



Food Safety Operations (QLD) PTY. LTD Trading As

FS Alliance

STUDENT HANDBOOK



Laboratory Skills



Food Processing



Meat Processing



Meat Retail

FS Alliance

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Welcome Letter

Dear Student

On behalf of all staff at FS Alliance, welcome!

Thank you for choosing us as your training provider, we look forward to working with you to help achieve your goals and aspirations.

FS Alliance strives to provide you with a high quality training experience and outcome that will help progress your career and develop you as an individual. We do this by providing industry experienced and innovative trainers that deliver hands-on programs.

Once enrolled with us, your trainer will be your main point of contact but please feel free to contact our administration team should you need any urgent assistance – either on admin@fsalliance.edu.au or 07 5499 3388.

This Student Handbook will provide you with information about FS Alliance, as well as the services we provide, our policies and our expectations. You will also receive more information with your Induction Kit.

We welcome your comments and feedback about our services. Please feel free to tell us about things we have done well, or could have done better, so we can improve our service to you and all students.

Once again, on behalf of the FS Alliance team welcome aboard and I look forward to the opportunity of meeting or talking with you in the future.

Kind Regards

Wayne Herrod
Director

FS Alliance Contact Details

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About FS Alliance

FS Alliance (RTO ID 30814), is a Registered Training Organisation delivering Nationally Accredited training throughout Queensland and Northern Territory and is also registered to deliver in Victoria, South Australia, Western Australia and New South Wales. We provide trainees with the opportunity to learn, gain invaluable knowledge and experience through on and off-the-job components of training.

As a Registered Training Organisation, FS Alliance is committed to providing the highest quality training that is structured to meet the needs of industry. Our aim is to develop and deliver training that will produce a multi-skilled workforce trained to industry and regulatory standards.

Potential benefits to be gained from our quality training include:

- A multi skilled flexible workforce;
- Higher self-esteem, bringing job satisfaction, job security and future prospects; and
- Productive work teams that take ownership of tasks and problems leading to more consistent output and efficiency

Offering competency based training, our Apprenticeships and Traineeships are required to be working and training is delivered in the workplace or in some instances can be mixed with classroom delivery. Courses include:

Meat Retail (Butchery)	Meat Processing Training
AMP30815 Certificate III in Meat Processing (Retail Butcher) - Apprenticeship	AMP20116 Certificate II in Meat Processing (Food Services)
AMP20415 Certificate II in Meat Processing (Meat Retailing)	AMP20316 Certificate II in Meat Processing (Abattoirs)
AMP20117 Certificate II in Meat Processing (Food Processing) - This qualification can go across sectors	AMP30116 Certificate III in Meat Processing (Boning Room)
AMP20116 Certificate II in Meat Processing (Food Services) - This qualification can go across sectors	AMP30316 Certificate III in Meat Processing (Meat Safety)
AMP30216 Certificate III in Meat Processing (Food Services) - This qualification can go across sectors	AMP30216 Certificate III in Meat Processing (Food Services)
	AMP30416 Certificate III in Meat Processing (Rendering)
	AMP30516 Certificate III in Meat Processing (Slaughtering)
Food Industry Training	AMP30616 Certificate III in Meat Processing (General)
FBP20117 Certificate II in Food Processing	AMP30716 Certificate III in Meat Processing (Quality Assurance)
FBP30117 Certificate III in Food Processing	AMP31116 Certificate III in Meat Processing (Livestock Handling)
Laboratory Training (streaming is available for chemical/environment, education, construction materials, food and microbiological)	AMP31216 Certificate III in Meat Processing (Packing Operations)
MSL20118 Certificate II in Sampling and Measurement	AMP40215 Certificate IV in Meat Processing (General)
MSL30118 Certificate III in Laboratory Skills	AMP40315 Certificate IV in Meat Processing (Leadership)
MSL40118 Certificate IV in Laboratory Techniques	AMP40415 Certificate IV in Meat Processing (Quality Assurance)*
MSL50118 Diploma of Laboratory Technology	AMP40516 Certificate IV in Meat Processing (Meat Safety)
MSL60118 Advanced Diploma of Laboratory Operations*	

**(for entry requirements contact FS Alliance for details or training.gov.au)*

FS Alliance also run a suite of short courses which are a mix of endorsed courses, nationally recognised or professional development opportunities including:

- Food Safety Auditor
- Food Safety Supervisor
- HACCP in Practice
- HACCP Principles & Applications
- HACCP Recertification/Refresher
- Internal Auditor
- Microbiological sampling
- Animal Welfare Officer

This Handbook provides a framework for students and trainers to use in the delivery of quality outcomes for each student.

Code of Practice

As a Registered Training Organisation, FS Alliance is required to operate in accordance with relevant legislation and the Standards for Registered Training Organisations (RTOs) 2015 set out by the Australian Skills Quality Authority (ASQA). FS Alliance operates in compliance with all State and Federal legislation in carrying out its training operations including but not limited to:

- | | |
|--|---|
| • Anti-Discrimination Act | • Qld Food Act |
| • Work Health and Safety Act | • Food Production Act |
| • Privacy Act and Australian Privacy Principles | • Transport Operations (Road Use Management) Act |
| • Fair Work Act | • Therapeutic Goods Act |
| • Corporations Act | • Food Standards Australia and New Zealand |
| • National Vocational Education and Training Regulator Act | • Equal Employment Opportunity (Commonwealth Authorities) Act |
| • Meat Industry Act | • Human Rights and Equal Opportunity Act |
| • Child Safety Standards Policy | |

It is recommended students familiarise themselves with legislation relevant to their training.

In meeting the requirements of the above legislation and governance requirements, FS Alliance has a Code of Conduct consisting of policies and procedures covering its operations. These documents are subject to change based on improvements from surveys, audits, customer feedback and management review processes and include:

- | | |
|--------------------------|---|
| • Access and Equity | • Recognition of Prior Learning (RPL)/Credit Transfer |
| • Complaints and Appeals | • Refunds |
| • Record Control Index | • Governance Procedure |
| • Privacy Policy | • Trainers Currencies and Competencies |
| • Validation | • Unique Student Identifier (USI) |

Copies of Policies and Procedures can be obtained by contacting FS Alliance on 07 5499 3388.

Access and Equity

All students will be treated in an ethical and responsible manner and student selection decisions comply with relevant State, Territory or Commonwealth legislation.

FS Alliance is committed to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by FS Alliance to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

A copy of our Access and Equity Policy can be found on our website www.fsalliance.edu.au or by contacting FS Alliance on (07) 5499 3388.

Course Information / Vocational Pathways

Specific course information is available on our website www.fsalliance.edu.au. All students receive information about their course before training commences. Apprentices / trainees receive course and vocational pathways information from the Australian Apprenticeships Services Network (AASN) during signup of the Training Contract and prior to induction by FS Alliance on (07) 5499 3388.

