



## STUDENT HANDBOOK



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## Introduction

SP Walia Pty Ltd T/a Federation Academy is a Registered Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for individuals and organisations throughout Australia.

Federation Academy has the following nationally accredited courses on its Scope of Registration:

- CHC30113 — Certificate III in Early Childhood Education & Care
- CHC40113 — Certificate IV in School Age Education & Care
- CHC50113 — Diploma of Early Childhood Education & Care

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that, as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Information Handbook is to introduce you to the services available to you at Federation Academy.

All Trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

## PEO's message

Welcome and thank you for visiting Federation Academy website.

Federation Academy is a privately-owned Australian Government approved registered training organisation (RTO) and has been operation in the Vocational Education & Training (VET) sector since 2016. The values we share are embodied in what goes on at Federation Academy from day to day. As a result of our prudent approach and recent acquisition of Federation Academy, we have planned business and academic strategies that would grow steadily and remain resilient despite challenging market conditions. We will accomplish this through adapting to an evolving competitive landscape, relentless commitment to quality, and fiscal discipline, including efficient deployment of our resources, thus planning impressive goals for the very near future.

We continuously focus on:

- Quality – exceptional quality delights our students and is essential to growth and retention.
- Service – at Federation Academy, service is not simply a concept. It's how we develop and maintain student satisfaction & retention.
- Innovation – it is the driving force behind our proposed long-term growth.

Through a combination of entrepreneurial spirit, professional excellence, extensive years of our team experience and in-depth understanding of the VET sector, we will achieve multiple milestones such as national presence in Australia, international student license, state funding contracts and possible trans-national delivery opportunities within the next five years.

While we are headquartered in Brisbane, our plan to expand nationally will cover metro & regional territories that are slated for key economic development in the region.

Building on our success, we look forward to a new era of growth as we develop our training organisation both locally and internationally. Furthermore, we will continue to pursue new opportunities that maximise value creation for our stakeholders and provide the ultimate experience to our students.

On behalf of Federation Academy, I invite you to explore our website and learn more about all we have to offer.

**Venetia Pereira**

**PEO**

## Vision, Mission and Values

### OUR VISION

To provide excellent industry skills that are responsive to meet Australia's economic, social, and environmental challenges.

### OUR MISSION

To provide innovative training environments, opportunities, and experiences that enable individuals, communities, and the region to rise above the rest.

### OUR VALUES

**Student Focus:** Education programs that compliment, enhance, and contribute to the growth and enrichment of students and the community.

**Excellence:** Maintain a high standard academic quality & integrity through staff professional development and industry engagement.

**Collaboration:** Seeking input from all sectors of the Australian vocational education & training sector and the community.

**Diversity:** Fostering a learning community in which all styles of students are recognized and supported irrespective of age, race, ethnicity, gender, physical qualities, religious beliefs and sexual orientation.

**Life-Long Learning:** Promote enthusiastic, independent thinkers and individuals striving to enhance their understanding of the world around us.

**Integrity:** To ensure respect & fairness for the community and all our stakeholders.

**Technological Advancement:** Embracing latest technology trends and enhancing traditional training to prepare individuals for success in a global work place.

## Key contacts

Staff	Functions
PEO Executive Officer (PEO)	PEO will demonstrate leadership in educational & business excellence, and be a role model to other staff, and be committed to their success. Overall responsibility and end accountability of the entire organization.
Academic Coordinator	The Academic Coordinator (AC) will be reporting to the PEO for matters relating to the management, academic activities, delivery of qualifications and the administration of Federation Academy.
Student Services Officer (SSO)	This role sets out to provide administrative excellence in the implementation of the student entry and exit systems.
Operations Manager	This role sets out to provide administrative excellence in the implementation of the student entry and exit systems. The role will ensure that all information is managed to comply with ASQA, to provide Federation Academy staff with accurate and complete reports on the status students attending Federation Academy.
Trainers / Assessors	Lecture/ teach, assist and evaluate students in the relevant unit/s taught.
Administration	Reception and office administration is the first point of contact for all students/customers (Agents). Receptionist is responsible for providing exceptional service at first point of contact either by phone or in person for all students/customers (Agents).

## Information for New Students

The Federation Academy provides quality education and protect your rights

The Australian Government wants students to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for students.

