critical Incident Policy and Procedure

FEG has a documented critical incident policy and procedure detailing the actions to be taken in the event of a critical incident. *Please refer to the earlier section in this Student Handbook.*

Designated Contact Officer

FEG has a designated Student Support Officer who acts as point of contact for students seeking support services. This information will be provided to students during orientation and is also available on our notice board.

Other Student Support Staff

A number of other FEG staff are available to support you including:

- Receptionist who will assist with general enquiries
- Course Coordinator in the provision of support services relating to student academic and progress issues, including implementation and monitoring of intervention strategies and management of complaints, appeals, and critical incidents.
- Trainers and Assessors who are typically the first point of contact for you with respect to any academic-related issues.

ESOS Framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students. Further information on the ESOS Framework can be found at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

4.14 Monitoring Course Progress

FEG implements Course Progress Policy and Procedures for all of its CRICOS registered Vocational Education and Training (VET) courses. The Australian Government guide for Monitoring Course Progress is available at: <https://internationaleducation.gov.au/Regulatory-Information/Education->



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

[Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD10.aspx](http://www.futureeducationgroup.com.au/Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD10.aspx)

FEG monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled consistent with the Course Progress Policy. We take a proactive approach in notifying and counselling students who are at risk of failing to meet course progress requirements and providing support by implementing appropriate intervention strategies.

FEG reports students (on student visas) to the Secretary of the Department of Education & DHA (via PRISMS) who have breached the course progress requirements.

Definitions

Study Period is 1 term for each course is as followed:

- PSP60816 Advanced Diploma of Translating - 11 weeks
- BSB40215 Certificate IV in Business - 10 weeks
- BSB50215 Diploma of Business - 15 weeks
- BSB60215 Advanced Diploma of Business - 15 weeks

Satisfactory course progress is defined as demonstrating competency in 50% or more of the units in a study period.

Compassionate and compelling circumstances may include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- any other circumstances deemed compassionate or compelling by the FEG management

Course Progress Procedures

Course progress requirements are discussed during student orientation including details of:

- a) the requirements for achieving satisfactory course progress
- b) the process for assessing satisfactory course progress



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- c) intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress
- d) the process for determining the point at which the student has failed to meet satisfactory course progress
- e) the procedure for notifying students that they have failed to meet satisfactory course progress requirements.

Course timetables listing term durations and units are provided to students during orientation.

Recording of results

The Student Support Officer maintain records of your course progress in the Student Management System (SMS). As you complete each unit of competency the Student Support Officer will enter your results in the SMS and send you a results notification. You can also check your results directly with the Student Support Officer.

If you receive a 'NYC' result you should contact the Course Coordinator to discuss further options. You will be given opportunity to either:

- a) appeal the assessment decision(s); or
- b) request a re-assessment

If you appeal the decision, the Course Coordinator will organise a different assessor to review the assessment in line with the Assessment Appeals process. *Please refer to earlier section in this Student Handbook.*

If you request reassessment, the Course Coordinator will arrange the reassessment and record the academic intervention in the SMS. If you are deemed "Not Yet Competent" in the re-assessment, you will be advised to re-enrol in the unit at your own cost.

Methods of intervention

FEG implements its intervention strategies:

- a) If at any time you are identified as 'at risk' due to factors such as receiving NYC results in units, trainer feedback etc.
- b) If at the end of each study period you are identified as at risk of not maintaining satisfactory course progress.

Intervention strategies may include, but are not limited to:

- a) Advising you to attend classes regularly;
- b) Where appropriate, advising you on the suitability of the course in which you are enrolled;



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- c) Advising you of opportunities to be reassessed for tasks in units or subjects where they have previously been assessed Not Yet Competent (NYC), or demonstrate the necessary competency in areas in which you have not previously been able to demonstrate competency; and
- d) Advising you that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to Department of Education and cancellation of your visa, depending on the outcome of any appeals process;
- e) Extra tuition and support;
- f) Providing assistance to deal with the personal issues which are influencing progress.

Implementing intervention for at risk students

If you are identified as being at risk of not achieving satisfactory academic progression the Course Coordinator will meet with you and decide the intervention strategy most suited to the student's specific situation. Course Coordinator will monitor the implementation of the strategy and your subsequent progress.

If you continue not to progress satisfactorily you will be issued with a Warning letter and a further interview arranged where necessary.

At the point where you fail to meet satisfactory course progress requirements in the consecutive study period even after the intervention strategy has been implemented, you will be advised of the breach in writing by the Course Coordinator. You will be sent an "Intention to Report" letter (to your email address) informing you that FEG is intending to report your student visa breach to the Secretary of the Department of Education and DHA via PRISMS. The letter will outline FEG's decision, reasons for this decision and appeal mechanisms.

