



**FIRST CHOICE
COLLEGE**

RTO CODE 31707

Student Handbook

Auswright Training Pty Ltd trading as First Choice College

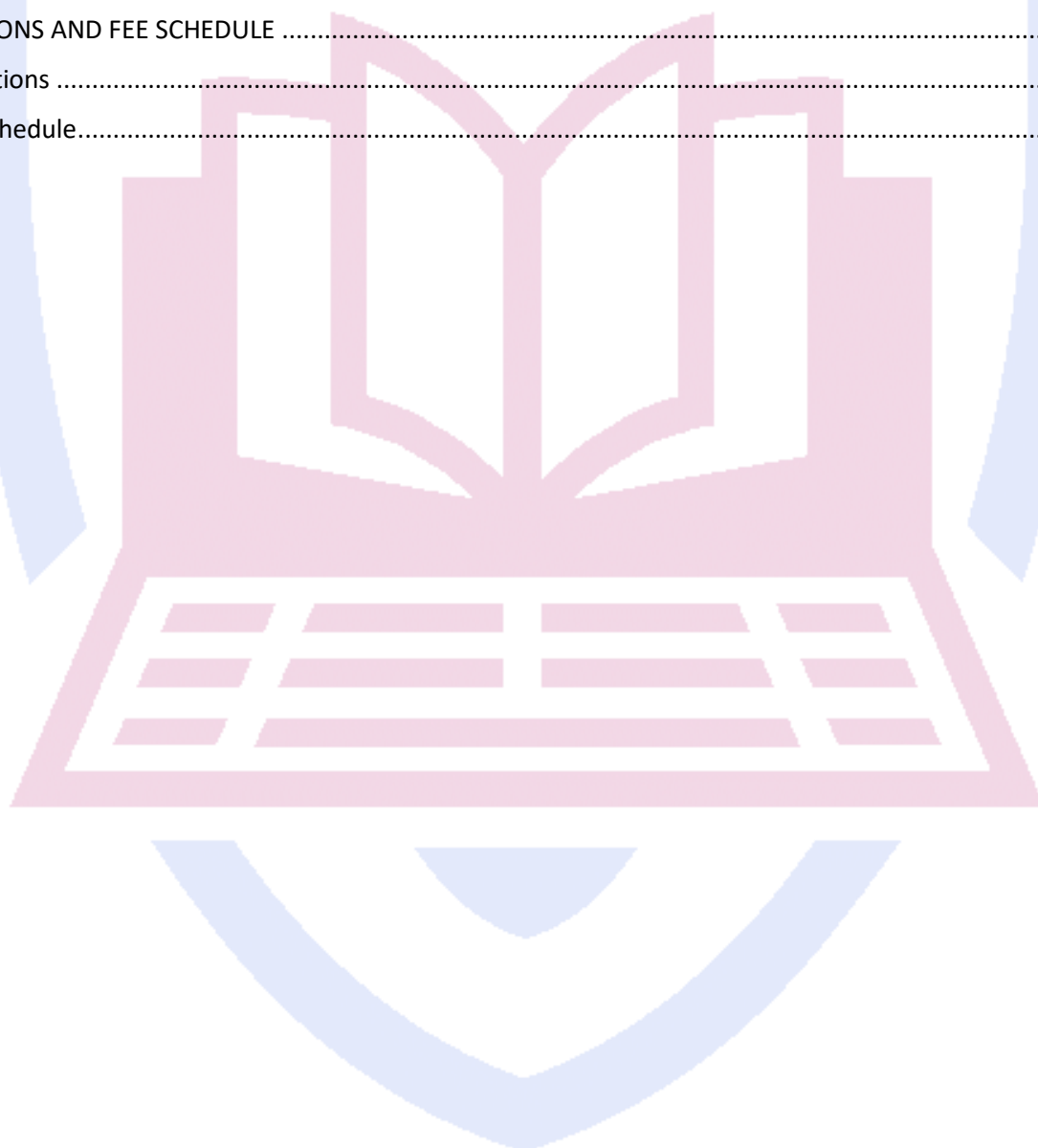
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FIRST CHOICE COLLEGE MISSION AND VALUES

Our mission is to provide affordable and accessible training for all students and to ensure the learning experience results in practical industry skills and increased professional development.

We value authenticity, honesty and hard work. As a result of these values we:

- Support all of our students along their student journey and enjoy sharing our expert industry knowledge.
- Offer flexible payment options at reduced prices to cater for anyone looking to study.
- Clearly outline all associated prices and fees allowing potential students to make informed decisions.

First Choice College commits to:

- Proactively facilitate our student's learning experience to ensure optimal educational outcomes throughout the student journey.
- Employing experienced and educated staff that are dedicated to providing ongoing support and high-quality customer service to students and affiliated clients.
- Operating professionally and conducting business with respect, integrity and fairness.
- Satisfying customer needs while remaining competitive within the VET sector through flexibility, compliance, industry research and ongoing professional development.
- Treating all information with confidentiality to guarantee superior security for both staff and students.

"Training is a partnership of trust between the student and the trainer. Our commitment to you is to provide quality resources and support to assist you in achieving your qualifications." – Ian Wright (CEO)

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PRE-ENROLMENT

Unique Student Identifier (USI)

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Creating a Unique Student Identifier (USI) will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training provider you train with when you enrol. Although most students create their own USI, First Choice College may be able to create a USI for you, with your permission. First Choice College will do this at enrolment if required.