Student Support Services

FS Alliance recommends that any prospective student discuss their employment and/or career path requirements with their workplace before enrolling in any training course.

FS Alliance offers the following student support services:

- Assessment options including Recognition of Prior Learning and Credit Transfer
- Advice on where to seek outside tutoring assistance or additional resource materials
- Trainer support during enrolment process
- Encouragement and support during training sessions
- Additional tutoring as required
- Advice on where to seek assistance with emotional or medical issues.

FS Alliance cannot offer professional counseling or support services but will help students seek appropriate services as required. List of Support Services identifying professional services available to student can be found on the last two (2) pages of this Student Handbook.

Enrolment Requirements

In order to enrol in training with FS Alliance a student will at a minimum be required to complete the following requirements:

Enrolment Form

The Enrolment Form must be fully completed and signed by the student, where a disability or condition is identified, FS Alliance trainers will discuss any special requirements directly with the student.

Privacy Statement & Student Declaration

This Privacy Statement and Student Declaration forms part of the enrolment process and it is attached to the Enrolment Form and **must be signed and dated by the student**.

In completing and signing this declaration, a student is declaring that the information provided in their enrolment form is to the best of their knowledge - **is true and correct**.

Undertake Language, Literacy and Numeracy (LLN) Assessment

FS Alliance identifies the Language, Literacy and Numeracy (LLN) needs of apprentices/trainees and students. All students are required to complete a LLN assessment before undertaking training to determine the support needs of individual student and provide access to the educational and support services necessary for individual students to meet the requirements of the training product as specified in training packages or VET accredited courses.

Where a student has been identified as having LLN needs, FS Alliance Trainers will assist students with a range of strategies to provide the necessary support and assistance to meet the requirements of the learning outcomes. This support is determined on a case by case basis, however should the required support exceed the current resources of FS Alliance, students may be requested to obtain external support or undertake preparatory courses first. These will be at the cost of the student / employer.

A copy of our Language, Literacy and Numeracy Assessment Policy can be obtained by contacting FS Alliance on (07) 5499 3388

Complete course specific induction paperwork

Individual course offerings and funding options may require additional paperwork to be completed by the student. There may be a need to collect of specific documentation (e.g. copy of identification; Medicare card) prior to commencement to determine eligibility for enrolment and access funded training.

AVETMISS, statistical collections, surveys and USIs

On behalf of Commonwealth, State and Territory governments, FS Alliance is required to collect data compliant with the Australian VET Management Information Statistical Standards (AVETMISS) from all students and that we comply with APP3 and 5 of the *Privacy Act 1988*.

Nationally consistent records of VET Activity in Australia is achieved through data collected in accordance with the AVETMISS. AVETMISS describes the files, fields, formats and rules that govern the collection of data for statistical collection.

These statistical collections are held by the National Centre for Vocational Education Research (NCVER) <http://www.ncver.edu.au>. NCVER is a national research, evaluation and information organization for the VET sector in Australia, jointly established by the state, territory and Commonwealth ministers responsible for skills. NCVER is the custodian of the national VET statistical collections and national VET survey collections.

Surveys

On behalf of governments, NCVER also collects VET Outcome Data through **national survey collections**, including student outcome surveys, surveys of employers' use and view of VET and apprentice and trainee destination surveys.

Unique Student Identifier (USI)

All students **must** have a student identifier which is assigned to an individual by the Student Identifiers Registrar under the Student Identifiers Act 2014. It is a requirement under Commonwealth legislation and a condition of registration that FS Alliance collects and reports your Unique Student Identifier (USI) number.

If you do not already have a USI, there are a number of ways to obtain a USI.

- If you do not have a USI, you can apply for one by going online to: www.usi.gov.au make sure you have personal identification ready when applying for your USI (eg: Medicare Card / Drivers Licence)
- If you have a USI, but have forgotten or misplaced it, please visit www.usi.gov.au to obtain your USI
- If you require assistance creating your USI, you may select this option which is to provide the required information and authorisation to FS Alliance. The authorisation form is in your Enrolment Form and FS Alliance will undertake this task for you.

FS Alliance is responsible for verifying each USI collected from students, and to ensure that this occurs, students must provide FS Alliance with the exact information that was used when you created your USI.

NOTE: FS Alliance will not issue the AQF certification documentation to an individual without being in receipt of a verified USI, unless an exemption applies under the *Student Identifiers Act 2014*.

WHS Risk Assessment for training completed at FS Alliance's facilities

All training activities are completed in a safe and formal manner. The Trainer and Assessor will ensure that all activities that may involve the use of sharps, heat, extreme cold, electrical equipment, chemicals, manual handling of awkward materials will be meet the WHS workplace requirements to ensure the safety of all individuals. Compliance with all relevant WHS legislation is incorporated into all training delivered.

FS Alliance ensures the safe conduct of all activities completed within training and that it is in line with WHS Act and Regulations.

Student - you have a part to play in your own safety and you have an obligation under legislation to accept this responsibility.

Reasonable Adjustment to Training Delivery and Assessment

Reasonable adjustment/s for training and assessment will be made if issues such as LLN, disabilities or other conditions are made known at enrolment or induction. It is the student's responsibility to provide this information to the trainer.

Adjustments made to training and assessment takes into account the students' learning needs and balancing that against the requirements of the training package or VET accredited courses. Reasonable adjustment is a measure or action taken to assist the student with a disability or learning difficulty to participate in training and assessment on the same basis as other students. At all times the adjustments made must ensure the integrity of the assessment remains.

The Disability Discrimination Act (DDA) Disability Standards for Education 2005 does not render it unlawful for a provider to fail to comply with a requirement of the standards if:

- It would impose unjustifiable hardship based on costs associated with staffing, special resources and modifying curriculum, impact on learning and social outcomes for all.
- The disability is an infectious disease or other condition and it is reasonably necessary to isolate or discriminate to protect the health and welfare of the student and others.

- FS Alliance is complying with court orders, human right and equal opportunity commission decisions prescribed law and regulations of the Commonwealth or Queensland as per Section 47 of the Disability Discrimination Act 2005

Assessments are designed to meet the Principles of Assessment – fair, flexible, valid and reliable; as well as the Rules of Evidence - Valid, Sufficient, Authentic and Current for all student cohorts. Students may appeal assessment decisions through the appeals process detailed in this handbook.

Flexible Delivery and Assessment

Flexible delivery is an approach to training and assessment that enables a variety of ways to determine a student's competency. Students, employers and training providers agree on where and how a student will undertake their training and assessment which is tailored to meet their individual learning needs and styles. Students may be trained in the workplace or in a college setting. Also assessment is flexible to the individual learners 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.

As a default, FSA uses the nominal duration of the qualification as a base for the training duration. FSA is pro-active in adjusting the training duration as the individual student's skill and aptitude becomes apparent.

Recognition of Prior Learning (RPL) / Direct Credit Transfer

Training delivered under the VET Quality Framework acknowledges a student may have skills and knowledge gained previously either through formal or informal means.