Your rights

Federation Academy framework ensures your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information
- Your right to sign a written agreement before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for.

## Your responsibilities

- Meet the terms of the written agreement with your education provider
- Inform your provider if you change your address
- Maintain satisfactory course progress
- If attendance is recorded for your course, follow your provider's attendance policy, and

If you are under 18, maintain your approved accommodation, support and general welfare arrangement

Who?	Why?	How?
Your Provider	For policies and procedure that affect you	<ul style="list-style-type: none"><li>• Speak with your provider</li><li>• Go to your provider's website</li></ul>
Department of Education		

### Step 1: Student Enquiry and Application

- *(exhibition, email or phone)*

### Step 2: Admissions issues

- *'Offer of place'*

### Step 3: Student Acceptance

- *Return signed forms and fees*

### Step 4: Admissions issues - electronic

### Step 5: Student Orientation

- *Registration and ID cards*

### Step 6: Faculty Orientation

### Step 7: CLASSES BEGIN!

## Important Contact Details for Students

Information Required On	Source	Contact Details
AQF Standards	DET	<a href="http://www.education.qld.gov.au">www.education.qld.gov.au</a> <a href="http://www.legislation.qld.gov.au">http://www.legislation.qld.gov.au</a> Postal Address Department of Education, Training and the Arts, PO Box 15033, City East, QLD, 4002, Australia Street Address 30 Mary Street, Brisbane, QLD, 4000, Australia Phone: +61 7 3237 0111
Tax File Number (TFN)	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au">www.ato.gov.au</a>
Student Ombudsman	Commonwealth Ombudsman	Level 18, 53 Albert Street Brisbane QLD 4000 Phone: 1300 362 072 (Calls from mobile phones at mobile phone rates) International: +61 2 6276 0111 <a href="http://www.ombudsman.gov.au">http://www.ombudsman.gov.au</a>
<ul style="list-style-type: none"> <li>• Employment</li> <li>• Writing Applications and Resumes</li> </ul>	Seek Adzuna	<a href="http://www.seek.com.au">www.seek.com.au</a> <a href="http://www.adzuna.com.au">www.adzuna.com.au</a>
Transport: Buses / Rail / Ferries	Translink	<a href="http://www.translink.com.au">www.translink.com.au</a>
Emergency: Police / Fire / Ambulance	QLD State Emergency Services	<a href="http://www.emergency.qld.gov.au">www.emergency.qld.gov.au</a> Dial 000 in case of an emergency Police, Fire and Ambulance - Phone 000 for assistance in an emergency. Lifeline - Phone 13 11 14 for crisis support when feeling suicidal or if you need to talk to someone immediately. Kids Help Line - Phone 1800 55 1800 SANE Helpline - Phone 1800 18 SANE for help during business hours. Crisis Counselling Service - Phone 1300 363 622
Information on Location/Street Maps	Google Maps Where Is	<a href="http://www.google.com.au/maps">www.google.com.au/maps</a> <a href="http://www.whereis.com">www.whereis.com</a>
General Information	Yellow Pages	<a href="http://www.yellowpages.com.au">www.yellowpages.com.au</a>
Taxi Information	Yellow Cabs Black & White Cabs	<a href="http://www.yellowcab.com.au">www.yellowcab.com.au</a> <a href="http://www.blackandwhitecabs.com.au/brisbane">www.blackandwhitecabs.com.au/brisbane</a>
Driving License / Vehicle Registration	Department of Transport and Main Roads (TMR)	<a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a>