To create a USI or for more information, click on the provided link and follow the prompts:

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

Enrolment and payment

Each student is required to complete the enrolment application form on the website.

Once an enrolment application has been completed and payment has been received, the student will receive the following documentation:

- Enrolment Letter
- Training Plan
- Student Handbook
- RPL Application Kit for the relevant course (if applicable).

Students who do not meet the prerequisites or entry requirements for the selected course will be notified and invited to contact First Choice College to discuss alternative opportunities.

The enrolment form can be accessed from the First Choice College course specific pages.

Fee structure

Each qualification, unit of competency or accredited course offered by First Choice College has a specific course fee. It is First Choice College policy that the course fee (paid at the time of enrolment) will be all inclusive of the following items;

- Training resources
- Access to the online learning system
- Support from trainers and/or assessors
- Assistance from administration staff

The course fee does not include the extension fee, re-assessment fee, printing and re-printing of certification.

Note: Course fees may change at any time due to additional services being offered or promotional specials. Students are not entitled to a refund as a result of varying special prices.

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Phone payment disclosure statement

A phone payment disclosure statement must be completed by the card holder who has made payment for one or more First Choice College courses over the phone.

- Card holder: the name that appears on the card.
- Payment: this refers to all phone payments received by MasterCard and Visa Card.

By completing the phone payment disclosure statement, the card holder declares that he or she has given their full consent regarding the phone payment transaction. The disclosure statement must be hand signed or accompanied by a digital signature. The completed statement must be returned to rto@fcc.edu.au.

Note: The student's enrolment will be delayed if First Choice College has not received the completed phone payment disclosure statement from the card holder.

Credit Transfer (CT)

A credit transfer is a system whereby successfully completed units of study contributing towards a certificate or diploma can be transferred from one course to another. First Choice College recognises statements of attainment and record of results issued by other registered training organisations (RTOs).

The student must provide a copy of their AQF certification. First Choice College must verify the authenticity of the statement of attainment and record of result by contacting the issuing RTO prior to approving any units as credit transfer. Alternatively, we may request a current copy of the student's VET Transcript with "allowing viewing" enabled for us to authenticate it. The assessor has up to 10 business days to review these documents and provide an official outcome to the student via email.

To apply for credit transfer, email the certified AQF certification documents to rto@fcc.edu.au.

Recognition of Prior Learning (RPL)

The objective of Recognition of Prior Learning (RPL) is to ensure that a person's prior and current learning achieved through formal or informal education, training, work experience or other life experiences is appropriately recognised.

First Choice College encourages students/clients to apply for RPL wherever it is considered appropriate. Assessment processes shall provide for the recognition of current competencies regardless of where they had been acquired. RPL focuses on identifying the endorsed industry/enterprise competency standards currently held by individuals as a result of formal or informal training, not how, when or where the learning occurred. RPL underpins any system of competency-based training. First Choice College demonstrates its commitment to recognising the prior learning of individuals.

First Choice College ensures that RPL shall be available to all potential applicants, the processes shall be fair to all parties and that RPL shall involve the provision of support to potential applicants. Assessors must be confident that the person applying for RPL is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Training package requirements. The assessor must also be confident that the evidence is authentic, valid, reliable, and current and covers the exemption being sought. There are several ways that RPL can be assessed. Essentially, the same assessment applies for RPL as that for a student enrolled and attending a unit of competency, accredited course or qualification with a registered

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training organisation. The methods of assessment are varied and will be determined after the person seeking RPL has enrolled.

The methods of assessment may include, but not be limited to:

- Written or oral assessments
- Practical assessments
- Competency conversations
- Supplementary assessment tasks
- Challenge tests
- Work samples/portfolios
- Third party reports

A fee will be charged depending on the procedure used for assessment. The candidate will be advised of the fee at the time of application.

RPL Pre-Assessment Process

Following the receipt of an RPL application form the RTO will arrange for the assessor to undertake a pre-assessment of the candidate.

Pre assessment is to be carried out by assessors in the following steps:

1. The candidate completes an RPL Kit outlining the evidence they hold and can provide for the unit of competency or qualification they are applying for RPL for
2. The assessor conducts an interview with the candidate to determine any previous qualifications and experience and reviews any documentary evidence provided by the candidate
3. If the documentation provided confirms the candidate's prior learning, then the assessor advises the candidate of any further assessment method/evidence required
4. If the documentation provided does not confirm the candidate's prior learning, either advise the candidate of what additional evidence may be required or advise the candidate that the RPL process cannot proceed.

RPL Assessment Process

Assessment is to be carried out by the assessor/s in the following way:

1. The assessor to carry out assessments as advised in the pre-assessment stage.
2. The assessor to determine the candidate's competence.
3. The assessor to advise the candidate of the outcome.
4. Candidates deemed not competent are given the opportunity for reassessment; and
5. The assessor to submit relevant documentation to the administration for processing.

To request an RPL Application Kit please email rto@fcc.edu.au.