Credit Transfers - FS Alliance recognises AQF qualifications and statements of attainment issued by other RTOs.

RPL is an assessment process that assesses the competency/s of a student that may have been acquired through formal, non-formal and informal learning to determine the extent to which that student meets the requirements specified in the training package or VET accredited course/s.

RPL **must** be undertaken prior to any training being delivered. Students are advised to discuss any previously gained qualifications / skills with their trainer as early as possible and prior to any training being undertaken.

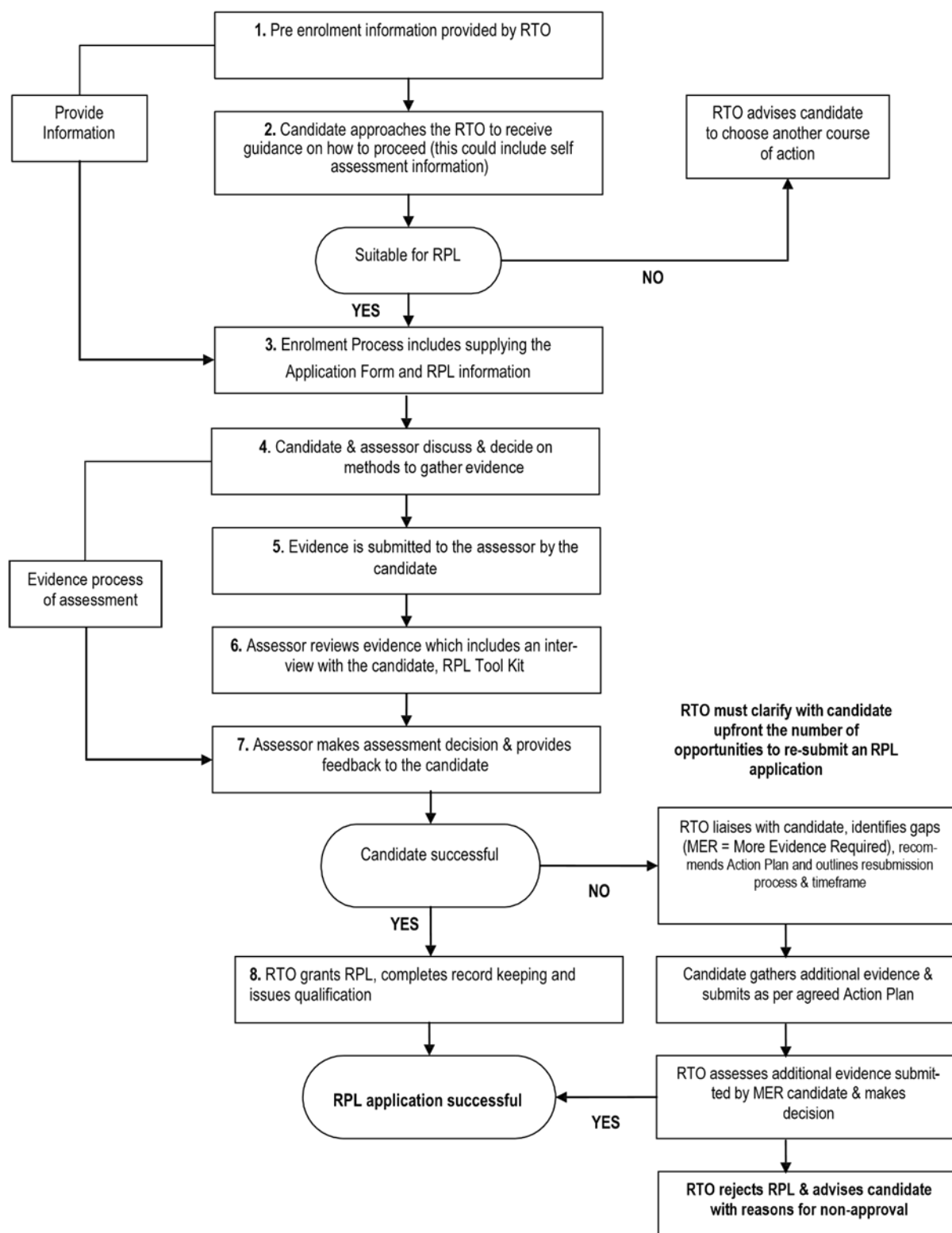
Students are advised there may be additional costs associated with some of the verification processes such as validation of informal evidence and demonstration of specific skills that may need to be demonstrated as part of the RPL process.

For any further information or discussion regarding the RPL / direct Credit Transfer (CT) processes and current associated costs, students should contact FS Alliance to discuss (07) 5499 3388, or refer to your induction pack for further information.

RPL Process

Costs may apply, to get further information – contact FS Alliance on 07 5499 3388 or email admin@fsalliance.edu.au

RPL Process Flowchart



Assessments

All units are competency based and as such have specific and relevant competency requirement/s. To maintain national consistency and quality, all competency based training (CBT) units must be assessed

against consistency of performance, current industry standards and workplace requirements. The assessment process is the same for each participant, however different methods of assessment may be used to cater for an individuals' needs.

Although assessment standards are determined nationally, the assessment process will be carried out as close to the actual workplace as possible. To ensure training and assessment is appropriate to participant's workplace as well as industry; industry specialists are involved in the development of training material and assessment procedures.

A mixture of Assessment modes are utilised from the use of workplace assessments to written assessments and project work.

Students are provided with assessment information as they progress through their training or as per their training plan. Students will receive feedback from their trainer/assessor after marking either via telephone, email, or face to face. All assessments have a marking criteria sheet that the trainers/assessors use to ensure consistency between trainers/assessors. This marking criterion is based on the performance and knowledge evidence required for the unit/s as per the relevant training package and students can locate training package information by going to www.training.gov.au or can be provided from the trainer on request.

Students are required to complete all of the relevant assessment tasks. Your Assessment must have your name on it and must be handed in with a completed Assessment Cover Sheet, which can be obtained from your trainer/assessor.

NOTE: Ensure that you keep a copy of your assessment prior to handing it in and please be aware that FS Alliance does not provide students with a copy of your final marked assessment. You will receive feedback from your trainer/assessor on the outcome.

Reassessment

Should a student be deemed “**Not Yet Competent**” (NYC) in any unit/s they will have 30 days to complete the reassessment processes unless a request is made in writing by the student, and approved in writing by the Lead Trainer.

If you have been deemed “**Not Yet Competent**” the trainer/assessor will discuss what areas require improvement. Where written assessments require further work, the student should resubmit the original assessment along with the modified assessment for a second marking by the trainer / assessor. For practical assessments the trainer/assessor will allow a reattempt after sufficient practice has been undertaken. The trainer/assessor will work with the workplace supervisor / representative to ensure the student has sufficient opportunity to practice the skills and gain competencies over time before a reassessment is undertaken.