If you wish to appeal the decision you must lodge your appeal within 20 working days of the date of the notice of intent to report or intention to cancel.

- a) You may appeal on the following grounds:
 - i. FEG's failure to record or calculate the results accurately;
 - ii. Compassionate or compelling circumstances (evidence must be provided); or
 - iii. FEG has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.
- b) Where your appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - i. If the appeal shows that there was an error in calculation and you actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), FEG will not report you and there is no requirement for further intervention.
 - ii. If the appeals process shows that you have not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to you through the FEG intervention strategy, and FEG will not report you.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- c) FEG will report unsatisfactory course progress to the Secretary of the Department of Education via PRISMS as soon as practicable if:
- you have chosen not to access the complaints and appeals processes within the 20-working days period, or
 - you withdraw from the process, or
 - your appeal outcome supports FEG's original decision or
 - you access the external appeal process and the outcome supports FEG's original decision.

FEG implements the following, consistent with the Course Progress Policy requirements:

- If you have been identified as not making satisfactory course progress for a second but not consecutive study period, FEG will not report you for unsatisfactory course progress.
- Overseas Students who have breached their student visa condition must report to Department of Home affairs (DHA) within 28 days of FEG's notification to explain their breach.
- Standard 8 of the National Code 2018 requires FEG to monitor overseas student's course progress so that they are able to complete their course within expected duration of their Confirmation of Enrolment (COE). FEG may only extend the COE duration, in very specific circumstances. These circumstances are a) compassionate or compelling circumstances b) due to course progress intervention strategies c) due to approved deferment or suspension. Where a student does not complete their course, they may only be eligible to get a Statement of Attainment.

4.15 Enrolments and Transfers

Future Education Group (FEG) is committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

FEG only enrol students who are 18 years old and above.

FEG courses have defined entry requirements outlined in our course flyers. Each student is subject to these entry requirements prior to taking enrolment.

FEG will enter into a written agreement with each student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student. The agreement includes required information consistent with the requirements of the ESOS Act and AQF.

FEG admissions staff and authorised agents provide accurate and sufficient information to all prospective students to enable to make an informed choice. This information is provided in an ethical, professional and responsible manner.

Students transferring from other providers will not be actively enrolled unless the relevant requirements are met.

FEG may release a student prior to completing the first six months of principal in very limited circumstances



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Pre-Enrolment Information

Prior to accepting a student, or an intending student, for enrolment in a course, the Marketing Manager will provide, in print and or by a website, current and accurate information regarding the following:

- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
- b. the course code, title and currency of the course, content and duration, qualification offered if applicable, modes of study and assessment methods.
- c. campus locations and a general description of facilities, equipment, and learning and library resources available to students.
- d. details of any arrangements with another registered provider, person or business to provide the course or part of the course and work placement arrangements if applicable.
- e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
- f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled.
- g. a description of the ESOS framework made available electronically by Department of Education, and
 - o relevant information on living in Australia, including:
 - o indicative costs of living; and
 - o where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

The Admissions staff and authorised agent shall ensure that all enrolling students use and appropriately complete the approved 'Student Enrolment Application'.

Enrolment of New Students

When you submit your 'Student Enrolment Application', our staff will check that you are 18 years old or above by verifying the date of birth from your passport or other relevant documents and ensure that all relevant paperwork has been submitted. They may seek clarification on any unclear evidence.

We will assess whether your qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought. If you are unable to meet English language proficiency requirements at the time of enrolment, alternate arrangements such as enrolment into an ELICOS course can be explored.

Any requests for RPL or Course credit or additional support service will be forwarded to the Course Coordinator.

If you are transferring from another provider we will follow the student transfer procedure as detailed in the section below.

Formalisation of Enrolment

Once your application and evidence has been reviewed we will issue you with a 'Letter of Offer' and enrolment agreement.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

You will need to sign FEG's 'Written Agreement' prior to your first payment to FEG. Once your signed agreement and payment has been received we will send a copy of your Confirmation of Enrolment (COE) to you or your agent. You will need the COE to obtain your visa.

Change of course requests

Students wishing to change courses must complete a 'Change of Course Application' form. Normal enrolment and selection process apply to all change requests

Students Transferring to FEG

If you are transferring to FEG from another provider, you will need to provide evidence that you have completed 6 months of your principal course prior to your enrolment. If you have not completed the first six months of the principal course, then relevant evidence as per the National Code Standard 7.1 must be provided to enable FEG to proceed with your enrolment.

