



**FIRST CHOICE
COLLEGE**

RTO CODE 31707

A large, light-colored background graphic that is a stylized version of the college's logo. It features a pinkish-red open book with white pages and a white laptop keyboard with pinkish-red keys, all enclosed within a light blue shield-shaped outline.

STUDENT HANDBOOK

Auswright Training Pty Ltd trading as First Choice College

RTO Code: 31707

Table of Contents

First Choice College Mission and values	3
Contacting us	3
Legislation.....	3
Code of conduct	4
Policies and procedures.....	5
Access to your records.....	5
Course information	6
Course details	6
Entry requirements.....	8
Enrolment process	9
Fees.....	9
Course delivery	13
Course requirements	15
Other important details.....	17
Government funding specifics (additional details)	21
Administrative fee schedule	22

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 have been delivering training for a variety of industries since 2008 and we are committed to providing you with the most rewarding educational experience. By putting into practice, the skills and knowledge that your course provides, you will be confident and ready to join the profession you have chosen with a highly reputable qualification backing you.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 31707 and details about the RTO can be viewed at:

<https://training.gov.au/Organisation/Details/31707>

Further details relating to Nationally Recognised Training can be found at <https://training.gov.au>

We are excited to work with you to achieve your goals and welcome any feedback or comments at any time. Please use this handbook to help you make your decision to choose First Choice College as your education provider and as an ongoing reference as you complete your studies with us.

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 provide ongoing support and high-quality customer service to students and clients.
- Operating professionally and conducting business with respect, integrity, and fairness.
- Satisfying customer needs while remaining competitive within the Vocational education and training (VET) sector through flexibility, compliance, industry research and ongoing professional development.
- Treating all information confidentially to guarantee 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 qualification." – Ian Wright (CEO)

Contacting us

First Choice College can be contacted via:

- Phone: (07) 5689 5060
- Email: rto@fcc.edu.au
- Postal: PO BOX 604, Surfers Paradise QLD 4217

Social media:



Legislation

As an RTO, Auswright Training PTY LTD trading as First Choice College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

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

Additionally, Auswright Training PTY LTD trading as First Choice College abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People protection*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity and Employment*
- *Fair Work* (including harassment, victimisation, and bullying)
- *Privacy and Personal Information Protection*
- *Confidentiality*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

These requirements have been incorporated into our products and services and are disseminated to staff, trainers and assessors and faculty members through regular training, our Code of Conduct, and our organisational policies and procedures.

Auswright Training PTY LTD trading as First Choice College is dedicated to following the provisions of the VET Quality Framework.

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

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector.

Code of conduct

As a responsible member of the VET community, First Choice College follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, First Choice College has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

First Choice College has a code of conduct that provides all employees and contractors with a framework for acceptable conduct and behaviour in the workplace in accordance with its values and ethical standards. All employees and contractors are expected to uphold this code and commit to its principles as a condition of employment.

Our responsibilities include:

Marketing - Marketing and advertising of First Choice College VET qualifications is ethical, accurate and consistent with First Choice College's scope of registration and in accordance with current Standards for NVR Registered Training Organisations.

Student Recruitment – First Choice College recruit students in an ethical, responsible, and equitable manner. First Choice College courses are accessible to all and have been designed and targeted for all members of the community who are interested in pursuing a career in a variety of industries.

Course Information - Prospective students are provided with current and transparent information relative to the curriculum, enrolment requirements, student services, complaints and appeals, policies and procedures, attendance requirements (where applicable), training and assessment requirements and completion requirements.

A copy of the Code of Conduct for employees and contractors can be obtained by contacting First Choice College.

Policies and Procedures

The following policies and procedures underpin First Choice College operations.

- Privacy
- Enrolment
- Fees and refunds
- Complaints and appeals
- Course information
- Code of Conduct
- Issuance
- Assurance registers
- Records management

Privacy notice and policy

This can be located via the website www.fcc.edu.au and can be requested via an email to rto@fcc.edu.au

Access to your records

First Choice College is committed to implementing best practice in its records management practices and systems and responding in a timely manner to all requests for information from present and past learners.