Individual needs

As all prospective students come with varying support needs, it may be necessary for the student to complete the Language, Literacy and Numeracy (LLN) Indicator Tool. This LLN evaluation will assist First Choice College in identifying the learner's needs and appropriate support to be offered by First Choice College.

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Please note that First Choice College has up to 10 business days to review each student's LLN Indicator Tool from the date of receipt. First Choice College offers a range of reasonable adjustment options and support services if a learning need is identified through the LLN Indicator Tool.

Each student will receive access to their course once First Choice College has reviewed their LLN Indicator Tool (if required) and verified their USI. Upon receipt, First Choice College will have up to 4 business days to issue an official welcome letter and release the course to the student.

Whereby we identify that students may require additional LLN support and foundation skills training via First Choice College is not an available option, we may direct students to the following resources:

Reading and Writing Hotline:

Website: www.readingwritinghotline.edu.au

Services Australia – Australian Government:

Website: <https://www.servicesaustralia.gov.au/language-literacy-and-numeracy-supplement>

Mandatory pre-enrolment requirements

Please note: Additional entry requirements may apply depending on the course. See the course information for more details.

Enrolment and selection

- The minimum age requirement is 15 years of age for most courses.
- Entry will subject to the completion of a Language, Literacy and Numeracy test. Where an LLN test is not completed for any reason or refused, First Choice College will utilise an alternative method to identify the student's support needs, such as a self-assessment.
- Students must inform First Choice College of any medical conditions, disabilities or training assistance requirements.
- We reserve the right to deny admission or terminate enrolment unless restricted by a regulator. Additionally, we may change trainer/assessor without prior notice as deemed necessary for the best interests of the organisation and the student.
- Participation in physically active courses, field trips, and practical demonstrations is at the student's risk. Our students are covered by public liability insurance while within the RTO's premises.
- If the student is unable to complete their course due to a change in personal circumstances, First Choice College will make every effort to assist the student to complete the course and provide the option of an extension where possible.
- Enrolments will be considered complete, and the first unit will be made available once the student has met the necessary conditions, such as submitting the enrolment form, providing the required identification, presenting a verified USI Transcript for credit transfer purposes, completing the LLN test, and making the initial payment instalment (if applicable).

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Training guarantee

In the unlikely event of a business interruption or training failure, First Choice College will issue the student with a Statement of Attainment for the successful completion of units. First Choice College will also issue the student a pro-rata refund amount based on the calculation formula below.

Calculation Formula

Course fee paid by student / total duration in days (as per the welcome letter) = daily rate. daily rate x remaining days in student's enrolment period = pro-rata refund amount. The refund amount will be processed within 20 business days from the date that the pro-rata refund amount is communicated to the student.

Changes to agreed training services

First Choice College will notify current students by email of any changes to the agreed services including third party arrangements and change in ownership. This information will be communicated to students within 2 business days of confirmation that the agreed services have been applied.

Requiring identification

First Choice College must require and confirm identification in service delivery to individuals for nationally-recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves.

That is, it is a Condition of Registration for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally-recognised training programs or units of competency.

There are also other occasions also within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is required for us to effectively support an individual's request or need.

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ENROLMENT

Course delivery

We strive to ensure that the delivery of each course is of a high standard and well-accepted by students, that advertised course outcomes are achieved, that the delivery of VET courses complies in all respects with the requirements for the delivery and assessment of nationally-accredited courses and to build mutually beneficial long-term relationships with competent, experienced, and highly regarded local trainers, who know our training organisation and the way it operates. VET courses are to be delivered by trainers who currently hold the TAE40116 Certificate IV in Training and Assessment or have demonstrated equivalent competencies and can demonstrate vocational competencies and industry currency at least to the level of those being delivered.

Course assessment

Nationally recognised VET courses have been developed on a competency-based approach. Competency is the ability to meet particular standards of performance required for the workplace. The trainer/assessor will provide students with written descriptions of course content, learning outcomes and assessment events for each unit. This will also include information on methods of assessment, due dates, and "competent" or "not yet competent" outcomes. All course requirements including submissions of assessment tasks for both on and off the job must be finalised and submitted in accordance with the training/assessment plan and timetable that the student receives upon commencement. Failure to comply will mean that students will not be eligible to receive their qualification.

Course duration

The course duration is available on the enrolment letter – refer to the enrolment date and expiry date. Students may apply for an extension however fees do apply (see fee schedule). For short courses and standalone units, students have up to 3 months to complete their course.

Course extensions

Course extensions will be considered on a student-by-student basis (see fee schedule). The available extension options are listed below:

- 1 month extension
- 3 months' extension
- 6 months' extension

To apply for a course extension, the student must complete the Extension Form and return this to rto@fcc.edu.au.

- Payment for course extensions can be made by:
- MasterCard or Visa Card
- PayPal
- Telephone payment for credit card payments
- Purchase order
- Bank deposit (see bank details)

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The bank details are as follows:

Bank	St George
BSB	114-879
Account number	491 900 424
Account name	Auswright Training Pty Ltd

Please note: an extension request can be denied by First Choice College if the course allocation becomes full.

Course cancellation

A student may cancel their course enrolment by completing the Course Cancellation Form and returning this to rto@fcc.edu.au.

Please note: a student is not entitled to a refund of any kind upon cancelling their course.