Students Transferring from FEG

If you wish to transfer from FEG to another provider prior to completing your first six months of your principal course you must read this policy and submit the 'Student Request for Release Letter' Form with appropriate supporting evidence.

We will provide you with advice on FEG's procedures for applying for transfer and advise you that the request may take a minimum of 10 working days.

FEG will not grant the release letter if:

- you provide inaccurate or false information
- you provide insufficient supporting evidence
- you cannot provide a valid letter of offer from another provider
- the transfer jeopardizes your progress through the new course
- you provide irrelevant reasons such as work commitments, travel, friends, accommodation etc.
- you are trying to avoid being reported for breaching visa conditions
- you do not want to study the course you are enrolled in anymore
- It is considered detrimental to you
- You have outstanding fees
- You are transferring to the same course or a lower level course without proper reason
- You have breached the visa conditions and/or enrolment conditions
- You have not exhausted all the support services available at FEG

Where FEG does not grant a letter of release, the CEO (or delegate) will provide you with written reasons for refusing the request and informed you of your right to appeal the decision.

The release letter, if granted, will be provided to you at no cost.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

4.16 Fees and Refunds

Policy Statement

- FEG publishes its course-related fee information in course outlines available to students on the FEG website and in printed form.
- Students seeking enrolment in a course at FEG will be advised of the course related fees and charges, any non-refundable fees and refund provisions. This information is provided to students prior to the signing of their written agreement.
- FEG implements measures to ensure that pre-paid fees are protected and students receive refunds where warranted.
- FEG through its 'Written Agreement' provides the following fee information to each student prior to enrolment:
 - a) The total amount of all fees including tuition fees, materials fees and any other fees relevant to the course being undertaken;
 - b) Payment terms, including the due dates and amount of fees to be paid;
 - c) FEG's refund policy;
 - d) Enrolment terms and conditions;
- Fees will only be collected once a signed copy of the 'Written Agreement' has been received by FEG.
- FEG will not accept pre-paid fees payments from prospective students unless the signed 'Written Agreement' has been received from the student.
- Pre-paid fees collected from overseas students will be kept in a separate bank account until they commence their studies at FEG.
- FEG will not accept prepaid fees in excess a total of \$1500 (being the threshold prepaid fee amount) from domestic fee-paying students.
- FEG, to meet its obligations under ESOS Act 2000, will collect only 50% of the total tuition fees for courses of more than 25 weeks duration. Students are not required to pay more than 50% of the fees upfront if their course runs for more than 25 weeks but may pay if they choose to.
- FEG will charge for additional services it provides.

Inclusions in course fees

Unless otherwise specified, course fees include:

- all training and assessment required for students to achieve the qualification or course in which they are enrolling.
- the issuance of a testamur and record of results and/or statement of attainment.

Course fees do not include:

- required learning materials which are an additional cost, as outlined on the respective course outline.
- Overseas Student Health Cover or other optional extras. These fees are an additional cost as outlined in the Letter of Offer.
- additional copies or re-issuing of a testamur and record of results and/or statement of attainment, for which an additional fee is applicable, currently AUD\$150 per request.

Fee Payments



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- All students will receive a 'fees due' reminder a month prior to the due date.
- Students must pay fees by the due date to avoid penalties and other sanctions such as precluding from attending classes, submitting assessments and receiving documents. Penalties apply for fees received after due dates.
- All fees must be paid in Australian dollars only.
- Students are responsible for keeping receipts for any payments made to FEG.
- FEG reserves the right to review its fees regularly and may change its fees during student's enrolment.

Late payments and consequences of non-payment of fees

- Where fees are more than 40 days past the due date the debts will be referred to a debt collection agency.
- FEG 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.
- International students will be charged AUD\$100 per week 'late fee' for overdue tuition fees until the overdue amount is paid. Students who do not pay their fees will be reported to DET via PRISMS under student default.

Protection of fees paid in advance

- FEG protects the fees that are paid in advance by all students.
- For international students, pre-paid fees are protected by TPS and being held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impacting on the financial operations of the business or recourse to the Tuition Protection Service. <https://tps.gov.au/StaticContent/Get/StudentOverview>
- To meet its obligations under the ESOS Act 2000, FEG will collect only 50% of the total tuition fees for courses of more than 25 weeks duration.

Providing Refunds

International students are eligible for a refund in the following situations:

- When the student withdraws from course prior to 28 days of the course start date, FEG will refund the total amount received prior to the default day less:
 - a) 25% of the tuition fees received
 - b) Any other costs incurred by the FEG on behalf of student
- When a student is refused a student visa and as a consequence fails to start on the agreed starting date or withdraws from a course on or before the agreed starting start date. In this case FEG will, within 28 days, refund the tuition fees less 5% of the tuition fees received (up to a maximum amount of \$500).