While FS Alliance will support reassessment a third time, failure to achieve competency at that time will result in the student not achieving competency after the third attempt and the matter will be referred to the Business Operations Manager.

Should a student or other party disagree with an assessment decision, an appeal must be lodged within one month of the date of assessment using the Appeals Process as detailed in this handbook.

Extensions

Should there be a need for an extension to the duration of training. Your Trainer/Assessor will discuss the extension with your employer / supervisor detailing why an extension is required and an anticipated timeframe for completion.

Qualifications/Statement of Attainments

On successful completion of a qualification in a nationally recognised training package or VET accredited course, a student will be issued with a Certificate and Record of Results that identifies the units of competency that have been completed to achieve the qualification.

A student who partially completes a qualification will receive a Statement of Attainment (SOA) indicating the units of competency that have been successfully completed. The Statement of Attainment will also be issued when a student cancels their training or training contract or where the student changes SRTOs.

A student who completes a Short Course with a Nationally Recognised outcome will receive a Statement of Attainment indicating the unit/s of competency that have been achieved. Students who attend Short Courses that do not contain a Nationally Recognised outcome will be issued with a Certificate of Attendance.

NOTE: Issue of Statement of Attainment, Certificates / Qualifications is subject to a student meeting all legislative requirements including but not limited to payment in full of all fees owing to FS Alliance and the provision of a verified USI. (This is not applicable to Qld User Choice participants)

Superseded Qualification and Transition of training products

Qualifications are constantly reviewed and FSA is registered with TGA and we receive notification from TGA of changes that have occurred in training products. FSA undertakes a review of the changes and makes the necessary adjustments that may be needed to ensure FSAs content is in line with qualification guidelines and industry requirements.

FS Alliance as the Registered Training Organisation (RTO) ensures that:

- where a training product on its scope of registration is superseded, all learners' training and assessment is completed in the old qualification and the relevant AQF certification is issued and/or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register

FS Alliance will provide timely and adequate advice and guidance to students to facilitate the transition process. Students who are affected by these actions will be notified via a proposed transition process to enable them to meet their requirements and meet their individual training plans where necessary.

Continuous Improvement and Quality Assurance

FS Alliance is committed to providing a quality service with a focus on continuous improvement. FS Alliance values feedback from staff, students, tutors, employers and industry representatives to ensure that our

products are relevant and current. This is achieved through course evaluations, meetings, and during day to day operations.

Anyone wishing to provide feedback outside of a course evaluation is encouraged to discuss the issue / improvement with FS Alliances' Business Operations Manager or the Compliance and Quality Manager who will instigate appropriate continuous improvement processes.

Discrimination and Sexual Harassment

FS Alliance will not tolerate any unlawful discrimination or harassment by an employee, contractor, student or client, based on their sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno-religion), homosexuality, disability or age.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above. A copy of our Anti-Discrimination and Sexual Harassment Policy can be obtained by contacting FS Alliance.

Privacy

As part of the enrolment process all FSA students are required to read and sign the Privacy Statement and Student Declaration which gives their consent for the following collection of personal information to be disclosed.

Privacy Notice

Under the *Data Provision Requirements 2012*, **FS Alliance** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Students personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **FS Alliance** for statistical, regulatory and research purposes. **FS Alliance** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at

Student Records

Records of student assessment participation and other student records are maintained in accordance with legislative requirements covered by FS Alliance's Record Retention Archiving and Destruction Policy.

The students' records of attainment of units of competency and qualifications are kept for 30 years.

Students may request a copy of their results at any time by contacting FS Alliance. In line with legislative requirements, you will be required to confirm personal information about yourself (including D.O.B, address, phone number and driver's licence number) to prove your identity prior to records being released. Please refer to our Privacy Policy available on our website or by contacting FS Alliance for further information.

Attendance at Training (students)

If you cannot attend a pre-arranged training or assessment session, for whatever reason, please advise your trainer as soon as possible, before the session starts or visit occurs. If there is an illness/accident please notified your trainer at the earliest possible point is requested.

Fees and Payment

Students undertaking training with FS Alliance may be required to contribute towards the costs of their study. Fees and charges (co-contribution fees) for all courses offered by FS Alliance are available on our website at www.fsalliance.edu.au or by contacting FS Alliance. FS Alliance does not collect fees in excess of \$1500.00 and does participate in the VET Fee-HELP scheme.

Various government funding sources are available for qualifications offered by FS Alliance and your eligibility will need to be determined by the Administration staff prior to enrolment. This will require the provision of specific documentation to verify the eligibility requirements. Any fees and charges payable are identified in this handbook and are funding source specific. Other fees to be aware of include:

- Replacement of Certificate \$45 (electronic copies are available at no charge)
- Fee for Service delivery - Reissue of course materials will incur a cost of \$50 per unit (workbooks, assessment materials etc.)

A payment plan can be negotiated and implemented by FS Alliance to assist you with spreading your fees over a period of time. Failure to pay fees or instalments by their due date may result in further training being suspended and qualifications being withheld. FS Alliance has a transparent invoicing and payment policy and engage third party debt collection services for all unpaid invoices for training services provided.

Invoicing Schedule

Students are invoiced in accordance with funding contractual requirements (as applicable).

Certificate 3 Guarantee and Higher Level Skills Students are **invoiced in advance** for units of competency on a course co-contribution basis prior to the course of training.

User Choice-Students - are invoiced on the actual number of units of competency at commencement of training.

Fee for Service - Students are invoiced as per the agreed Payment Plan.

Withdrawal and Cancellation of Training

Students can cancel their training at any time using the approved cancellation form which is available by contacting FS Alliance. Students should be aware of potential penalties and should refer to their induction kit for information on refunds. Any outstanding fees will be invoiced and payable prior to FS Alliance issuing any Statements of Attainment/Certificate reflective of their actual training and assessment progress to date.

Should the reason for wishing to discontinue relate to the performance of FS Alliance, we encourage you to contact our Business Operations Manager so that all reasonable efforts can be made to address concerns.

Deferrals

Short courses - Transfer to a future course is permitted, provided the request is received at least five (5) working days prior to the date of course commencement, and providing a future course offering is available. Please contact FS Alliance to discuss.

Cancellation of Training by FS Alliance

FS Alliance reserves the right to cancel a training course or scheduled training visit. In the event of a cancellation of a training course, students will be notified at least two days before the scheduled start date. Short courses are subject to minimum enrolment numbers. We reserve the right to postpone the course and alter locations and trainers should unforeseen circumstances arise.

Refunds

Any refunds for cancelled courses will be issued in accordance with FS Alliance's Fees, Payments and Refund Policy. To request a refund you will need to contact FS Alliance and complete all required cancellation, withdrawal and refund forms.

Where a course is cancelled by FS Alliance a full refund will be issued. A copy of our Fees, Payments and Refund Policy can be found on www.fsalliance.edu.au or by contacting FS Alliance on (07) 5499 3388.