Deferral

Course deferment will be considered on case by case basis and is at the discretion of the Director. If granted, your deferral application will incur a fee of \$100; which needs to be paid before your deferral becomes active.

Delivery modes

Our courses are offered through blended delivery that includes:

- Online
- Self-paced study
- Distance-based assessments (submitted via email)

Self-paced study

First Choice College courses are self-paced, whereby the learning is initiated and directed by the learner. With self-paced learning, students can take the amount of time within their course duration that is needed for them to complete an activity or assessment at a pace they set; giving them the time they need to achieve the best learning outcomes.

Students need to complete the qualification before the Course End Date. Please refer to your Enrolment Letter for the Course End Dates.

Support and assistance

Each student has access to the trainers and assessors within our training department. Our trainers and assessors cannot provide answers to specific questions, activities or projects however, they can assist you to develop a better understanding of the materials and requirements and support you in your learning experience. Trainers will also be aware of your individual support needs and can assist you in a way that is conducive to your learning.

Trainers and assessors can be contacted by telephone and email during business hours (9am – 5pm). There are no additional costs to chat with a trainer or assessor.

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The onus is on the student to provide sufficient details such as:

- Unit code and title, and activity number and section.

For all administrative enquiries, the Student Services Department can be contacted by:

- Email rto@fcc.edu.au or
- Phone (07) 5689 5060 during business hours (9am – 5pm)

For all training and assessment related enquiries, the Training Department can be contacted by:

- Emailing your trainer or
- Phone (07) 5689 5060 during business hours (9am – 5pm)

Student Support Services

First Choice College understands that each student is an individual and will be completing the course with varying ability levels and under different circumstances. We are dedicated to ensuring that all students are given reasonable opportunity to complete their training and will provide students with the support to do so. If students are struggling with any issues during their course, they are encouraged to discuss this with their trainer or First Choice College administration staff.

If the student requires support e.g. disability support, counselling, LLN etc., we can help identify other service providers who may be able to assist you. First Choice College also acknowledges that our trainers have limited knowledge in regard to the areas of social welfare and will not be expected to deal with individual student circumstances beyond recommending one of the service providers listed below to support them if required.

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Commonwealth and State Government Agencies for Support

Centrelink is a Government initiative providing information and assistance relating to a range of programs, including childcare, student assistance payments and registration of all new applicants for income support.

- Job Seekers – 132 850
- Youth Allowance – 132 490
- Older Australians – 132 300
- Family Assistance – 136 150
- People with a Disability and Carers – 132 717
- Veterans Affairs – 133 254

National Help Lines and Websites

- SANE Australia Helpline: 1800 187 263
Information about mental illness, treatments and where to go for support.
- Black Dog Institute: <http://www.blackdoginstitute.org.au/>
Information on symptoms, treatment and prevention of depression and bipolar disorder.
- Relationships Australia: 1300 364 277
A provider of relationship support services for individuals, families and communities.
- National Disability Neglect and Abuse Hotline: 1800 880 052
Information and support for individuals with a disability suffering abuse and neglect.

Private Charitable Agencies for Support

- Alcohol and Drug Information Services: 1800 888 236
- Lifeline – for emotional support 24 hours a day: 1800 825 955
- Women's Domestic Violence Crisis Service: 1800 015 188
- The Salvation Army – National Hotline: 13 72 58
- Indigenous Counselling Services: 07 3899 5041
- Mental Health Association: 1300 729 686
- Beyond Blue (Depression and Anxiety Support): 1300 224 636
- Work Focus Australia (support for individuals with an injury wanting to return to work): 1300 570 18

Submitting assessments

All assessment submissions should be made using your Student Portal.

All assessment activities must be attempted in full. Incomplete assessments will receive a 'not yet satisfactory' outcome and will be accepted as an official attempt. First Choice College does not accept draft copies of any assessment submissions.

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POLICIES AND PROCEDURES

Return Mail Policy

If a student has posted an item to First Choice College and wishes to have the item returned via post, the student will be responsible for all postage and packaging costs involved. Costs will vary according to the package weight, size, tracking and delivery destination. This includes but is not limited to:

- CD/DVD/USB devices
- Storage devices
- RPL documentation
- Paper documents
- Folders and books
- Any physical items received by the student via post

Assessment Policy

All assessments are competency-based, which means that the student is assessed against the unit requirements. Once a student's submission has been assessed, he or she will be notified of the outcome by email.

Assessment results are recorded as follows:

Satisfactory (S) result: the student's submitted work satisfies the learning requirements and all competency standards for the unit (in accordance with the National Register for VET www.training.gov.au).

Not Yet Satisfactory (NYS) result: the student's submitted work does not demonstrate their understanding of all competency standards in the unit. If a student receives a 'not yet satisfactory' outcome, he or she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit their assessment for marking.

Once a student receives a satisfactory result for all required assessment tasks a competent (C) outcome will be awarded for the entire unit. The student must demonstrate their understanding of all competency standards in each unit before receiving a competent outcome.

Each student has three (3) attempts to demonstrate competency, otherwise a unit re-assessment fee applies (see Fee Schedule).

In the event that a student is dissatisfied with an assessor's outcome determination – please refer to Appeals Policy.