Professional Counselling Services	All Psychology Australian Counselling Association	Paterson House, 543 Ipswich Road, Annerley QLD, 4103 Phone: (07) 318 00 284 <a href="http://www.allpsychology.com.au">www.allpsychology.com.au</a>  43C Carberry Street Grange Qld 4051 Phone: (07) 3356 4255 or 1300 784 333 <a href="http://www.theaca.net.au">http://www.theaca.net.au</a>
Disability Services	Disability Services, Queensland	<a href="http://www.communities.qld.gov.au/disability">www.communities.qld.gov.au/disability</a> Telephone: 13 QGOV (13 74 68) Email: <a href="mailto:disabilityinfo@disability.qld.gov.au">disabilityinfo@disability.qld.gov.au</a>
Legal Services	Legal Aid	44 Herschel Street, Brisbane, QLD, 4001 Phone: 1300 65 11 88 <a href="http://www.legalaid.qld.gov.au">www.legalaid.qld.gov.au</a>
Bullying	Australian Human Right Commission	Level 3, 175 Pitt Street, Sydney, NSW, 2000 Telephone: (02) 9284 9600 <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>
Workplace Health Safety	Work Cover, QLD Occupational Health and Safety Australia	Occupational Health and Safety <a href="http://www.ohs.net.au">www.ohs.net.au</a> Work Cover, QLD 1300 362 128 <a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a>
Family Assistance & Child Assistance	Relationship Australia	Relationship Australia <a href="http://www.relationships.org.au">www.relationships.org.au</a> Phone: 1300 364 277 Kids Help Line: 1800 55 1800
Pregnancy Help	Centacare, Brisbane	Centacare Level 1, 229 Elizabeth Street Brisbane QLD 4000 Phone: 1300 CENTACARE (1300 236 822) <a href="http://www.centacarebrisbane.net.au">www.centacarebrisbane.net.au</a>
Domestic Violence	Domestic Violence Line	DV Connect Women: 1800 811 811 Men: 1800 600 636 Sexual Assault: 1800 010 120 <a href="http://www.dvconnect.org">www.dvconnect.org</a>
Drugs and Alcohol	Alcohol & Other Drugs Information Service (ADIS)	Alcohol Drug Information Service Freecall: 1800 131 350
Gambling Helpline	Gambling Helpline, Gamblers Anonymous and Gambling Helpline Online	Gambling Helpline (24hr): 1800 222 050 Gamblers Anonymous: 1800 002 210 Gambling Helpline Online: <a href="http://www.gamblinghelponline.org.au">www.gamblinghelponline.org.au</a> or phone: 1800 858 858
Mental Health Information	Mental Health Association QLD	473 Annerley Road, Annerley, QLD, 4103 <a href="http://www.mentalhealth.org.au">www.mentalhealth.org.au</a> Phone: (07) 5519 2550

## Code of Conduct and Ethics

The Code of Conduct is constituted to ensure that Federation Academy operates effectively with a commitment to equity and fairness.

The Code of Conduct will assist Federation Academy to meet its goals through you. It outlines what is expected of you as a member of Federation Academy's community.

Federation Academy expects its student and staff members to remain informed, act within the spirit of and comply with Federation Academy's policies, directions & relevant legislations as well as meet any requirements demanded by their discipline or profession.

All members of Federation Academy are entitled to be treated with respect & given an equal opportunity regardless of personal, social or cultural characteristics.

Federation Academy enforces the idea of fair and open discussion recognising the rights of individuals and supporting the principles of freedom of speech. However, it is expected that you will restrict your personal viewpoint or comments that will compromise Federation Academy's reputation.

Federation Academy is committed to the idea of freedom to undertake intellectual inquiry without undue interference.

In the interest of privacy of individuals/organisation, the staff & students must ensure that those who have legitimate need and lawful authorisation to do so only access the information.

Federation Academy's facilities and equipment are provided to achieve our mission and goals. However, no one is approved to use these for his or her private, commercial or party and political interests.

Federation Academy does not allow the consumption of alcohol or any other illegal drugs on its premises at any time. You must not attend work / study if you are under the influence of alcohol or drugs.

### Breach of Conduct

An employee / student who breaches the Code of Conduct may be subject to one or more sanctions depending upon the seriousness of the breach.

- Counselling
- Disciplinary action
- Civil action

## Student Responsibilities

### Communication and Interaction

When communicating and interacting with Federation Academy staff and other students in person, by letter, fax, telephone or email, you have a responsibility to:

- Treat people with respect and fairness regardless of their background or culture
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behaviour i.e. aggressive, threatening or abusive behaviour (including bullying or harassment)
- Respect and not damage or steal property of Federation Academy or of other persons
- Not make false statements in regard to your student status or representation as a student or entitlements as a student.
- Ensure personal details such as your address is updated with Federation Academy within 7 days.
- Pay all fees by the scheduled due date.