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- When a student is refused a student visa after they have already commenced the course. In this case FEG will, within 28 days, refund on a pro rata basis, the Tuition Fees for the weeks from when the student withdrew from the course until the end of the period that the Tuition Fees have been paid to (that is, on a pro rata basis) apply to - as per Section 8, 47B of the Education Services for Overseas Students (Calculation of Refund) Specification 2014. (<https://internationaleducation.gov.au>)
- In cases of FEG default which is defined as being when:
 - (a) FEG fails to start to provide the course to the student on the agreed starting day; or
 - (b) the course ceases to be provided to the student at any time after it starts but before it is completed;
 - (c) the student has not withdrawn from the course before the FEG's default.
 - (d) FEG is prevented from offering a course at a location because a sanction has been imposed on it under Part 6 of ESOS Act.

FEG may arrange for a suitable alternative placement within 14 days after the default day. If the student accepts this offer of a placement, the student needs to sign an acceptance document. Alternatively, if FEG is unable to offer a suitable alternative placement or student does not accept the alternative suitable placement chosen by the FEG, then FEG will pay the refund to the student, as determined by Education Services for Overseas Students (Calculation of Refund) Specification 2014 (<https://internationaleducation.gov.au>)

Students will be advised of a default situation in advance (where possible) and will be sent a letter explaining how any refunds will be calculated.

A full refund (minus processing and any non-refundable fees) will be paid into the authorised account notified by the student within 14 days of the default day.

In the event, FEG does not satisfy its obligation to an affected student, the TPS (Tuition Protection Service) Director will facilitate access for the student to course placement or refunds.

No refund will be provided in the following cases of Student default, defined as being when:

- a) the student does not start the course on the agreed course start date (and has not previously withdrawn); or
- b) the student withdraws from the course either before or after the agreed course start date; or
- c) the student withdraws from the course within 28 days of the course start date
- d) the student decides to change provider after commencing the course
- e) the student defers his/her course to a later date
- f) the student abandons his/her course after starting for whatever reason
- g) the student's enrolment is cancelled due to:
 - i. student's misbehaviour; or
 - ii. failure to pay required fees to undertake the course; or
 - iii. student breaching his/her visa conditions

No refunds will be provided in the following instances:



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- (a) where changes occur in student work hours, student changes or leaves work
- (b) it becomes inconvenient for a student to travel to class
- (c) the student moves to a different geographic location

Refunds for students who enrolled for multiple courses on a packaged offer will be processed as per the above conditions.

Process for claiming refunds

- Students who are requesting a refund must complete the Refund Application Form (available from our Student Support Officer) and send it, along with all supporting documents such as the visa refusal letter, to the Student Support Officer, FEG, Level 4, 28 Foveaux Street, Surry Hills NSW 2010. Bank charges will be deducted from the refunded amount. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- In all cases, FEG will notify students of the outcome of the application for refund within 28 working days of receipt of a completed and signed application for refund and applicable evidence.
- Approved refunds requests will be paid within 4 (four) weeks from the approval date.
- Refunds will be paid directly into the authorised account of the person who entered into the contract with FEG, unless FEG receives a written direction from the applicant to pay someone else.
- Refunds will be paid in Australian dollars.
- All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
- Students are not permitted to transfer course fees to another student unless the FEG approves it.

Outcomes of refund decisions

FEG will provide the outcome of the refund assessment in writing to the student's registered email address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice. Students who are requesting a refund must complete the Refund Application Form (available from our Student Support Officer) and send it along with all supporting documents such as the visa refusal letter to:

Student Support Officer, FEG, Level 4, 28 Foveaux Street, Surry Hills NSW 2010.

4.17 Assessments

Future Education Group (FEG) will ensure:

- a) that the assessments (including RPL) meet the requirements of the training package and are conducted in accordance with the principles of assessment and rules of evidence;
- b) that assessments are validated systematically;
- c) assessment outcomes are recorded and students are advised of their results in a timely manner;
- d) completed student assessments are retained as per the ASQA's general direction requirements;
- e) students have access to academic support and appeals process.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Definitions

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved and confirmation that an individual can perform the standard expected within the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

Principles of Assessment

FEG implements the principles of assessment for all its assessment pathways and methods consistent with the guidance provided in the *Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015*

Validity

Any assessment decision made by FEG is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

FEG implements this principle by ensuring:

- assessment methods and tasks match the assessment requirements of the unit
- learners demonstrate skills and knowledge as per the assessment requirements of the unit

Reliability

Evidence presented for assessment is to be consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

FEG implements this principle by ensuring:

- evidence criteria (i.e. decision-making rules) are specified for each assessment to judge the quality of performance. This will assist assessors to make consistent judgements about competence. Evidence criteria could include:
 - model answers (where appropriate)
 - descriptions of role-play observations
 - marking guides
- benchmarks for practical activities are broad enough to allow for variations in the precise task being undertaken and any variations in the context, but must include 'observable



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

behaviours’—the behaviours which must be exhibited by the learner when carrying out the task.