Re-assessments (also known as resubmissions):

Assessment resubmissions are a normal part of the learning process. Any gaps that are identified in an assessment will be accompanied by assessor feedback from the training department. The onus is on the student to carefully read the feedback and seek clarification from the training department if required. If a student is deemed 'not yet satisfactory' on the third attempt – the student must re-enrol into the unit by paying a unit re-assessment fee (see Fee Schedule).

Refund Policy

First Choice College is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. First Choice College encourages all potential students to read and understand the course information before enrolling.

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The Refund Policy can be accessed on any page of the company website at the footer, Documents and Policies; the Terms and Conditions of Enrolment; and the Student Handbook. Please note, all students must declare that they have read and understood the Terms and Conditions and Student Handbook before submitting the online enrolment form.

All refund requests will be reviewed by the Operations Manager. Refund applications will be individually assessed and a decision will be made based on the merits of the claim. All refund decisions will be communicated to the student within 20 business days via email. All approved refunds are subject to a non-refundable Administration Fee of \$275.

Refunds will be issued in the following circumstances:

- First Choice College is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product).
- A credit that relates to an overpayment.

Refunds shall not be issued in the following circumstances:

- The student changes their mind.
- The student has submitted any unit for marking.
- The student finds the course too difficult.
- The student no longer requires the course.
- The student's employment status changes.
- The student's personal circumstances changes. The student's financial position changes.
- The student's circumstances change due to family health issues.
- The student's access to resources change including access to reliable internet.
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind.
- The student has breached First Choice College's Student Code of Conduct.
- The student has failed to complete the course within the designated period without an approved deferral or course extension.
- The student selects the payment plan option (inclusive of the establishment fee and all instalment payments received).

Course fees may change at any time due to additional services being offered or promotional specials. Students are not entitled to a refund as a result of varying special prices.

Requesting a refund

Step 1: The student is required to complete the Refund Request Form. To request this form, simply email rto@fcc.edu.au with your request.

Step 2: The student can forward the completed and signed form to rto@fcc.edu.au or by post to:

First Choice College
PO Box 604
SURFERS PARADISE QLD 4217

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Step 3 (if applicable): If a full or partial refund is approved by the Operations Manager, the student must email through their bank account details to rto@fcc.edu.au.

If successful, the student should expect to receive the refund amount within 20 business days from the date that First Choice College receives the student's bank details. Details of the processed refund amount will be recorded in the Refund Register the same day as the refund transaction.

Student Code of Conduct

The following rights of students are to be respected and adhered to at all times:

- Be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age disability or socioeconomic status.
- To be free from all forms of intimidation.
- To have any disputes settled in a fair and rational manner (this is accomplished by the complaint procedure).
- To express and share ideas and to ask questions.
- To be treated with politeness and courteousness at all times.

Student Behaviour Obligations

Students are expected to adhere to the following behaviour obligations at all times:

- Students will respect others and treat those involved in training and assessment fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.
- Students will not engage in any acts or behaviour which intimidates others involved in the training and assessment process, whether such intimidation is intentional or unintentional.
- Students will respect the personal property of others and the property of First Choice College from damage or misuse (this includes copyright infringements, intellectual property laws and cheating and plagiarism).
- Students will follow the reasonable directions of First Choice College staff in relation to all aspects of their training and assessment.

Refer any complaints or disputes to First Choice College for resolution via email rto@fcc.edu.au or phone (07) 5689 5060.

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Academic Misconduct and Plagiarism

Academic Misconduct

Academic misconduct includes cheating and other actions which seek to obtain an unfair advantage or activities in which the intention is that the student will obtain an unfair advantage. Academic misconduct will not be tolerated under any circumstances and includes (but is not restricted to) any of the following activities:

- Allowing another student to copy all or part of your work.
- Having another person complete the assessment activities for you.
- Submitting all or part of another student's work as your own.

Plagiarism

Plagiarism occurs when a student attempts to pass off someone else's work as their own. This can be by using other people's work without referencing or citing the original source, failing to put quotation marks around a direct quote or passing off another person's ideas as their own. If a student is sourcing information from an external source (e.g. textbooks, journals, article, newspaper and the like) the student must reference the literature. All online research must be accompanied by the website link.

To reference a source, we recommend the Harvard Generator website www.harvardgenerator.com

Step 1: Select the source type.

Step 2: Enter in the relevant details.

The website will generate the appropriate referencing format for the source type.

Important: All student work must meet the criteria of authenticity and must be in the student's own words.

Maintaining Acceptable Academic Progress

Students are expected to manage their time appropriately so that assessments can be submitted by the due date.

If you are having difficulty managing your time, you should speak to your trainer in the first instance. Students in significant difficulty should also refer to the extension and deferral policies.

Disciplinary Procedure

For non-compliance with the Student Code of Conduct the following procedure will be followed:

Step 1: A member of First Choice College staff will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This discussion and its outcomes will be documented and included in the student's training file.

Step 2: Should the issue or behaviour continue, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this warning will be included in the student's training file.

Once these steps in the procedure have been followed, should the issue or behaviour still continue, education services will be withdrawn and the student will be notified in writing that their enrolment has been terminated (without refund). Students are able to access the complaint process at any stage of this procedure.