Consumer Protection

FS Alliance aims to provide an environment to support quality vocational education and training to benefit individuals, industry / businesses and the wider community.

As a FS Alliance student you have a right to:

- Expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) Standards
- Be informed about personal information that is collected about you and your rights to review and correct that information
- Access to FS Alliance feedback and complaints handling process

With rights come responsibilities and as a student in FS Alliance your responsibilities include:

- Providing true, accurate and complete information to FS Alliance
- Behaving in a responsible and ethical manner

The Operation Manager is also the designated Consumer Protection Officer within FS Alliance.

We are constantly improving the way we work so, if you have feedback about FS Alliance, you can report it to any FS Alliance employee. They will record your concerns so they can be dealt with confidentially and promptly.

We recommend that you talk to someone as soon as the situation arises. In the first instance we recommend that you discuss the situation with your trainer, however you may prefer to contact the Operations Manager by phone on 07 5499 3388 or email training@fsoq.com

You may also submit your feedback by emailing admin@fsalliance.edu.au. If your issue cannot be resolved, you can also contact ASQA - <https://www.asqa.gov.au/students/resolve-problem-your-training-provider>

Provider Closure

Training providers may close for a range of reasons, including:

- they are no longer financially viable
- ASQA has cancelled their registration
- the business owner can no longer commit to delivering training

The following information is designed to help students understand what FS Alliance will do should we close.

Plan to continue your training

Vocational education and training (VET) courses are recognised throughout Australia. In most cases you will be able to continue your training elsewhere. In the event of closure, FS Alliance will make plans for you to continue your training with another Registered Training Organisation (RTO).

Provide evidence of your training

In the event of closure, FS Alliance confirm that you have completed training and assessment in units you are currently undertaking. You will need evidence of the competencies you have achieved to transfer and continue the rest of your training with another RTO. The easiest way to do this is to provide you and the new RTO with one of the following:

- an Australian Qualifications Framework (AQF) testamur and record of results to a student who has completed the requirements of the relevant qualification; or
- a Statement of Attainment (SOA) to a student who has not completed the requirements of a qualification, but has completed one or more units of competency

Finalise Fees

Any refunds for cancelled courses will be issued in accordance with FS Alliance's Fees, Payments and Refund Policy.

Provide a Register of Student Records to ASQA

Legislation requires closing RTOS to provide ASQA with student records. The Register of Student Records shows which student records ASQA holds from providers that have closed. The transfer of student records can take some time. FS Alliance will provide ASQA with the register of student records.

You can contact the ASQA Info Line on 1300 701 801 to find out if ASQA can provide you with a copy of your records. You can also apply online by going to

➤ <https://www.asqa.gov.au/students/student-record>

Use of Third Party Training Providers

If FS Alliance enters into a Third Party Agreement with another Registered Training Organisation (RTO) (third party) to deliver a range of services, including providing marketing, undertaking recruitment, using facilities and resources, and training and/or assessment of vocational education and training (VET) courses on behalf of FS Alliance all materials going to the student will clearly show the FS Alliance is the responsible RTO for the overall outcomes of the course that the student is enrolling in.

FS Alliance will also meet the requirements of the [National Vocational Education and Training Regulator Act 2011](#) (NVR Act) specify limitations on the types of third party arrangements that can be used by FS Alliance.

FS Alliance will also meet the obligations set out in The [Standards for Registered Training Organisations \(RTOs\) 2015](#) for the requirements for these Third Party arrangements.

Equipment and Resources Required for Training

A comprehensive list of all equipment and resources required for training is contained in the Employer Resource Assessment (completed at induction). Computer and Internet access may be required to facilitate completion of some units of training.

Code of Conduct

Everyone is encouraged to participate and enjoy their studies and learning experiences. As a general rule the more a student participates the greater the learning experience. Below is a copy of FS Alliance's Code of Conduct. Students are required to sign a declaration at enrolment that they have read, understand and agree to this Code of Conduct.

If the Code of Conduct is breached by a student, the trainer will approach the student for an interim discussion outside the course or training activities. The student will be requested to refrain or alter the

inappropriate behaviour. Any failure to adopt these requests may result in the student being excluded from training, and/or referred to the Business Operations Manager. Consistent and/or serious breaches of the Code of Conduct will result in suspension or expulsion from your course.

Trainers will meet the requirements of the student's workplace and maintain professional standards. Students who are being trained in the workplace must meet the code of conduct for their particular workplace. However this requirement does not exempt the student from FS Alliances code of conduct when:

- Attending training at a FS Alliance facility; or
- The workplaces code of conduct does not cover a topic.

Student Code of Conduct

Students have an obligation to be aware of the rules and policies affecting them when undertaking study. Students must ensure their contact details are up to date at all times and that they regularly read all emails sent to their nominated email address. Students must identify themselves truthfully when required to do so by a staff member.

Integrity in academic work

Students are expected to:

- Conduct themselves honestly and in compliance with all policies contained in the Student Handbook; and not engage in plagiarism or other academic misconduct and comply with and ensure the proper use of copyright material
- Conduct themselves in a manner conducive to the proper functioning of the training organisation which is dedicated to the pursuit of academic/vocational excellence; through behaving ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student and ensuring their academic activities are conducted safely and do not place others at risk of harm, actively participate in the learning process and listen to directives from the trainer
- Attend scheduled courses/workplace training sessions, teaching activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise, be familiar with the programs and resources available to assist them in their studies; and not behave in any way which impairs the reasonable freedom of other persons to pursue their studies or to participate in their studies
- Keep training materials provided including learner workbooks, assessments and student training record book up to date and in good condition at all times

Equity and respect

Students are expected to:

- Treat all with courtesy, tolerance and respect. This extends across all venues including off-campus and online through respecting the rights of others to be:
 - treated equitably,
 - free from all forms of unlawful discrimination and harassment, including sexual harassment;
 - respecting the rights of others to express their views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others;
 - not engaging in behaviour that is unlawful, discriminatory, harassing, or bullying or perceived to be threatening or intimidating or causing any person to fear for their personal safety or well-being; and
 - does not disrupt or interfere with any teaching activity

Resources and reputation

Students are expected to:

- Use and care for all resources, such as buildings, equipment and grounds, library, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all members of the community; through not engaging in behaviour that is detrimental to property, including any off site property; not participating in any learning activity while under the influence of alcohol or drugs; not using, possessing or supplying any prohibited drug, substance or weapon while actively in training activities; and not misusing library, computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others;
- Not use the FS Alliance name, reputation or logo for private gain or the gain of a third party, or private business or commercial purposes, without prior permission; use FS Alliance resources for private gain or the gain of a third party, or private business or commercial purposes, without prior permission; or engage in any fraudulent or corrupt behaviour while in training or use FS Alliance material in the pursuit of such activities.

Complaints

The Student should initially raise any concerns directly with their Trainer, as in many instances the issue can be solved quickly through informal discussions and these are not identified as a complaint.