First Choice College applies the provisions of the *Privacy and Protection of Personal Information Act 1998* and ensures that all relevant records in relation to student enrolment and assessment are current and accurate, and that their integrity and security are maintained. Where training and assessment is conducted under a government-funded agreement or contract, First Choice College abides by the record-keeping requirements of that agreement or contract.

Access by other parties, apart from First Choice College staff, is granted only:

- when the student provides written permission
- for mandatory audits such as those carried out by government agencies e.g. ASQA, DESBT
- completed assessments are retained for a period of six (6) months from the date of completion
- records of student results, qualifications and statements of attainment issued, are kept for thirty (30) years

Course information

Prior to enrolment First Choice College will provide advice to prospective students about the appropriate training product to ensure that it meets the student's needs, as well as considering the individual's existing knowledge, skills, competencies, and current circumstances. First Choice College will provide current and accurate information that enables any prospective student to make informed decisions about undertaking training with First Choice College.

Information is available via a First Choice College Business Development Manager (BDM), within this Student Handbook and on the website www.fcc.edu.au

Is the course for you?

To assist us with ensuring you enrol into a course/s that meet your needs and current circumstances, please review the following to check the course is suitable to you:

- That the course description and outcomes align with your goals
- That the duration, delivery, and study method of your chosen course suits your needs
- That you can commit the time to complete the course within the allocated course timeframe including any work placement hours
- That the industry you wish to enter may have additional requirements for you to complete e.g. National police check, working with children check, up to date vaccinations
- That you understand the equipment and resources needed to complete the course
- That you have the ability to complete a variety of assessments e.g. practical placement and either filming, virtual or F2F workshops
- That you are aware you will have up to three (3) resubmissions to complete each assessment tool within the unit
- That the support provided by First Choice College, aligns with your expectations and needs
- That you fully understand your rights and responsibilities as a student
- That you are aware of all fees, charges, and payment options
- That you understand the requirements to enrol into an First Choice College course
- That you understand the eligibility criteria for government funded programs and/or concessions
- That you understand the complaints and appeals process
- That you are clear on the rights and responsibilities of First Choice College
- That you feel comfortable that you have all the information to make an informed decision regarding your enrolment.

It is important as a prospective student that you understand and acknowledge what the requirements are to complete the course successfully.

Course details

First Choice College is a Registered Training Organisation (RTO 31707) who has approval to deliver training and assessment by the Australian Government for the following:

Qualification title:	Course outline:	Career pathways:
CHC30221 Certificate III in School Based Education Support (available only to QLD based students)	Number of units: 15 Course duration: 18 months Placement: 100 hours (students responsibility to source) Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Teacher assistant Student support

Qualification title:	Course outline:	Career pathways:
CHC40221 Certificate IV in School Based Education Support (available only to QLD based students)	Number of units: 17 Course duration: 18 months Placement: 100 hours (students responsibility to source) Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Teacher assistant Education support worker
BSB50820 Diploma of Project Management	Number of units: 12 Course duration: 24 months Placement: No Delivery mode: Self-paced via online student portal Funding available: No	Project manager Project team leader
BSB30120 Certificate III in Business	Number of units: 13 Course duration: 18 months Placement: Yes if on traineeship Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Administration officer Customer service representative
BSB30120 Certificate III in Business (Administration specialisation)	Number of units: 13 Course duration: 18 months Placement: Yes if on traineeship Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Administration officer Customer service representative
BSB40120 Certificate IV in Business	Number of units: 12 Course duration: 18 months Placement: No Delivery mode: Self-paced via online student portal Funding available: No	Administration manager Customer service representative Personal assistant
BSB50120 Diploma of Business	Number of units: 13 Course duration: 24 months Placement: No Delivery mode: Self-paced via online student portal Funding available: No	Frontline manager Team leader Administration manager Business development manager
BSB30719 Certificate III in Work Health and Safety	Number of units: 11 Course duration: 12 months Placement: Yes if on traineeship Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Work health and safety representative Work health and safety assistant
BSB40720 Certificate IV in Library and Information Services	Number of units: 14 Course duration: 18 months Placement: Yes if on traineeship Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Library assistant