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Group Learning Policy

Students are welcome to discuss the content and assessments with other learners who are undertaking the same course with First Choice College however all written responses and projects must be worded individually by the person submitting the assessment to demonstrate individual knowledge and understanding of the unit content. If First Choice College receives student work that is identical to another student, then this will be considered as plagiarism and as per the previously mentioned Code of Conduct he or she will be subject to disciplinary procedures.

Course Progress Report

A student may request a Course Progress Report by emailing rto@fcc.edu.au.

Statement of Attainment Issuance

If a student chooses not to complete the full qualification First Choice College will issue an electronic copy of Statement of Attainment on the successful completion of the unit/s undertaken. Students can also request a Statement of Attainment/replacement Statement of Attainment at any time during their studies. Issue fees apply – see Fee Schedule.

Certificate and Record of Results Issuance

Once a student has successfully fulfilled all the requirements of the learning program within a qualification the student will be issued with an electronic copy of their Certificate and Record of Results. First Choice College has up to 30 calendar days to issue the Certificate and Record of Results from the date that the competent outcome was awarded to the last unit. If a student requires a hard copy, or has misplaced or lost their Certificate and Record of Results, issue and re-issue fees apply – see Fee Schedule.

Re-issuing Certificate, Record of Results, or Statement of Attainment

First Choice College is required to retain AQF certification documents for thirty (30) years. A re-issue fee of \$30 applies for a certificate, record of results and statement of attainment.

To request a replacement certificate, record of results or statement of attainment, simply email rto@fcc.edu.au and provide the following information:

- Full name,
- Date of birth.
- Identification e.g. current driver's licence.

Complaints Policy

First Choice College believes that a student, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. As a commitment to continuous improvement of our services, First Choice College sees complaints as an opportunity to improve our services.

First Choice College will manage all complaints fairly, equitably and efficiently as possible. First Choice College will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation in order to find a solution and agreeable settlement for all parties concerned.

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Confidentiality will be maintained throughout the process of making and resolving complaints. First Choice College seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Complaints will be responded to by email within 20 business days of receiving the Complaint Lodgement Form.

If a student is dissatisfied with the services provided by First Choice College, the student (complainant) has the opportunity to submit an informal and/or formal complaint. The steps required for each option is listed below.

Once complaints are finalised, the findings will be discussed at the monthly management meetings to review any procedures or practices that need to be changed.

Informal complaint procedure

Step 1: The student may contact First Choice College by phone on (07) 5689 5060 or email rto@fcc.edu.au and attempt to resolve the issue within 48 hours. A written record of this communication will be recorded in the student's file.

Step 2: If no resolution is reached, the student may proceed to lodge a formal complaint. At this stage, the student must refer to the formal complaint procedure.

Formal complaint procedure

Step 1: The student must complete the Complaint Lodgement Form and return this to rto@fcc.edu.au or by posting it to:

First Choice College
PO Box 604
SURFERS PARADISE QLD 4217

Anonymous complaints will not be accepted. Each Complaint Lodgement Form must be signed and dated. To request a copy of this form, simply email rto@fcc.edu.au.

Step 2: The Student Services Department will immediately forward the Complaint Lodgement Form to the Operations Manager for the initial review. At this stage, the Operations Manager will email the student to let them know that their complaint form has been received.

The Operations Manager will be responsible for responding to complaints regarding:

- Training resources
- Marking times
- Trainer support
- Assessment decisions
- Staff other than trainers
- Sexual harassment
- Discrimination

The Operations Manager will email the student the outcome of the complaint within 20 business days of receiving the Complaint Lodgement Form. First Choice College will notify the student if it will take more than 60 days to address the complaint/appeal.

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Step 3: The Operations Manager will record all details of the complaint in the Complaints Register. The following details will be noted;

- The student's full name
- Receipt date of the Lodgement Complaint Form
- The nature of the complaint
- The outcome and/or solution offered by First Choice College
- The student's response to the outcome and/or solution offered

Step 4: If the student is dissatisfied with the outcome and/or solution offered by First Choice College, the student may proceed to lodge an appeal (at this stage, the student must refer to the Appeals Policy).

Step 5: If a resolution is not reached after all of the above steps have been exhausted, the student may forward the complaint to the Australian Skills Quality Authority (ASQA).

ASQA info line: 1300 701 801

Email: enquiries@asqa.gov.au

Website: www.asqa.gov.au

Important notes:

- Students must first follow First Choice College's internal complaints procedures before forwarding the complaint to ASQA.
- If the nature of the complaint is about the Operations Manager, the Director will review the informal or formal complaint.

Appeals Policy

First Choice College believes that a student has the right to appeal decisions, including refund decisions and assessment decisions of both individual units of competency and Recognition of Prior Learning (RPL). In the case of appeals against assessment decisions, the student should in the first instance discuss the decision with the relevant trainer or assessor and request a re-evaluation of the assessment outcome.

In the event that the student is still dissatisfied with the trainer or assessor's re-evaluation, the student has the right to formally appeal the assessment decision by lodging the Appeal Form to rto@fcc.edu.au or by posting it to:

First Choice College
PO Box 604
SURFERS PARADISE QLD 4217

The Appeal Form must be signed and dated. To request a copy of this form, simply email rto@fcc.edu.au.