### Study

You should:

- Attend class on time
- Achieve satisfactory progress in your studies through participation or attendance as required
- Do all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances
- Do all assessment tasks and examinations honestly, without any form of cheating
- Not submit and claim as your own, work derived from another source or work done by another person
- Return or renew library resources or other borrowed materials and equipment on time as stated in the library policy

### Full-time courses

Please note that all programs are in full-time mode and cannot be undertaken part-time or via distance education.

The minimum entry requirements to any of Federation Academy's programs are:

- Completion of Year 12 or equivalent
- Minimum age of 18 yrs
- Have met our LLN Requirement

**Federation Academy also has individual qualification entry requirements as per the training package.**

## Dress Code

Federation Academy is an adult learning environment that prepares you for industry, as well as for further career-related training. Because of this, you are expected to dress in a manner that is neat, clean and safe at all times, as would be expected in the workplace. While in Federation Academy, you should:

- Be adequately clothed in accordance with workplace health and safety requirements
- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness
- Not wear clothing that is likely to offend others because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others
- Not wear dark glasses in the classroom unless they are required for medical/safety reasons

## Environment

You are required to assist in maintaining serviceable facilities and equipment by:

- Reporting breakage and/or faults with equipment to the trainer, or Federation Academy administration
- Leaving classrooms and workshops neat and tidy after classes and tutorials
- Not using or installing unlicensed software on institute computers and checking all removable data storage devices for viruses before use on institute computers

## Gambling

Gambling is not permitted on campus. Any breach of this rule will result in immediate expulsion.

## Food and drink

Food or drinks are not allowed in any area of the building other than the Student Common Room. Students found consuming food or drink in the PC labs, lecture/workshops or tutorial rooms may have their access suspended.

## Alcohol, Drugs and Weapons on Institute Premises

You are not allowed on institute premises or to use institute facilities when under the influence of alcohol.

Consumption of alcohol on campus is prohibited.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens or marijuana) on institute premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that they do not affect your safety or the safety of others.

You are not to bring knives, guns or other weapons on institute premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility.

## Safety

The QLD Workplace Health & Safety Act 2000 applies to all staff and students of Federation Academy. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

## Smoking

Smoking is prohibited throughout the building including foyers, toilets and lifts.

## Institute Policies

### Privacy - Student Personal Information

Federation Academy will collect information from you at enrolment for general student administration. This information may also be used for planning, communication, research, evaluation and marketing activities. Your personal information is stored securely and only authorised institute staff has access to your information.

Federation Academy will manage your personal information according to the Commonwealth Privacy Act and its Information Privacy Principles, and the QLD Privacy and Personal Information Protection Act. You may request access at any time to information we hold about you and ask us to correct it if you believe it is inaccurate, incomplete or out of date.

Your personal information may be disclosed to Commonwealth and State Government Agencies. In these circumstances, the minimum amount of information required or requested will be disclosed.

In the interest of privacy of individuals/organisation, the staff will ensure that those who have legitimate access and lawful authorisation to do so only access the information.

In accordance with the Information Privacy Principles, no further access to your enrolment information will be provided to any other organisation or persons without your written consent unless authorised or required by law.

Your right to privacy is important to Federation Academy and all personal information collected about you is treated as confidential. This statement applies to the collection any personal information we collect on you. We will only disclose your personal information if you request us to do so in writing, or where the law permits us to do so (Commonwealth and State agencies including ASQA). In these circumstances, the minimum amount of information required or requested will be disclosed.

### Harassment

Harassment is any form of verbal or physical behaviour that is unwanted, unwelcome and unreciprocated that makes the learning environment unpleasant, humiliating or intimidating for the person who is the target of that behaviour. If you consider that you have been harassed you should let the person know that you object to their behaviour and do not want it repeated. If you do not feel comfortable talking to the person or they continue with the behaviour, you should speak to your teacher or any other Federation Academy staff member, for example the Student Services Officer. You can discuss the matter without having to make a formal complaint. All discussions are confidential. You also have the right to lodge a formal complaint of misconduct against the person harassing you.

### Sex-based harassment / Victimisation / Bullying

Federation Academy understands that staff and students have the right to study and work in an environment free of sex-based harassment. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone sex-based harassment.

Federation Academy does not allow or condone sex-based harassment of staff by other staff, students or other workplace participants nor does it allow or condone sex-based harassment of students by staff or other students.