Qualification title:	Course outline:	Career pathways:
BSB40320 Certificate IV in Entrepreneurship and New Business	Number of units: 10 Course duration: 18 months Placement: Yes if on traineeship Delivery mode: Self-paced via online student portal Funding available: Yes (criteria apply)	Small business owner Business owner

More course details via the First Choice College website: <https://www.fcc.edu.au/courses/>

When you enrol in more than one course, your timeframes are managed consecutively (one after the other). This is done to ensure you are completing your courses in the order that best supports your learning and ensures any pre-requisites held within courses are completed prior to course content relying on that knowledge. By default, you will be enrolled in the lower-level qualification first e.g. Certificate III.

Entry requirements

There are no formal entry requirements for the listed qualifications, however, it is important that you recognise that there is a mandatory 100 hours of work placement required for the CHC30221 Certificate III in School Based Education Support and CHC40221 Certificate IV in School Based Education Support qualifications.

First Choice College have specific entry requirements as follows:

- The minimum age requirement is 15 years of age for most courses
- First Choice College reserve the right to deny admission or terminate enrolment unless restricted by a regulator or state funding body clause
- Meet the conditions of enrolment as detailed in the Enrolment process section

Photo 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.

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.

Unique student identifier (USI)

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

As an RTO, First Choice College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Note: Certificates will only be issued in the name associated with the USI and the name shown on your identification documents. When any document is shown in a former name, an official document e.g. marriage certificate or change of name certificate must be accompanied with your enrolment.

Enrolment process

You are required to ensure you fully understand and agree to all aspects of your enrolment before you enrol and commence your studies. As part of the conditions of enrolment, students need to:

- complete the language, literacy, and numeracy indicator tool
- inform First Choice College of any medical conditions, disabilities, or training assistance requirements
- read, agree, and acknowledge the terms and conditions
- provide a unique student identifier (USI)
- provide a learner unique identifier (LUI) if a current QLD school student
- provide clear photo identification
- provide additional evidence to meet funding eligibility requirements (where applicable)

You can enrol at any time. Enrolments forms are completed digitally with relevant links to any additional requirements dependent on the qualification enrolling into and if accessing Queensland funding.

Your enrolment will be confirmed by the First Choice College Administration team via email on the receipt of your completed and signed enrolment form, supporting evidence, acknowledgment of the terms and conditions, your USI number, your photo identification, and payment of your course fee (or deposit and payment plan documentation). Note that all personal information uploaded is encrypted by the system.

Your enrolment email will contain instructions on how to access your First Choice College online student learning platform plus your username and password.

Note: course access will be granted once fees have been paid as agreed and the enrolment process has been completed

Fees

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:

- Learning resources (excludes printed resources*)
- Access and use of the online learning system
- Support from trainers and/or assessors
- Assistance from administration staff

* Print resources may be requested but will incur an additional \$35 per unit (includes printing, postage, and handling). Students should expect to receive the printed resources within 20 business days depending on location.

Several factors will determine how much your course(s) will cost. This may include:

- Which course(s) you will study
- Course duration
- Study mode
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or government support

Certificates, Records of Results/Transcripts, and Statements of Attainment will be issued electronically in all instances. Hard copies of these can be issued. Refer to the Fee schedule.

For the Certificate 3 Guarantee or Higher-Level Skills Program, concessional student status applies if:

- you hold a Health Care or Pensioner Concession Card issued under Commonwealth law, or you are the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card and are named on the card
- you provide First Choice College with an official form under Commonwealth law confirming that you, your partner, or the person of whom you are a dependent is entitled to concessions under a Health Care or Pensioner Concession Card
- you are an Aboriginal or Torres Strait Islander
- you have a disability
- you are an adult prisoner

The course fee does not include the extension fee, re-assessment fee, textbook/hard copy print fees, re-issuance of qualifications and/or statements of attainment.