All formal appeals will be reviewed by the Operations Manager. The Operations Manager will respond by email to all formal appeals within 20 business days of receiving the Appeal Form. First Choice College will notify the student if it will take more than 60 days to address the complaint/appeal.

At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. Furthermore, the Operations

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Manager and mediator will have an additional 20 business days to reach a final decision and inform the student of the outcome by email.

Once appeals are finalised, the findings will be discussed at the monthly management meetings to review any procedures or practices that need to be changed.

Each student has the opportunity to request an informal and/or formal appeal. The steps required for each option is listed below.

Informal appeal procedure

Step 1: In the event that a student is dissatisfied with an assessor's outcome determination, the student may informally appeal the assessment decision by emailing rto@fcc.edu.au. The assessor will re-evaluate without bias in accordance with the principles of assessment. The re-evaluation must be completed within 10 business days of receiving the student's informal request.

Step 2: If the student is still dissatisfied with the assessor's re-evaluation, the student may proceed to lodge a formal appeal. At this stage, the student must refer to the formal appeal procedure.

Formal appeal procedure

Step 1: The student must complete the Appeal Form and return this to rto@fcc.edu.au or posting to:

First Choice College
PO Box 604
SURFERS PARADISE QLD 4217

To request a copy of the Appeal Form, simply email rto@fcc.edu.au.

Step 2: The Student Services Department will immediately forward the Appeal Form to the Operations Manager for the initial review. At this stage, the Operations Manager will email the student to let them know that their appeal form has been received.

The Operations Manager will record all details of the appeal in the Appeals Register. The following details will be noted:

- The student's full name
- Receipt date of the Assessment Decision
- Appeal Form
- The nature of the appeal
- The outcome and/or solution offered by First Choice College
- The student's response to the outcome and/or solution offered

The Operations Manager will email the student the outcome of the appeal within 20 business days of receiving the Appeal Form. First Choice College will notify the student if it will take more than 60 days to address the complaint/appeal.

Step 3: At the request of the student, a mediator can be provided by the Australian Mediation Association. If this option is pursued, the student will bear all costs associated with the mediator. Furthermore, the Operations Manager and mediator will have an additional 30 calendar days to reach a final decision and inform the student of the outcome by email.

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Privacy Policy

First Choice Colleges is committed to the protection of your Personal Information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Privacy Act).

This Privacy Policy describes the manner in which First Choice College collects, holds and uses Personal Information that is covered by the Privacy Act.

First Choice College may, from time to time, review and update this Privacy Policy including to take into account new laws, regulations and technology. All personal information held by First Choice College will be governed by our most recent Privacy Policy. Our most recent Privacy Policy will apply to our collection, use and disclosure of Personal Information.

The following privacy policy applies to all First Choice College students.

COLLECTION

First Choice College may collect and hold Personal Information about you such as your name, gender, date of birth, contact details (including your address, phone number and email address, whether personal or for work), financial information, billing or payment details, bank account details, tax file number, products and services information and preferences. First Choice College does not collect sensitive information and we will only collect such information with your consent if it is reasonably necessary for one or more of our functions or activities.

USE AND DISCLOSURE

Any details collected from First Choice College customers are required in order to provide you with our products and/or services, and a high level of customer service. Collected information is used for the following purposes:

- Determine whether we can provide suitable training,
- Manage administration of training and services,
- Communicate in the case of an emergency,
- Report to government agencies and other regulating bodies, or industry bodies as required (see below).

Personal information will not be used or disclosed for a secondary purpose unless the student has consented. First Choice College will never disclose personal student information unless required under legislation, such as providing AVETMISS data to the National Centre for Vocational Education Research (a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training nationally) and the Australian Skills Quality Authority (ASQA).

ASQA is the regulator for Australia's vocational education and training sector and may require First Choice College to disclose student contact information to enable them to monitor the quality of the service provided by First Choice College. First Choice College may release information to third parties such as job service providers that have funded a student's course, however this will only be done with a student's consent after they have completed a consent to release information document.

ACCESS TO COLLECTED INFORMATION

Students have the right to access personal information held about them. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing us at rto@fcc.edu.au.

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LEGAL

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process.

DATA QUALITY

First Choice College will take all reasonable steps to make sure that the personal information it collects uses or discloses is accurate, complete and up to date. The student will be given access to the information held where required. First Choice College will correct and update information errors described by the student.

DATA SECURITY

First Choice College will take all reasonable steps to protect the personal information it holds from misuse and loss and from unauthorised access, modification or disclosure.

NOTIFIABLE DATA BREACHES

As required under the Privacy Amendment (Notifiable Data Breaches) Act 2017 (NDB Act), First Choice College has a Data Breach Procedure and Response Plan in place, in the event that the business experiences a data breach that is likely to result in serious harm.

UNIQUE STUDENT IDENTIFIERS

Commonwealth Government identifiers (e.g. Medicare number or tax file number) will only be used for the purposes for which they were issued.

ANONYMITY

Wherever possible, First Choice College will provide the opportunity for the student to interact with them without identifying themselves.

TRANSBORDER DATA FLOW

The student's privacy protections apply to the transfer of personal information out of Australia.

COMPLAINTS

Should an individual wish to make a formal complaint in regards to our privacy policy, please email us directly at rto@fcc.edu.au.