Complaints are to be made in writing and will be formally viewed by the Director within 21 days of receipt. A written letter will be sent to the complainant within a further 21 days notifying of the result and/or any further action.

Where more than 60 calendar days may be required to process and finalise the complaint, the complainant or appellant is informed in writing, including reasons why more than 60 calendar days are required, and will be regularly updated on the progress of the matter

FS Alliance will act upon any complaint found to be substantiated. Each party shall have an opportunity to formally present their case

Any matters where a solution cannot be found will follow the appeals procedure as detailed below.

Appeals

If the complainant does not agree with the outcome they can appeal the outcome by following the Appeals Process.

Appeals Process

FS Alliance has the following formal appeals process in place that covers Assessments, Fees, RPL, Fairness and Equity, Discrimination and Sexual Harassment. FS Alliance will respond within 14 days of an appeal being lodged. There are four steps in the appeals process, although most appeals are settled at Steps 1 or 2.

Step	Process	Written/Verbal
1	The appellant discusses the issue with the person concerned stating their point of view and asking that the matter in question be reconsidered.	Usually verbal. Both parties should note discussion (e.g. in a diary).
2	If the two parties concerned cannot resolve the issue, the appellant should discuss the matter with their Trainer who will help to resolve the issue. If it cannot be resolved, the matter should be referred to a Director or nominated person.	Usually verbal. Both parties should note discussions (e.g. in a diary).
3	If the situation still requires further attention, it should be referred to an independent FS Alliance staff member, being the Operations Manager. Note – each party shall have an opportunity to formally present their case. The independent staff member must give an opportunity to a person whose interests may be adversely affected by their decision the opportunity to be heard, take account of relevant considerations and not take into account irrelevant ones.	Request for the appeal is acknowledge in writing advising that the issues is being investigated and will be finalised as soon as possible. Verbal followed by a written report.
4	If FS Alliance is unable to resolve the issue, it must be referred to the Queensland Training Ombudsman (trainingombudsman.qld.gov.au) for resolution. (in the case of training any costs will be borne as determined by the relevant department or body)	Written report with all details submitted to the Queensland Training Ombudsman for their investigation
5	When an appeal is complete, the appellant is to be advised of the outcome of the appeal and the reason/s for the decision.	Written advice.

FS Alliance will securely maintain records of all complaints or appeals and their outcomes and also identify potential causes of the complaints/s and appeal/s and take the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Apprenticeship, Traineeship and Funded Training

Many employers engage new entrants into their business through an apprenticeship or traineeship arrangement. Apprentices and trainees can be either entry level workers, or they may be existing workers who already have some of the skills for the job and are looking for recognition of current skills and developing new skills for their job.

What is an Apprenticeship?

Australian Apprenticeships (often referred to as apprentices) are available to anyone of working age. You do not need a secondary school certificate or other qualification to be able to do an Australian Apprenticeship.

You can do an Australian Apprenticeship if you are a school-leaver, re-entering the workforce or as an adult worker simply wishing to change careers. You can even begin your Australian Apprenticeship while you're still at school finishing Years 10, 11 and 12.

Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations as well as in traditional trades.

As an Australian Apprentice you can combine time at work with training, and can be either full-time, part-time or school-based.

When you finish your Australian Apprenticeship, you will have a nationally recognised qualification that can take you anywhere in Australia and one that is held in high regard in many overseas countries as well.

You will have many options for your future to think about and choose from.

For further information on Apprenticeships refer to:

- www.australianapprenticeships.gov.au

What is a Traineeship?

A traineeship must be relevant to the trainee's current job role. Furthermore, traineeships are only offered to people employed under full-time, part-time (no less than 15 hours per week averaged over a 4 week period) or school-based arrangements; continuing casual employment is not an option for traineeships.

Are you eligible to participate?

To undertake an apprenticeship or traineeship, a student must fall into one of the categories below:

- high school students, usually in Years 10, 11 or 12 [referred to as a school-based apprenticeship or traineeship (SAT)]
- existing workers who can use an apprenticeship or traineeship to recognise their skills or build on their knowledge
- people eligible to work in Queensland who are Australian citizens, New Zealand citizens of more than six (6) months, or have a visa allowing employment

What are school-based apprenticeships and traineeships?

School-based apprentices/trainees combine their Year 10, 11 or 12 schooling with paid employment through a traineeship or apprenticeship.

Further information can be found on:

www.australianapprenticeships.gov.au

(Information sourced from www.australianapprenticeships.gov.au)

User Choice Program - Queensland

What is the User Choice Program?

The **Queensland** User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees. Funds cover nationally recognised, accredited training and assessment services for apprentices and trainees.

Apprentices and trainees **can receive a maximum of two government funding contributions** under the User Choice program; however, the **second qualification will only be funded if it has a higher priority ranking** than the first qualification that has been completed. In addition, an apprentice or trainee can only receive one government contribution for a User Choice funded qualification **at any single point in time**.

Are you eligible to participate?

To be eligible for funding under the User Choice Program, participants must:

- have entered into a Training Contract for a qualification that is funded by the Department of Employment, Small Business and Training (DESBT) and registered in DESBT's registration system DELTA
- have a contract commencement date or recommencement date on or after 1 July 2010
- undertake the apprenticeship or traineeship with a training provider that is approved by the Department to deliver public-funded User Choice training and assessment services

Do I need to contribute to the cost of training?

Students participating in the User Choice Program are required to contribute to the cost of tuition and this is payable to the approved training provider. The contribution fee is calculated at **\$1.60** per nominal hour for each Unit of Competency delivered. The total fee will vary according to the range of units selected within each traineeship/apprenticeship qualification framework and will be invoiced in advance for all units of competency at commencement of training.

Free apprenticeships for under 21s

Free apprenticeships for under 21s will cover the cost of training for apprentices and trainees who commenced or are undertaking a priority apprenticeship or traineeship qualification from the **1st July 2019 to 30th June 2023**. (<https://desbt.qld.gov.au/training/training-careers/incentives/freeapprenticeships>)

Eligibility for Free apprenticeships for under 21s

To be eligible for Free apprenticeships under 21s, you must be employed as an apprentice or trainee under a training contract in **one of the priority apprenticeship or traineeship qualifications on or after 1 July 2019**.

Qualifications offered by FS Alliance that come under this category are:

- **Laboratory Science**
 - MSL30118 Certificate III in Laboratory Skills – Traineeship
 - MSL40118 Certificate IV in Laboratory Techniques – Traineeship
- **Meat and food processing**
 - AMP30815 Certificate III in Meat Processing (Retail Butcher) - Apprenticeship

Partial exemption – tuition fees

Students may be entitled to a **partial** exemption, a payment of 40% of the student contribution fee, if they fall into one or more of the following exemption categories:

1. The student was or will be under the age of 17 at the end of February in the year in which the training is provided and the student **IS NOT** at school and **HAS NOT** completed Year 12.
2. The student holds a health care card or pensioner concession card issued under Commonwealth law, or is the partner or dependant of a person who holds either of those cards, AND is named on the card.
3. The student submits an official form under Commonwealth law confirming that the student or his/ her partner or the person of whom the student is a dependant, is entitled to concessions under a health care card or pensioner concession card.
4. The student is an Aboriginal or Torres Strait Islander person.