Note: Once funds are paid by a student for training (including deposits and all other fees payable), the training or fees paid are not transferrable to any other person or entity except by special arrangement (at the discretion of the First Choice College Director).

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

Payment options

In compliance with Clause 7.3 of the Standards for RTOs 2015, First Choice College safeguards fees paid in advance by students.

Students have two payment options:

1. Payment upfront – this option involves an upfront payment of up to \$1500 and the balance payable via a payment plan
2. Payment plan – this option involves a deposit being paid and the balance payable via a payment plan

Note: Payment plans may attract administration and/or transaction fees depending on the payment gateway selected. Students who choose a payment plan option are to ensure they have sufficient cleared funds in their nominated account. First Choice College may under certain provisions of the Privacy Act 1988 provide information about you to a credit reporting agency if requested.

Co-contribution fees – C3G and HLS

Students who enrolled under Certificate 3 Guarantee (C3G), Higher-Level Skills (HLS) or JobTrainer (JT) funding options, will be required to pay a mandatory co- contribution towards their study. These fees are due payable once enrolment is confirmed. **Note:** any units that are eligible for credit transfer are fee exempt (refer to recognition processes section for credit transfer eligibility information)

Co-contribution fees are as follows:

Certificate 3 Guarantee (C3G) qualifications	
Concession fee (HCC or PCC card holders)	\$25 per unit
Non-concessional fee	\$35 per unit

Higher Level Skills (HLS) qualifications	
Concession fee (HCC or PCC card holders)	\$18 per unit
Non-concessional fee	\$36 per unit

Co-contribution fees – Traineeships

Traineeships are funded by the Queensland Government under the User Choice Policy. User Choice provides a public funding contribution toward the cost of training and assessment services for eligible Queensland Trainees. Student contribution fees are set under this policy at \$1.60 per nominal hour non-concessional or \$0.64 per nominal hour for concessional (eligible for students associated with HCC or PCC holders).

Note: any units that are eligible for credit transfer are fee exempt (refer to recognition processes section for credit transfer eligibility information)

Orientation and cooling-off period

Students enrolled into a Nationally Accredited Qualification have a 7-day orientation period from the agreed course commencement date (date online access details are provided).

This orientation period is in place for two reasons:

1. It provides you with a cooling off period, in which you are automatically eligible for a withdrawal (see Withdrawal from Course by Student for more details).
2. Within the 7-day orientation period, you are required to complete your pre-course entry questionnaire. You should also familiarise yourself with the online learning platform, layout and navigation of the course and support processes.

Withdrawal requests received by students **during the orientation (cooling off) period** will result in a full refund of course fees paid less a withdrawal fee* of:

- \$250.00 per certificate for Fee for Service enrolments into Nationally Accredited Qualifications/Courses.
- Up to \$250 for students enrolled in Government subsidised training

*The withdrawal fee will be withheld to cover trainer and administration costs associated with setting up student records and providing learning content and assessment materials. This fee is payable in all circumstances including payment plan options when the fee has not yet been collected, and fees will still be deducted until the withdrawal fee has been paid.

Withdrawal requests received by students **after the orientation (cooling off) period** will result in no refunds being paid and any unpaid portions of the financial contract agreed to will remain due and owing in accordance with the payment plan until paid in full.

Non-payment of course fees

Failure to make a payment against your course may result in access to your course being de-activated. Course access will be re-activated once payment has been made.

For the first 45 days you will be given the opportunity to address your payments and bring them up to date. Failure to bring the payments up to date will be in breach of your finance agreement and will result in you being required to pay the outstanding balance in full within 15 days.

Failure to pay the outstanding balance will result in your default information (as permitted under the Privacy Act and other relevant Laws) being provided to a Debt Collection Agency for recovery and legal action. A cost of 22% (plus GST) will be incurred for any balances referred on. If no payment arrangements are made with the Debt Collection Agency to pay the outstanding balance, your default information (as permitted under the Privacy Act and other relevant Laws) will be provided to a Default Reporting Agency to list the default debt against your credit file.

If you experience any financial difficulties, please contact the college rto@fcc.edu.au

Note: refer to the Fee schedule for a summary of these fees and additional course fees.