- its assessor(s) make assessment decisions consistently across different learners in the same unit.

Fairness

The individual learner’s needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by FEG to take into account the individual learner’s needs.

FEG informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

FEG implements this principle by ensuring that:

- recognition of prior learning is made available to all learners at enrolment or prior to commencement of training.
- any individual needs of the student are identified through its enrolment process
- any required adjustments are made to the training and assessment program for each learner.
- reasonable adjustments are made to accommodate the learner (such as providing oral rather than written assessment) individual needs.
- the learner is fully informed of the assessment process and performance expectations before undertaking assessment.
- Students are provided with an avenue to challenge an assessment decision and to have a decision reviewed objectively.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner’s needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

FEG implements this principle by:

- making recognition of prior learning available to all learners at enrolment or prior to commencement of training.
- Ensuring that any required adjustments are made to the training and assessment program for that learner.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- using a range of assessment methods to help produce valid decisions and recognise that learners demonstrate competence in a variety of ways.
- not requiring students who have demonstrated current skills and knowledge, to be reassessed in those areas, unless the previous demonstration of skills or knowledge is in a significantly different context or environment.

Rules of Evidence

FEG implements the rules of evidence consistent with the guidance provided in the *Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015*.

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

FEG implements this rule by ensuring that evidence is directly related to the competency being assessed and that there is a direct relationship between the assessment tasks or activities learners undertake, the evidence presented and the assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

FEG assessments require collection of enough evidence to make a valid judgement of competence or otherwise. The quantity of evidence may vary between learners. Some may take longer or need to complete a greater number of tasks to demonstrate competence. Others may, despite repeated opportunities, not be able to achieve competence.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

FEG ensures that there is sufficient evidence of the person's competence at the time assessors make assessment decision.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

FEG ensures that evidence gathered 'belongs' to the learner being assessed and provides evidence of that person's skills and knowledge. It requires students to submit their assessments directly to the



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

assessor by online portal, hence reducing the risk of authenticity issues. If FEG intends to implement other methods of submission it will develop appropriate strategies for verification.

Reasonable Adjustment

Reasonable adjustment involves carrying the assessment process to take into account the special characteristics of the student while ensuring the validity, fairness and reliability of assessment decisions. Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship upon FEG.

In determining whether an adjustment would impose an unjustifiable hardship, the Course Coordinator in consultation with the Trainer and Assessor will take the following factors into account:

- a) The nature of the benefit or detriment likely to be experienced by the person concerned;
- b) The effect of the disability or disadvantage on the person concerned; and
- c) The financial circumstances and the estimated amount of expenditure required to be made by the organisation claiming unjustifiable hardship.

Adjusting the assessment process may involve varying the procedures for conducting the assessment, for example allowing additional time for the completion of tasks, extending deadlines for assignments, varying the venue, date or times for assessment. The Trainer and Assessors shall vary the evidence gathering techniques, for example, using an assignment instead of an exam, oral rather than written questioning, and short answers instead of multiple choice and varying question and response modalities.

Conduct of Assessments

On the first day of each unit, the relevant assessor will provide you with information on assessments such as the number and types of assessments and submission due dates for written tasks and projects. You will be typically given the project type assessments on the first day with detailed information on requirements, expectations of assessment tasks and the standard of performance required. Most assessments are usually conducted in the last week of the unit. Practical and simulated assessment tasks such as role plays will be conducted progressively through the unit.

If you do not clearly understand the assessment requirements please ask your Assessor to clarify. Your assessors will provide appropriate support to ensure that you are able to complete your assessments. You must complete written assessments on time and submit the completed work to their relevant assessors online. While submitting the completed assessments, you are asked to sign the assessment submission sheet by way of confirming the submission.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Assessors will mark each assessment task and inform you online if you have satisfactorily completed it or not. Once marking of all assessment tasks is completed, the final unit outcome will be determined as either 'Competent' or 'Not Yet Competent'.

Absences

If you are absent for an assessment without providing evidence of a valid reason you will receive a 'Not Yet Competent' result.