Full exemption – tuition fees

The student must submit evidence of any of the above categories at the time of enrolment and this should accompany the User Choice Funding Eligibility Agreement Form.

NOTE: FS Alliance must have a current copy of your Health Care Card at all times.

FS Alliance may apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

1. Where payment of the student contribution fee would cause the student extreme financial hardship
2. Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, the PQS may choose not to collect the student contribution fee. In this circumstance, any decision by the PQS not to collect fees does not create a liability for the department. The PQS may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice 2017–20 Qualification and Price List, as published on the department's website, for information on where fee exemptions are applicable.

FS Alliance will apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) Where credit transfer/national recognition has been applied to a unit of competency/module
- b) Where the student is a school-based apprentice or trainee
- c) The participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program

Free-free Year 12 graduates

FS Alliance must not charge a student contribution fee to a Year 12 graduate who:

- (a) commences an apprenticeship/traineeship within 12 months of completing Year 12 (that is, by the end of the calendar year following completion of Year 12), and
- (b) meets the participant eligibility
- (c) enrolls in a high priority qualification identified by the department

Year 12 Qld graduates are eligible for fee-free training if they meet Certificate 3 Guarantee eligibility criteria (*refer page 24 of Student Handbook*)

To apply for a full fee exemption the exemption section of FSAFRM003 Schedule of Fees exemption section must be completed and required evidence submitted at the time of enrolment. (*Information sourced from User Choice Program 2017-2020 Policy*)

Certificate 3 Guarantee Program

The Certificate 3 Guarantee is funded by the Queensland Government and provides a government subsidy to support eligible individuals to complete their first post-school certificate III level qualification. The aim of the program is to assist working-age Queenslanders to complete a certificate III or higher level qualification that leads to an employment outcome or advancement in the workplace. The Certificate 3 Guarantee also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high-priority qualifications. For further information on the Certificate 3 Guarantee please access a 'Student Fact sheet' on the following Queensland Government website:

https://desbt.qld.gov.au/data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

Under the Certificate 3 Guarantee, foundation skills training (i.e. language, literacy and numeracy (LLN) training) and lower-level vocational qualifications are also subsidised in certain circumstances, based on an individual's learning, skilling or support needs, to achieve employment outcomes for students.

Under the Certificate 3 Guarantee program **it is a requirement to complete a student training and employment survey within three (3) months** of completing or discontinuing the qualification.

NOTE: Students must be aware that subsidised training **can only be accessed once** under the Certificate 3 Guarantee initiative.

Are you eligible to participate?

To be eligible for Certificate 3 Guarantee a participant must:

- be aged 15 years or above, and no longer at school (with the exception of Vocational Education and Training (VET) in Schools student)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (including humanitarian entrants), temporary resident with the necessary visa and on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in a certificate III or higher qualification. This includes any Certificate level III or higher qualification, irrespective of whether the qualification is through a university degree, apprenticeship or traineeship pathway. (A Certificate level III qualification completed while at secondary school is not counted.)

Queensland Year 12 graduates - to be eligible for fee-free training, they must meet the above Certificate 3 Guarantee eligibility criteria and:

- have evidence of completing Year 12 in **Queensland**, for example, hold a Queensland Curriculum and Assessment Authority issued Senior Statement or equivalent certification
- enrol in a high priority qualification under the program with an RTO that holds PQS status
- commence training within 12 months of graduating Year 12 (i.e. by the end of the calendar year after completing Year 12)

A prospective student's employment status does not matter; they may be unemployed, seeking work, or working full-time, part-time or on a casual basis.

In addition, there is no minimum education requirement, other than the standard entry requirements specified for the selected qualification.

Do I need to contribute to the cost of training?

Under the Certificate 3 Guarantee, students undertaking Certificate III level training and non-concessional students undertaking approved level III qualifications will be required to contribute to the costs of their training through a co-contribution fee.

The fee may be paid by the student or their employer and is **required to be paid in advance** prior to commencement of each training unit.

The only exceptions to the fee condition are:

- Queensland Year 12 graduate undertaking training in a high-priority qualifications identified by the Queensland Government and industry groups.
- VETiS (VET in School) - this training is provided fee-free
- enrolled in Foundation skills
- enrolled in lower-level qualifications for concessional students

A full list of fees payable under Certificate 3 Guarantee is available at www.fsalliance.edu.au or by contacting FS Alliance on (07) 5499 3388.

Am I eligible for a concession?

Students may be eligible for a concession if they fall into one of the following categories:

- a) The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card, and is named on the card.
- b) The student provides FS Alliance with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependant, is entitled to concessions under a Health Care or Pensioner Concession Card.
- c) The student is an Aboriginal or Torres Strait Islander.
- d) The student is a school student and is enrolled in a VET in School (VETiS) program.
- e) The student has a disability.
- f) The student is an adult prisoner.

For more information on the Certificate 3 Guarantee, including eligibility requirements, subsidy information, and concessional student status, please visit:

www.training.qld.gov.au/certificate3guarantee.

(Information sourced from Certificate 3 Guarantee Program Policy 2019-2020)

Higher Level Skills

The Higher Level Skills (HLS) program is funded by the Queensland Government and provides eligible individuals with access to one subsidised training place in selected Australian Qualification Framework (AQF) certificate IV level and above qualifications or priority skill sets with a pre-approved registered training organisation (RTO) of their choice – otherwise known as a pre-qualified supplier (PQS).

The principle aim of the HLS is to assist individuals to gain the higher level skills required to secure employment or career advancement in a priority industry or to transition to university to continue their studies.

Are you eligible to participate?

To be eligible for the HLS, participants must:

- Be aged 15 years or over
- Be no longer at school
- Permanently reside in Queensland
- Be an Australian, Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Must not hold, and not be enrolled in, a certificate IV or higher level qualification, not including qualifications completed at school and foundation skills training.

Do I need to contribute to the cost of training?

Students participating in the Higher Level Skills program are required to contribute to the cost of their training through a student co-contribution fee, payable to the training provider. The fee may be paid by the student or their employer.

A full list of fees payable under Higher Level Skills program is available at www.fsalliance.edu.au or by contacting FS Alliance.

Am I eligible for a concession?

Students may be eligible for a concession if they fall into one of the following categories:

- a) The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card, and is named on the card.
- b) The student provides the pre-qualified supplier (PQS) with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care or Pensioner Concession Card.
- c) The student is an Aboriginal or Torres Strait Islander.
- d) The student has a disability.
- e) The student is an adult prisoner.