Refunds

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 online learning delivery mode or assessment requirements.
- The student's employment status changes.
- The student's personal circumstances change.
- The students' circumstances change due to family health issues.
- The students time availability to study
- The student's access to resources changes e.g. access to reliable internet.
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method (This is 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.

A partial refund may be provided for training that has not commenced, based on extenuating circumstances. Applications for a refund based on extenuating circumstances will be reviewed on an individual basis and will require evidence to support the application. To request an application contact rto@fcc.edu.au

Refund requests will be reviewed and processed within 30 business days and the student will be advised by email of the outcome.

The refund policy does not remove the rights of a student to take further action under Australia's consumer protection laws. First Choice College Complaints and Appeals policy does not circumscribe the student's right to pursue other legal remedies.

If you are unsure of who to contact externally a great place to start is with the Australian Competition and Consumer Commission (ACCC) at <https://www.accc.gov.au/consumers/consumer-protection/where-to-go-for-consumer-help>

Extensions or Cancellations

If your course is due to expire and you require additional time to complete your course requirements, you can purchase an extension of your course timeline. Extensions can be purchased for a period of 1 month, 3 months or 6 months.

A student may cancel their course enrolment by completing the course cancellation form. A student is not entitled to a refund of any kind upon cancelling their course.

For students in traineeships, course extensions are applied via DESBT. First Choice College administration team will contact the trainee before their course end date with the relevant form to be completed.

For students in traineeships, course cancellations are processed via DESBT. First Choice College administration team will contact the trainee and employer to complete the relevant cancellation form.

Course cancellation by First Choice College

Should First Choice College be unable to provide all units to meet the student's course enrolment the student will be advised as soon as possible via the contact details provided by the student upon enrolment. Alternative units may be offered, with clear explanations of any variations to course outcomes this could result in. This will only apply when not a result of required government changes e.g. the qualification and/or a unit of competency is superseded.

If First Choice College is unable to provide an alternative that the student is satisfied with, the course fees paid on any undelivered unit will be refunded and a Statement of Attainment will be issued for satisfactorily completed units.

Each module of the course is considered to have been delivered if:

1. the course content and assessments have been made available to a student
2. the portion of time allocated to that module has been given e.g. course is cancelled after 10 months of a 12-month enrolment then a refund of course fees will only be considered for modules that would be reasonably expected to be completed within the last two months of the enrolment.

Course delivery

First Choice College course content is delivered online. You will have access to your course and all the resources, lessons, and assessments from the time your enrolment is activated. Your course content will be available 24/7. First Choice College courses are self-paced, whereby the learning is initiated and directed by the learner.

- Self-paced learning for students not accessing government funding: students can take the amount of time within their course duration (enrolment start and end dates) 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.

Factors that may affect individual progress and timelines, include:

- your own efforts and commitment to submitting assessments regularly and on time
 - your study load (i.e., full- or part-time)
 - how many units (if any) are eligible for credit transfer
 - recognition of previous experience and qualifications
- Self-paced learning for students accessing government funding: students work through the assessments as guided by the training plan dates. Assessment progress is monitored as per the funding contract.

Volume of learning

The AQF expresses the time expected to gain a qualification as equivalent to full-time years. This is known as the 'Volume of Learning'.

The volume of learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

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

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

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

(Taken from: <https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf>)

Competency based training

First Choice College delivers qualifications in the Vocational Education Training (VET) sector. Used in the VET sector is Competency Based Training (CBT), which is an approach to training and assessment that focuses on allowing a student to demonstrate their ability to do something. CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

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

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

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

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

All training and assessment delivered by First Choice College contain Foundation Skills. Foundation Skills are embedded into Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Trainer and Assessors

First Choice College staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Credit Transfer (CT).