Extensions and late submission

If you need an extension to complete or submit an assessment you must seek approval from the Course Coordinator. Extensions can only be granted on the basis of compassionate or compelling reasons. If you submit an assessment after the due date it may not be considered for marking unless a valid reason is provided. The Course Coordinator, after considering the reasons, may approve the late submissions and may direct the assessor to mark it.

Student Submission of Group Work

In units where the development of teamwork, leadership and/ or communication skills are important, you may undertake and submit group assessments with the input of all team members. For these tasks it is important that the names and Student IDs of all team members are listed on the cover page.

Notification of 'Not Yet Competent' Results

The Academic Admin Staff will send you a notification of a 'Not Yet Competent' informing you to attend a meeting to discuss further options. During the meeting the Academic Admin Staff will discuss the following options with you:

- Feedback and resubmission – feedback provided by the assessor will be provided to you and the option to re-submit will be explored in consultation with the relevant assessor.
- Reassessment – If you do not qualify for the resubmission then you will be required to undertake reassessment. You will be reminded of the reassessment fees.
- Appeals – You will be provided with information on appeals process if you wish to proceed with appeals. *Refer to Complaints and Appeals Policy*
- Repeat of the entire unit – If you are absent for all assessments or have exhausted all the above options, then you will be asked to repeat the entire unit. You will be reminded of the applicable fees and extension to enrolment.

Recordkeeping and Retention Requirements



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Retention of completed student assessments is carried out in line with the National VET Regulator's (NVR) general direction. Records of attainments of units are stored electronically in the Student Management System and archived for a period of at least 30 years as per the Standards for RTOs 2015.

4.18 Issuance of Qualifications

The qualifications and statements of attainment (as appropriate) issued by FEG will meet the requirements of the AQF Certificate Issuance Policy and the Schedule 5 (Application of the AQF Qualifications Issuance Policy within the VET Sector) of the Standards for RTOs 2015.

A **Testamur** is the official document that confirms that a qualification has been awarded to an individual. This may also be referred to as a 'parchment', 'certificate' or 'award'.

A **Qualification** is the result of a complete accredited program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.

A **Statement of Attainment (SoA)** is issued when one or more units of competency from nationally recognised qualification/s or accredited short course/s has been achieved.

A **Record of Results** is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'

A **Credit Transfer** is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

(source: AQF Handbook 2013 second edition)

Once you complete all requirements of your qualification you will be issued with your Qualification and related record of results. If you do not complete the full qualification you will receive a Statement of Attainment listing the units completed.

Testamurs will be issued within 30 calendar days providing that you have:

- a) completed all course requirements;
- b) paid all agreed fees; and
- c) submitted a verified Unique Student Identifier (USI)

Records of certification documentation are held by FEG and are accessible to both current and past learners.

Student request for a replacement of certificates issued



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

If you request replacement of a certificate issued you must come to FEG and complete an 'Application for Replacement Certificate' Form. FEG will issue a certified copy of the original testamur or statement of attainment, with a 'Replacement' label on the testamur.

Please note that there is a fee applicable for issuing a replacement copy of the original certificate and that it may take up to 30 days to issue.

4.19 Deferral, suspension and cancellation of enrolment

Deferral relates to postponing an offer of a place before the program has commenced whereas suspension refers to temporary abandonment of the studies after the commencement of the course.

- FEG enables students to defer or temporarily suspend their studies due to compassionate or compelling circumstances, including:
 - a. serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - b. bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
 - c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
 - d. a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
 - e. where the registered provider was unable to offer a pre-requisite unit; or
 - f. inability to begin studying on the course commencement date due to delay in receiving a student visa.

- FEG may also suspend a student's enrolment due to misbehaviour.
- FEG may cancel a student's enrolment due to serious misconduct or for non-payment of fees.
- Deferring, suspending or cancelling an enrolment may affect the student's visa, and FEG is obliged to notify the Secretary of Department of Education via PRISMS where the student's enrolment is deferred, temporarily suspended or cancelled.
- FEG will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access FEG Complaints and Appeals Process
- If the student accesses the FEG Complaints and Appeals Process, the suspension or cancellation of the student's enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Student request for deferral or suspension of an enrolment

- To apply for a deferral or suspension of studies you must complete a Deferral or Suspension of Studies Form and submit to the Student Support Officer with supporting evidence.
- Once a decision for Deferment Request has been made, the receiving officer will inform you of the resulting decision in a timely manner and advise you to contact the Immigration office to seek advice on the effect on your student visa. A new or amended \ CoEs will be issued where required.