This stance is supported by the Commonwealth Sex Discrimination Act 1984, under which such actions are unlawful.

Federation Academy will ensure that this policy is implemented, and they will treat any complaint of sex-based harassment / victimisation / bullying seriously and sympathetically. All complaints will be investigated thoroughly, fairly and confidentially. Where appropriate, attempts will be made to conciliate complaints.

- Examples of sexual harassment include but are not restricted to:
- Distribution or display of offensive pictures or written material
- Repeated unwelcome requests for social outings or dates
- Offensive comments about a person's appearance, dress or private life

- Unsolicited comments, messages or telephone calls of a sexual nature
  - Leering, patting, pinching, touching, indecent exposure and unnecessary familiarity
- Disciplinary action will be taken against anyone found to have committed sex-based harassment. Inquiries and complaints about sex-based harassment can be raised with any of Federation Academy staff.

### Victimisation

Victimisation is threatening or harassing a person because they;

- Have made a complaint or intend to make a complaint
- Are acting as a witness or intend to act as a witness
- Are supporting a victim or intend to support a victim

### Bullying

Bullying is inappropriate treatment of a person that intimidates, offends, degrades or humiliates them. Bullying will not be tolerated at Federation Academy.

- Examples of bullying include;
- Verbal / Physical abuse, insults, threats, continuous teasing or criticism
- Physically hurting another person
- Touching another person without permission
- Overwork, unnecessary pressure, impossible deadlines
- Undermining work performance, unfair assessment
- Discrimination, racism, sexism
- Keeping someone out of a group
- Acting in an unpleasant way near someone
- Mucking about' that goes too far

Harassment or any form of discrimination based on disability, gender, race or religion.

## Reporting Discrimination, Sexual Harassment, Victimization and Bullying

- All students & staff should report an incident of concern to the Student Services Officer. A written complaint is not required. All reports of discrimination, sexual harassment, victimisation, or bullying will be dealt with in complete confidence and the institution will ensure any person making a report is protected from victimisation.
- If you wish to make a complaint about any of these behaviours at Federation Academy, please contact the Student Services Officer in the first instance. Any complaint of discrimination, sexual harassment or victimisation will be treated seriously and investigated promptly, confidentially and impartially. A written complaint is not required. You do not have to put up with discrimination, sexual harassment or victimisation.
- The institution will follow up any report discreetly and will undertake an appropriate investigation.
- If the report is verified, the school will view the matter seriously and will take appropriate action, which may include penalty and counselling (Federation Academy will assist the student / staff to appropriate and professional counselling services)
- If the complainant is dissatisfied with the action taken, then recourse may be through first following Federation Academy's internal student complaint & appeals procedure, and if still dissatisfied by contacting the following organisations:

### Work Cover Queensland

280 Adelaide Street, Brisbane  
GPO Box 2459, Brisbane, QLD, 4001  
Phone: 1300 362 128  
[www.worksafe.qld.gov.au](http://www.worksafe.qld.gov.au)

### Anti-Discrimination

Federation Academy takes great care to ensure that all students and staff members are treated fairly and equitably and that everyone on Institute premises complies with the QLD Government's Anti-Discrimination Act. Discrimination means treating someone unfairly because they belong to a particular group of people. It is against law and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported to the Operations Coordinator.

Further information can be obtained by phoning the Anti-Discrimination Board on 1300 130 670.

### Equal opportunity

Federation Academy integrates equal opportunity and affirmative action principles into all decisions and operations.

Federation Academy is committed to the examination of all Federation Academy practices, as they affect both staff and students, so as to avoid discrimination on the basis of sex, race, marital status, physical ability, age, political conviction or religious belief.

Federation Academy is involved in an ongoing program of policy development, implementation, monitoring, review and evaluation.

Any member of Federation Academy community who feels that they have been discriminated against should feel free to discuss the matter with the Student Services Officer.