Recognition processes

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has because of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e., from the present or the very-recent past (within last 12 months)
- Valid – it must be relevant to what is being assessed

Prior learning can include skills and knowledge gained through:

- paid work experience - full-time, part-time, or casual in Australia or overseas
- voluntary work
- hobbies or leisure activities
- being coached or mentored (or coaching and mentoring others)
- attending and participating in seminars, conferences, and workshops
- short courses
- private study and research
- any other life experiences that have given you competencies that match those in the relevant courses

Recognition of Prior Learning is only available for Nationally recognised training. You may be eligible to apply for RPL on one or more units of competency in your course and First Choice College can provide an information sheet regarding the RPL process.

Credit Transfer applies when you have completed a formal qualification that has covered any of the same unit/s of study as one of our courses, and this is transferred to your course. First Choice College will recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements) and your verifiable USI Transcript.

Course requirements

The following requirements are needed to access and complete a course:

- A computer/laptop with the following software/programs:
 - Adobe PDF Reader (or similar) and Microsoft products (or similar)
 - Google Chrome or Mozilla Firefox Internet Browser (or similar)
- An internet connection with sufficient capacity to upload/download course material.
- An email address and contact number (mobile or landline phone)
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework
- A relevant workplace and job-role where the required competencies can be learned and practiced (applicable to traineeships and certain C3G and HLS courses)
- A device with video recording capabilities (required only for certain courses)

To access government funding for Certificate 3 Guarantee (C3G) or Higher Level Skills (HLS) the following eligibility applies:

- be an Australian or New Zealand citizen, or an Australian permanent resident (including humanitarian entrants), or a temporary resident with an [eligible visa subclass](#)
- be 15 years old or over
- live in Queensland and have left school
- not already have, or be enrolled in, a certificate III level (to access C3G funding) or higher qualification (to access HLS funding)

Assessment information

The components for the course will be comprised of (but not limited to):

- Multiple Choice, Drop and Drag, True and False Online Quizzes (automatically marked online)
- Short Answer Online Quizzes (marked by an assessor)
- Case studies (marked by an assessor)
- Observations / Practical tasks (marked by an assessor). For traineeships these will be conducted in the workplace. Methods for completing (non-traineeships) these tasks include attendance in a scheduled virtual assessment session via video conferencing e.g. zoom, teams, OR providing filmed evidence of yourself carrying out the tasks, **note:** you will need a suitable recording device and potentially friends or family to participate in any role-play scenarios.

Note: As a school-based apprentice or trainee, you must also work at least 7.5 hours a week, averaged over every 3 months, for every 12 months of your training contract. The minimum days of hours paid work required are:

Nominal term for school-based traineeships	Full-time equivalent nominal term for traineeships	Minimum days/hours of paid work required
2 years (24 months)	1 year (12 months)	50 days / 375 hours
3 years (36 months)	18 months	75 days / 562.5 hours
4 years (48 months)	2 years (24 months)	100 days / 750 hours

Note: If you are enrolling in a qualification that involves work placement with children, you must ensure you are able to abide by the Working with Children requirements of your state. Each state has its own policy for this and in many instances different names for the check. For more information on requirements for your state, please visit the [Pre-employment Screening Working with Children Checks information page](#)

Assessment submissions

All assessment submissions should be made using your Student Portal. First Choice College endeavour to mark student assessments as soon as possible and in order of receipt. Marking timelines may reach a 2–4 week turnaround time, when the marking load is exceptionally high. We appreciate your patience when this is the case.

You will receive feedback from a First Choice College Education team member regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

If you receive feedback to say your assessment submission was Satisfactory or Competent (SAT or S or COMP) means you have completed that task to the requirements expected.

If you receive feedback to say your assessment submission was 'Not yet satisfactory' or 'Not yet competent' (NYS or NYC), you will have up to 3 attempts to re-submit your assessment for that unit/module. The assessor will have entered in feedback to the answers that need corrective action or additional information added to your existing answer. This feedback should help guide you, however you are welcome to contact the assessor via education@fcc.edu.au should you need clarity or prefer verbal assistance.

If after 3 unsuccessful resubmission attempts, the unit/s will be deemed as 'competency not achieved/failed'. You will be required to re-sit the assessment/s and a fee may apply.