Student request to cancel an enrolment

- If you wish to cancel your enrolment or discontinue your studies you must first contact the Student Support Officer to discuss the reasons and to explore support options.
- If after the discussion you still decide to discontinue your studies, you will be given the Discontinuation of Studies Application form for completion and informed of the evidence that must be submitted along with the application.
- You will also be notified that the cancellation may affect your student visa.
- If FEG accepts the reasons for cancellation then all current and future enrolments will be cancelled.
- If FEG rejects the cancellation request, you will be notified of the result and the process for appeals.
- You will be advised to refer to their signed enrolment agreement for refund-related enquiries.

FEG-initiated suspension or cancellation

- FEG may initiate a suspension or cancellation of your enrolment in cases of misconduct or non-payment of fees.
- In receiving a report of misconduct the CEO will:
 - a. validate the actions of all staff involved, seeking further advice, verbal or written.
 - b. where necessary, seek further advice from you or other students involved maintaining an unbiased approach to the students involved.
 - c. decide whether an enrolment suspension or enrolment cancellation is warranted.
- Only the CEO makes the final determination of cancelling a student's enrolment due to misbehaviour or non-payment of fees.
- You will be informed of FEG's decision to cancel your enrolment in writing stating the reason for the decision and re-affirming your right to the appeals process within 20 working days.
- FEG will maintain your enrolment if you choose to access the complaints and appeals process, except in the case of extenuating circumstances relating to your welfare, including, but not limited to the following:
 - a. You are missing;
 - b. You have medical concerns, severe depression or psychological issues which lead the FEG to fear for your wellbeing;
 - c. You have engaged or threaten to engage in behaviour that is reasonably believed to endanger yourself or others; or
 - d. You are at risk of committing a criminal offence.
- The CEO shall



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- a. only suspend or cancel the enrolment to Department of Education via PRISMS if you do not appeal the decision or if you request an independent adjudicator,
- b. not suspend or cancel the enrolment to Department of Education via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

4.20 Change to Conditions

FEG reserves the right to change its fees, conditions, course times or course commencement dates at any time with sufficient formal notice given to students.

4.21 Student Input and Feedback

FEG encourages you to provide continual input and feedback. You can provide feedback either informally through conversation, observation or suggestion or formally through interviews and surveys. FEG will attempt, whenever and wherever possible, to incorporate feedback in planning and development.

Staff, Trainer and student surveys will be collected online and Complaints and Appeal form is available at reception. You are welcome to make appointments with staff members to discuss issues personally.

4.22 Access to Records by Students

You can have access to personal records on request. In all cases FEG will protect the privacy of all student information.

4.23 Change of Student Contact Details

You are obliged to keep FEG informed of your current contact details and to inform FEG immediately of any change in these details. This is important to ensure that you receive any FEG or authority correspondence, which could in some cases affect your visa status.

4.24 Security Systems and Smoke Alarms

FEG has CCTV monitoring 24 hours a day and the video data is captured on hard drive. FEG premises are also protected by security alarms.

All rooms on campus are fitted with smoke alarms and have the emergency exit procedures displayed on the walls. In the case of an emergency students are requested to remain calm and follow staff instructions. You should familiarise yourself with the Emergency Procedures as posted on the student notice board and attached at the end of the Student Handbook.

4.25 Student ID Cards

You will be issued with a student ID card after course commencement. Student Services staff will take a photo of you to use for ID purposes. FEG recommends that you carry your ID card with them



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

when attending FEG. Staff and Trainers may ask you to show your student ID card. If you lose your card, you can request for a replacement card. There is a fee for replacement card.

5.0 Training delivery

5.1 Competency Based Training

All training at FEG is based on the principles of Competency Based Training. Delivery and assessment will involve you accomplishing the tasks required to demonstrate competency in any unit and you will be provided with every opportunity to demonstrate that you can carry out required tasks.

5.2 Training Package Requirements

All FEG courses, delivery and assessment comply with the requirements of the nationally endorsed Training Packages. You may access FEG website for course outlines and familiarize yourself with all competency unit criteria.

5.3 Professional Staff Recruitment

All FEG staff are employed on the basis of having the requisite skills, knowledge, experience and attitude for the position.

5.4 Guest Trainers

At FEG we recognize the necessity to maintain industry involvement and for our teaching to be reflective of industry practice and needs. Therefore lectures may incorporate guest trainers from industry or professional association whenever possible.

5.5 Flexible Delivery

FEG practices the principles of flexible delivery. Programs are designed to maximize the opportunity for access and participation by all students. It is FEG policy that trainers adopt a modified lecture approach i.e. 50% of tuition time may be lecturer-led explanation and discussion, with the remaining 50% focusing on student-led activities.