Anti-Discrimination Policy

First Choice College complies with the Anti-Discrimination Act 1991 and recognises that discrimination is prohibited on the following grounds:

- Age
- Disability/Impairment
- Gender
- Gender identity

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- Pregnancy/breastfeeding
- Race
- Religious belief
- Political belief
- Sexuality

Each student has the right to be treated with dignity and respect. If a student feels he or she has been unfairly treated, please notify First Choice College immediately through email rto@fcc.edu.au.

Please note: any discriminatory remarks towards or about a First Choice College staff member will result in the student being terminated from their course without a refund. First Choice College does not tolerate discrimination in any form.

Access and Equity Policy

First Choice College ensures that its practices are as inclusive as possible and do not unreasonably prevent anyone from accessing or participating in training and assessment. First Choice College ensures that all students have equitable access to:

- Training and assessment material
- Training Department
- Student Services Department
- Assessment feedback
- Reasonable adjustments options
- Quality support services and resources

Relevant Legislation

First Choice College will adhere to all relevant legislation including but not limited to:

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant – this is achieved by preventing exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <https://www.legislation.qld.gov.au/browse/inforce>

Industrial Relations Act 2016

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <https://www.legislation.qld.gov.au/browse/inforce>

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit <https://www.legislation.gov.au/Details/C2023C00294>.

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Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to <https://www.legislation.gov.au/Details/C2022C00192>.

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information, visit: <https://www.legislation.gov.au/Details/C2023C00188>.

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and their causes, and to promote and facilitate the progressive equality. For more information go to the relevant State's/Territory's Act.

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <https://consumer.gov.au/australian-consumer-law>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <https://www.legislation.gov.au/Details/C2023C00293>

Student Records

Students must promptly notify First Choice College of any changes to their name, address and contact details. The accuracy of these details is important for certificate and statement of attainment issuance. Please notify these changes to: rto@fcc.edu.au.

Students can request information on their progress by emailing rto@fcc.edu.au.

The student must provide their full name and date of birth in the email for verification purposes.

To permit a third-party person such as an employer to access a student's training records – the **Consent Form – Information Release** must be completed and returned to rto@fcc.edu.au.

To request these forms simply email rto@fcc.edu.au.

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DEFINITIONS AND FEE SCHEDULE

Definitions

Assessment	A process to determine a student's level of acquired skill and knowledge against a set criterion.
Auswright Training Pty Ltd	A Registered Training Organisation (RTO) trading First Choice College. RTO provider number 31707.
Certificate	The award recognising the successful completion of a full qualification.
Commencement	The course start date stated on the welcome letter.
Competent	The student has successfully satisfied all unit requirements.
Course materials	Training and assessment materials provided by First Choice College.
Credit transfer	To formally recognise a unit of competency that was achieved through another RTO (statement of attainment or record of results is required).
Deferral	The postponement of a course to a later date.
Distance learning	Training and assessment that occurs at a location other than the First Choice College office (e.g. at home, at work).
Enrolment	The submission of an enrolment form to First Choice College.
Not yet satisfactory	Unsatisfactory assessment result.
Not yet competent	The student has not satisfied all of the unit requirements.
Online learning	Undertaking a course through the online portal provided by First Choice College.
Reasonable adjustment	Adjustments made to training and assessment that does not compromise the quality or integrity of the unit requirements.
Record of results	Is a transcript that is issued to a student once he or she has completed all units within a qualification.
Registered Training Organisation (RTO)	A training organisation who is registered with a state or national regulator and appear on www.training.gov.au .

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Satisfactory	The student has successfully satisfied one or more parts of the unit requirements.
Statement of Attainment	Is issued to a student when he or she has demonstrated competency in one or more units of competency.
Student / Learner	A 'student' or 'learner' refers to any person who has completed an enrolment form or made payment for one or more courses with First Choice College. If course payment was made by a third party, the intended individual is still considered to be a student. The person who is undertaking the course and has completed the enrolment form.
Unit of competency	A component of a qualification which identifies a specific workplace requirement and includes the knowledge and skills that underpin competency.

Fee Schedule

Fees charged by First Choice College are subject to change without notice. Please note that the fees set out below are non-refundable. Please also note that First Choice College does not accept payments of more than \$1,500.00 from an individual student paid in advance.

Fee Type	Amount	Applied
Administration fee	\$275.00	Inclusive of course payments made in full.
Individual Unit Fee	Formula:	The cost of each standalone unit of competency + the above administration fee.
Certificate and Record of Results issue fee	\$30.00	The cost to print and issue a hard copy Certificate and Record of Results.
Statement of Attainment issue fee	\$30.00	The cost to print and issue a Statement of Attainment.
Course Extension Fee (1 month extension)	\$125.00	1 month extension.
Course Extension Fee (3 month extension)	\$250.00	3 month extension.
Course Extension Fee (6 month extension)	\$400.00	6 month extension.
Deferral fee	\$100.00	Upon request of deferral.
Re-assessment fee	\$50.00	Re-assessment fee after the third attempt.
Recognition of Prior Learning (RPL)	\$300	Per unit being assessed via RPL process
Credit Transfer (CT)	\$50	Per unit being credit transferred via CT process

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