For more information on the Higher Level Skills program, visit

www.training.qld.gov.au/higherlevelsills.

(Information sourced from Higher Level Skills Program Policy 2019 – 2020)

VET in Schools (VETiS)

Some students undertake VET qualifications while they are still at school, through the following options:

- As part of their school studies - delivered and resourced by a school RTO
- By enrolling in a qualification with an external RTO - funded either by the department's VET investment budget or through fee-for-service arrangements
- As a school-based apprentice or trainee

VETiS students - this training is provided fee-free to students with any additional costs met by the school.

For more information on VETiS is available at: <https://training.qld.gov.au/providers/funded/vetis>

Fee for Service

FS Alliance also offers all courses and training on a Fee for Service (FFS) basis where an individual is not eligible for any government funding. Students undertaking FFS training are provided with a Schedule of Fees covering all fees and charges payable for the proposed training program and which must be agreed to prior to endorsed prior to enrolment.

Fee for Services training prices are available by contacting FS Alliance: admin@fsalliance.edu.au or

(07) 5499 3388

Surveys

Students undertaking vocational education and training with FS Alliance needs to be aware that you may be contacted by Commonwealth, State or Territory governments to provide feedback on the training you have received and the services provided by FS Alliance. This may occur at any time during your training or upon completion of training.

Appendix Legislation

FS Alliance ensures compliance with all relevant Federal, State and Territory legislation including but not limited to:

Standards for Registered Training Organisations (RTOs) 2015

The objectives of these Standards is to ensure a nationally consistent, high-quality training and assessment service for the clients of Australia's vocational education and training (VET) system.

The purpose of these Standards is to:

- Set out the requirements that an organisation must meet in order to be a registered training organisation (RTO);
- Ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- Ensure RTOs operate ethically with due consideration of learners' and enterprises' needs

<http://www.comlaw.gov.au/Details/F2014L01377>

Student Identifiers Act 2014

FS Alliance abides by this act that is designed to support the USI (Unique Student Identifier) program, for all students. An RTO must not issue a VET qualification or VET statement of attainment to an individual after 2014 unless the individual has a student identifier.

This act provides information and protection of student information relating to the introduction to the USI program.

<http://www.comlaw.gov.au/Details/C2014A00036>

Work Health and Safety Act 2011

The Workplace Health and Safety Act provide a framework for managing health and safety risks in workplaces. The objective of the Act is to prevent anyone from being injured, seriously or otherwise, or contracting an illness caused by a workplace, workplace activities or specified high risk in operation of equipment/plant. This is achieved by preventing or minimising exposure to risk.

<http://www.comlaw.gov.au/Details/C2014C00471>

The Privacy Act 1988

The Privacy Act regulates the handling of personal information such as but not limited to:

Employees only collect personal information by lawful and fair means and for lawful purposes that are necessary for, or that relate directly to, a function or activity of the agency.

Employees must keep personal information secure, maintain its accuracy, and ensure that it is used only if it is relevant and complete.

<http://www.comlaw.gov.au/Series/C2004A03712>

<http://www.comlaw.gov.au/Details/C2012A00197>

Copyright Act 1968

<http://www.comlaw.gov.au/Details/C2014C00291>

Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

USI Registrar - Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the *Privacy Act 1988*, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Student Support Services

Information on Support Services available to Learners across a number of organisations

<p>Lifeline 13 11 14 - 24 hours Crisis Line Crisis Support. Suicide Prevention Domestic and Family Violence https://www.lifeline.org.au/get-help/topics/domestic-family-violence</p>	<p>National Aboriginal Community Controlled Health Organisation (NACCHO) http://www.naccho.org.au/</p>
<p>Language, Literacy and Numeracy https://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy http://tafeqld.edu.au/about-us/TELLS/</p>	<p>QLife is Australia's first nationally-oriented counselling and referral service for LGBTI people. The project provides nation-wide, early intervention, peer supported telephone and web based services to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and wellbeing.</p> <p>QLife - 1800 184 527 (3pm to Midnight) in your state around Australia https://qlife.org.au/</p>
<p>Apprenticeships / Trainees https://training.qld.gov.au/apprentices https://www.australianapprenticeships.gov.au/ https://training.qld.gov.au/apprentices/aasn https://www.aapathways.com.au/ https://training.qld.gov.au/apprenticeshipsinfo/information-resources https://training.qld.gov.au/ https://myfuture.edu.au/</p>	<p>Mental Health Support Services https://www.beyondblue.org.au</p> <p>Sane Australia 1800 18 7263 https://www.sane.org/ https://www.aihw.gov.au/reports/mental-health-services/mental-health-services-in-australia/report-contents/summary http://www.hoa.mentalhealth.org.au/ https://www.beyondblue.org.au/get-support/national-help-lines-and-websites</p> <p>MindSpot Clinic 1800 61 44 34 An online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression https://mindspot.org.au/</p> <p>Carers Australia 1800 242 636 Short-term counselling and emotional and psychological support services for carers and their families in each state and territory</p> <p>Headspace - 1800 650 890 - Free online and telephone service that support young people aged between 12 and 25 and their families going through a tough times</p>

<p>Fair Work Ombudsman Helps employers and employees understand their rights and responsibilities under Australian workplace laws. They work with them to resolve workplace issues which may arise. Website covers the following topics:</p> <ul style="list-style-type: none"> • pay • Leave • Ending Employment • Employee entitlements • Awards & Agreements 	<p>https://www.fairwork.gov.au/</p> <p>https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees/apprentice-entitlements</p> <p>https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/record-my-hours-app</p>
<p>Gambling support</p> <p>Gambling Helpline on 1800 858 858 for free and confidential 24 hour counselling</p>	<p>Relationships Australia 1300 364 277 http://www.relationships.org.au/ A provider of relationship support services for individuals, families and communities</p>
<p>Mensline 1300 78 99 78</p> <p>Black Dog Institute https://www.blackdoginstitute.org.au/getting-help Have a list of support groups in every state and territory that can help you connect with groups of people who meet regularly to discuss their experiences, their problems and their strategies for coping.</p>	<p>Drug and Alcohol Drugs and alcohol use - find information and support services for drug and alcohol issues https://www.australia.gov.au/information-and-services/health/drug-and-alcohol-use</p> <p>Australian Drug Information Network https://www.adin.com.au/help-support-services/queensland https://www.qld.gov.au/health/mental-health/help-lines/addiction</p>
<p>WHS compliance, injury reporting, licensing and compensation claims across states and territories the https://www.safeworkaustralia.gov.au/</p>	<p>Anti Discrimination Commission Queensland (ADCQ) http://www.adcq.qld.gov.au/human-rights</p>
<p>Australian Human Rights Commission Telephone: (02) 9284 9600 National Information Service: 1300 656 419 General enquiries and publications: 1300 369 711 https://www.humanrights.gov.au/</p>	