Reasonable adjustment

Reasonable adjustment is a term used in the education, employment, and VET sectors to refer to any modification made to the learning environment, training delivery or assessment method to help learners with disability or ongoing ill health to access and participate in education and training on the same basis as those without disability or ongoing ill health.

This includes:

- ensuring that course activities are sufficiently flexible,
- providing additional support where necessary, and
- offering a reasonable substitute within the context of the course where a learner cannot participate.

Reasonable adjustment is not designed to give a learner with disability or ongoing ill health an advantage over other learners, to change course standards or outcome, affect the integrity of the qualification, or to guarantee success.

In assessing whether a particular adjustment for a learner is reasonable, First Choice College will consider the following:

- the learner's relevant circumstances and interests
- the learner's disability or ongoing ill health
- views of the learner
- effect of the adjustment on the learner, including the ability to achieve learning outcomes, ability to participate and independence
- effect of the proposed outcome on others e.g. staff and other learners
- costs and benefits of making the proposed adjustment

Issuance

Upon successful completion of your coursework and provided all fees are paid, a copy of your Certificate or Statement of Attainment will be issued to you within 30 calendar days of you as being assessed as meeting all requirements for the course following our completion process. This meets the compliance requirements as set for First Choice College and other RTOs under the Standards for RTOs 2015.

Other important details

Student rights

- 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 be allowed to express and share ideas and to ask questions.
- To be always treated with politeness and courteousness

Expected student behaviour

- 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.
- Not partake in the consumption of alcohol or drugs before or during a practical assessment. Alcohol is not to be brought to or consumed on the campus or to any location associated with completing course requirements.
- Dedicate sufficient study time to complete the course requirements.
- Submit their work only.

Student misconduct

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

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to First Choice College and/or a partner organisation such as a school or workplace

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

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

Note: Any misconduct will be recorded on the student file. Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals policy.

Authenticity and plagiarism

When answering assessment questions, you will find content in your course and on websites that assist you in formulating your answers. It is important that you do not simply copy and paste that information. Copying and pasting shows us that you have been able to locate relevant information, but it does not demonstrate that you understand it. It is important that you take the time to formulate your answers into your own words so that you demonstrate your understanding of the content.

When undertaking research assignments, you may include ideas from other writers in your work. In these instances, you will be expected to reference. Referencing means acknowledging someone else's work or ideas, which you have used as a source for your own answer in an assessment. To acknowledge the source correctly, it is important to 'cite' the point that you are using, by documenting the source. It is mandatory by law for all students to cite or acknowledge information that has come from other sources. Without appropriate referencing, students are in effect "stealing" the work of others - this is tantamount to academic fraud. There are a number of websites that show you how to correctly reference your work, for example: www.usq.edu.au/library/referencing/apa-referencing-guide

It is neither acceptable, nor permitted for you to lodge plagiarised work as your own for any assessments. Forms of plagiarism can include:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quote into quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not

Most cases of plagiarism can be avoided, however, by citing sources. By referencing your work, acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source is usually enough to prevent plagiarism.

Access and equity

First Choice College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. First Choice College will facilitate equitable access to all programs for clients irrespective of their gender, age, marital status, sexual orientation, ethnicity, culture, linguistic background, religious background, race, location, socio-economic background, parental status, or disability.

Our admission procedures are free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action. This includes support within reason, and which is practical for students.

First Choice College staff are required to uphold our commitment to access and equity principles and implement the following strategies:

- make contact with students who have self-identified that they have a special need and discuss special arrangements and requirements
- maintain confidentiality regarding the student's special needs and requirements
- use appropriate language
- modify activities to support the learning process of the student within the training package and fully accommodate student needs if appropriate to do so
- modify assessments to accommodate student needs and requirements if appropriate to do so
- include flexible delivery and assessment arrangements where necessary

Support services

If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help. The following is a selection only and you may need to research these or similar organisations in your area.