At all times learning at FEG will be:

- Student focused
- Based on dialogue, using current business English
- Practical involving students in hands-on activities
- Current in terms of the information and case studies used
- Applied – not theoretical only



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

At the start of each unit trainers will identify the delivery needs of the students and adopt a variety of delivery strategies designed to meet these needs. Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualized learning, library use, magazines and newspapers, video and audio-visual

FEG provides an English learning environment and class discussions are to be conducted in English only.

5.6 Training Outcomes

All delivery and assessments are geared towards one final outcome only - that is the awarding of a nationally recognized qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

5.7 Excursions

FEG encourages relevant activities beyond the classroom. Suggestions for furthering links with outside organisations and sites are always welcome. Students at FEG may also be required to attend knowledge-based excursions as part of certain units.

5.8 Education Resources

FEG maintains suitable and up-to-date premises and equipment, which comply with all relevant government regulations and are kept in good order and upgraded as necessary. FEG maintains administration and training facilities and equipment so as to ensure smooth and effective operations. Facilities and equipment are set up, cleaned and maintained regularly to provide a pleasant and efficient working environment. Records of premises and equipment are kept for financial and maintenance purposes. Staff and students have access to necessary instructional and assessment facilities, materials and equipment.

Training facilities have:

- Accessible amenities such as toilets and drinking water facility
- Adequate acoustics without disturbance from external noise
- Adequate lighting for normal viewing, writing and reading, without glare, brightness or distractions
- Flexible layout options appropriate to room size, shape and furniture
- Sufficient power points placed appropriately
- Suitable audio visual and presentation equipment



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

- Adequate ventilation and heating/cooling sufficient to maintain a suitable temperature for work and study
- Clear sight and hearing from all points and to the point of presentation
- Comfortable, ergonomic chairs, designed for use over a sustained period
- Suitable equipment set up safely and securely
- Tables that have appropriate space for writing and training activities
- Computer and internet access

Students can also display personal advertisements and messages on the notice boards.

Computers and the Internet

FEG has computers with a network connection and saving devices. You are given unlimited access to computer and Internet facilities for educational and study purposes only. You will have to supply your own saving device (USB Port). A student printing facility is available at the Reception area. Students must pay for the printing. Students are encouraged to bring their own laptops.

Equipment

Equipment is available for educational purposes for both staff and students. Please ensure that you use all equipment safely and follow WHS procedures at all times. Ask for help if there is a problem.

Texts and References

FEG provides the learning materials required by students for study purposes. Students may also make use of the FEG reference library to access other texts and references for study purposes and trainers may take students to outside libraries and organise a library representative to explain membership and research techniques.

6.0 Location Map

FUTURE EDUCATION GROUP

Level 4, 28 Foveaux Street, Surry Hills, NSW 2010



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au





Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

7.0 Emergency Evacuation Procedure Student Information

FIRE/SMOKE OR IMMEDIATE EMERGENCY CONDITIONS

All students are to follow the primary safety principles during any emergency:

Follow the instructions of Public Safety and Fire or Police Department personnel and FEG staff

DO NOT PANIC

DO NOT USE ELEVATORS

If an emergency condition arises here is what to do:

- **When you hear the fire bell**
- **Don't panic**
- **Listen for a warning that the alarm may only be a test**
- **If requested to evacuate remain calm and proceed with orderly evacuation**
- **Follow FEG staff to the exit signs and use the Fire Exit stairwells only**
- **Go to the designated safety area and wait with staff and students**
- **Your trainer will check your name against the class roll**
- **Do not return to fire/smoke floor until instructed to do so.**

8.0 Contact Information and Emergency Contacts

Future Education Group

Main Contact Detail: Student Support Officer

Contact : 02 91698978

After hours contact: Vivian Peng +61 433718119

Emergency Telephone Number Police, Fire, Ambulance – Dial 000



Future Education Group

RTO No: 45606 CRICOS Provider No: 03842M
Level 4, 28 Foveaux Street, Surry Hills, NSW 2010 Australia
Phone: +61 2 91698978
Web: www.futureeducationgroup.com.au
Email: info@futureeducationgroup.com.au

Department of Home Affairs (DHA) Dial 131 881

9 Wentworth Street
Parramatta NSW 2150

<https://www.homeaffairs.gov.au/>

Counter hours: 9 am to 4 pm Monday to Friday

Fair Work Commission <https://www.fwc.gov.au/>

Local Medical Centres:

Crown Street Medical Centre

Surry Hills Medical Centre

Transport:

Central train station is located 5 minutes walk away. There are also many bus services available to and from the station.

Public Facilities:

Nearest banks are ANZ, Commonwealth Bank of Australia, NAB and St George Bank.

Sydney CBD includes shopping centres, parks (Belmore Park and Hyde Park), restaurants, cafes and other eating outlets.