This Access and Equity Policy of Federation Academy is based on the following principles:

- Providing and maintaining training services that reflect fair and reasonable opportunity, and consideration for all students and staff, regardless of race, colour, religion, gender or physical disability, regardless of the prevailing community values.
- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training (VET)
- Equality of outcome within vocational education and training for all people, without discrimination
- Access for all people to appropriate quality VET programs and services
- Increased opportunity for people to participate in VET and in relevant decision-making processes within the VET system

Federation Academy will apply the following rules in support of access and equity. All students will be:

- Given fair and reasonable opportunity to participate in relevant decision making processes,
- Provided with timely and appropriate information, advice and support services which assist them to identify and achieve their desired outcomes, and
- Allocated with resources and services

## Student Support Services

Federation Academy has resources and staff available to help students if necessary. If you are facing problems of any kind, please do not hesitate to contact any of the staff. Our staff is always happy to help you whenever possible. Please take advantage of the support facilities available before any problems becomes an issue, so that you may have a happy and rewarding experience while you are studying.

The following support services are available to students:

### Orientation program

The orientation program is conducted for all new students arriving on campus at the beginning of the semester. Information is given to students regarding use of information technology facilities within Federation Academy. Students are also given a campus tour and are introduced to academic and administrative staff.

### Orientation Schedule

- Introduction & welcome
- Student registration form
- Course information, time table, learning & assessment strategies
- Student rights and obligations
- Resource / Library information
- Student Welfare support services
- Complaints and appeals processes
- Legal services
- Learner needs survey
- Emergency evacuation directions & protocol
- ID Cards

Federation Academy provides support services to its students. Student Services Officer is appointed for the provision of support services to:

- Assist successful adjustment by the students to life and study in Australia
- Assist the resolution of student problems, which could impede completion of their studies such as student complaint & appeal.

### Personal Counselling services

Federation Academy does not offer professional counselling service to students / staff. The Student Services Officer (Operations Manager) acts as a point of contact and offers support to students and staff on matters and issues that fall within his capacity. However if the student / staff needs professional counselling or support services, then Operations Coordinator will seek or recommend professional counselling agency.

The student counselling service is designed to assist students in dealing with a wide range of problems including managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student. The counsellor (Operations Manager) at Federation Academy is not a professional counsellor, however can assist students as a first point of contact. The counselling service assists students in coping with their difficulties leading to reduction of stress. Learning to cope with stress will enable students to improve their academic grades and successfully complete the program.

If the Operations Coordinator finds the need for you to be referred to a professional counsellor he will make recommendations and suggest a reliable and qualified psychologist.

## Career / Academic Counselling

Federation Academy ensures that all its students are offered appropriate career counseling prior to their arrival in Australia or prior to them commencing their course. Federation Academy student does offer counseling services to discuss student's academic interests and objectives to make sure that they are enrolled in the right qualification. If required Federation Academy would recommend and facilitate options for students to seek professional career counseling if the students have specific academic needs.

All information is confidential and is not disclosed to other departments of Federation Academy except in the following circumstances:

- You have given permission to disclose information to another party;
- In exceptional situations where failure to disclose information would place you or another person at serious and imminent risk; or
- When we are required by law to disclose information

## Academic support

Federation Academy offers an academic support to students in addition to their regular scheduled lectures. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism. Additional tutorial support is organised for students requiring academic assistance. Workshops are conducted for students with academic difficulties such as study skills, counselling, support and guidance is offered to students who have academic difficulties. Students are advised to contact their respective course tutors or course coordinators for any additional academic support. The course coordinators will then refer you to the respective staff that will then provide you with relevant assistance.

## Language, literacy & numeracy skills

During the orientation process, students will be offered to fill in a "Learners Need Survey" form, which will collect information of individual learning styles and needs. This form will be an exercise to determine if Federation Academy needs to deploy additional resources to accommodate student's learning needs to achieve the desired outcome and offer equal learning opportunities.

## Procedure

1. During orientation Federation Academy representative (Operations Manager) will explain the need for the “Learner Need” survey to the student
2. Students will complete it during the orientation session and hand it back to the person in charge
3. Operations Manager will analyse each individual for and seek and special needs or requirement of any students
4. If any needs are addressed, the Operations Manager will further discuss (verbal) the needs with the concerned student and assess the need further to ascertain what training and learning strategies would be required
5. Operations Manager will then discuss the strategies with the trainer / tutor and make arrangement for regular monitoring of students performance via student’s evaluation sheet or academic progress and performance.

In the event that a student needs access to literacy and numeracy skills training, Federation Academy will make available a staff member with appropriate qualifications (Adult Teaching qualifications). Federation Academy will dedicate at least 2 hours a week to teach students literacy and numeracy skills to assist students in meeting the LLN requirements of the training package.