Agency	Contact Details
English Language and Literacy Services	For your nearest TAFE Institute: 1300 308 233 Adult Migrant English Program: https://www.education.gov.au/adult-migrant-english-program-0 Skills for Education and Employment program: https://www.employment.gov.au/skills-education-and-employment
Learning assistance	SPELD: 07 3391 7900 https://www.speld.org.au/
Hearing Impairment	Deaf Services Queensland: 07 3892 8500 https://www.deafservices.org.au/
Vision Impairment	Vision Australia: 1300 847 466 https://www.visionaustralia.org/
Physical Impairment	Cerebral Palsy League: 1800 941 069 https://cpaustralia.com.au/
Psychiatric assistance	Mental Health Australia: 1800 657 667 https://mhaustralia.org/need-help
Personal support	Lifeline: 13 11 14 or www.lifeline.org.au Beyond Blue: 1300 22 4636 or www.beyondblue.org.au Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Student feedback

First Choice College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study, in the form of a Learner Feedback Survey. This is a government issued evaluation which requests feedback across a range of aspects.

Note: If enrolled into funded training program, you may receive a survey from the Department seeking information on your training experience.

Complaints and appeals policy

First Choice College actively encourages feedback and dialogue with our students and trainers as part of its continuous improvement philosophy. Students have the right to complain or appeal if they feel that they have been unfairly treated in some way.

Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

We have established an equitable and transparent process for encouraging and dealing with feedback, complaints, grievances and appeals which is documented in our Complaints and Appeals Procedure and this can be accessed via the website www.fcc.edu.au or on request from rto@fcc.edu.au

Student visas

Students on a Student VISA (500) cannot enrol in a qualification with First Choice College and are advised to seek out a CRICOS registered organisation. For holders of other VISA types, it is the responsibility of the student to ensure they hold the appropriate study rights for the duration of their enrolment. Students acknowledge that should their study rights in Australia change they may have their enrolment cancelled with no refund.

Returning mail

If a student has posted an item to First Choice College e.g. hard copy of an assessment, 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.

Other important details specific to students accessing government funding

- If a student's course activity remains inactive for a continuous period of 30 days, we will take proactive measures to re-engage the student.
- If there is no response or activity from the student after the initial engagement attempts, we will continue to monitor the situation. After 60 days of inactivity, we will extend our communication efforts by reaching out to the student's employer, if applicable.
- If, despite our attempts, there is still no response or engagement from either the student or the employer after a total of 90 days of inactivity, First Choice College will escalate the matter. We will contact the Apprenticeship and Traineeship Support Network (AASN) to seek further guidance and intervention.
- In cases of extended inactivity and unresponsiveness, the student's training contract may be cancelled by the AASN or the department. This decision will be made with careful consideration and in accordance with relevant regulations and guidelines.

Administrative course 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. First Choice College does not accept payments of more than \$1,500.00 from an individual student paid in advance as per government requirements.

Fee Type	Amount	Description
Certificate and Transcript issue fee (Hard copy)	\$45	Administrative costs to issue a Qualification and transcript
Statement of Attainment issue fee (Hard copy)	\$30	Administrative costs to issue a Statement of attainment
Certificate and Transcript reissue fee	\$45	Administrative costs to re-issue a Qualification and transcript
Statement of Attainment reissue fee	\$30	Administrative costs to re-issue a Statement of attainment
White card reissue fee	\$45	Administrative costs to re-issue and post White card
Course extension fee – 1 month	\$85	Extends enrolment end date by 1 month
Course extension fee – 3 months	\$245	Extends enrolment end date by 3 months
Course extension fee – 6 months	\$480	Extends enrolment end date by 6 months
Deferral fee	\$50 per month	The maximum deferral timeframe per course enrolment is 25% of the total course timeline e.g. 3 mths / 12 mth enrolment
Re-sit fee	\$60	When deemed 'Not Yet Competent' and assessments need to be resubmitted
Personal Tuition fee	\$60 per hour	Specialised trainer and assessor service
Recognition of prior learning (RPL) fee	\$250	Available when applicant wants to assess outcomes before consideration of full qualification enrolment
Course materials (hard copy) and postage fee	\$60 per unit	Includes assessment tools and resources from the online portal
Urgent marking fee (marked within 2 business days)	\$60 per assessment	Limited to four (4) assessments per student, per course