## Complaints and Appeals Procedures

### Complaint & Appeals Handling Policy and Procedures Policy

Federation Academy endeavours to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. Federation Academy and its staff members will act on any complaint that can be substantiated.

It is the policy of Federation Academy to act upon the subject of any complaint found to be substantiated immediately.

A complaint or appeal may be a result of issues such as but not limited to:

- Course information, publicity or advertising material
- Course fees information or relating to refunds or financial matters
- Programme content or structure
- Equipment, teaching resources or programme delivery
- Entry / selection procedures / Recognition of prior learning
- Staff qualification & skills
- Assessment information or process
- Student support & guidance
- Attendance
- Assessment review / appeal (also see Academic Appeals)
- Student transfer
- Student leave, course cancellation, suspension or deferment

### Procedures of general complaint, dispute, appeals & resolution

A complaint, dispute or appeal can be about a situation, a process, a person or people, a facility or a service provided by Federation Academy. A complaint / appeal / dispute is not about an academic result.

(Students appealing academic results or matters – please see “Academic Appeal Policy”).

1. A complaint / appeal / dispute can be lodged in writing by letter, email or in person. A student can lodge their complaint / appeal with Federation Academy Operations Manager OR the PEO Administrator. Students are encouraged to lodge their initial complaint / appeal / dispute with the student services manager. A written record of the complaint / appeal / dispute will be kept on file.
2. If the student chooses to access Federation Academy’s complaints and appeal process, their enrolment will be maintained while the process is ongoing.
3. A student will have the opportunity to formally present their case at no cost. A student and the other party may be accompanied and assisted by a support person at any relevant meeting.
4. Federation Academy’s Operations Coordinator / PEO Administrator can respond to a complaint / appeal / dispute. A student must lodge their complaint & / or appeal & / or dispute with only one member of the above nominated staff at Federation Academy. If the complaint or appeal needs to be escalated, the staff member must follow the complaint & appeal policy.
5. Federation Academy will investigate and respond to all complaint or appeals or dispute lodged by a student. The process will commence within 10 working days of the formal lodgement of the complaint / appeal / dispute and supporting information and all reasonable measures will be taken to finalise the process in the shortest possible time.
6. Federation Academy treats all complaints and /or appeals and/or disputes in confidence and will seek the permission of the student before discussing the complaint and /or appeal and/or dispute with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

7. If the process results in a decision that supports the student, Federation Academy will immediately implement the decision or preventive action required and advises the student of the outcome.
8. Any student who feels that his/her case has not been adequately heard, may appeal in writing to Federation Academy. If still not satisfied with the appeal outcome they may contact an independent mediator such the Students Ombudsman:
9. Following the independent mediator out come if the student remains unhappy with the findings they may contact other independent mediation/arbitration services such as the examples listed below:

#### **Dispute Resolution Branch Department of Justice and Attorney-General**

Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, QLD 4000

GPO Box 149 Brisbane Qld 4001

Phone: (07) 3239 6269 Fax: (07) 3239 6284

Email: [trainingdrb@justice.qld.gov.au](mailto:trainingdrb@justice.qld.gov.au)

#### **Queensland Department of Fair Trading**

Level 21, State Law Building, 50 Ann Street, Brisbane, QLD 4001

GPO Box 3111, Brisbane, QLD, 4001

Facsimile: (07) 3246 1589

[BrisbaneOFT@dtftwid.qld.gov.au](mailto:BrisbaneOFT@dtftwid.qld.gov.au)

If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the provider should be addressed to ASQA GPO Box 9928, Melbourne, VIC, 3001.

#### **National Training and Complaints Hotline**

If you have a training problem or concern and are not satisfied with the outcome of Federation Academy's internal Complaints & Appeals procedures, students can contact the Queensland Ombudsman (as per ASQA) on; 1800 068 908 (outside Brisbane) or 07 3005 7000 or <http://www.ombudsman.qld.gov.au>

## Copyright

You may only copy materials in accordance with the Copyright Act 1968. The Act also applies to information published on the Internet. The Act requires copyright royalty payments for the reproduction of a considerable amount of published material, notably books. For study and research purposes students are allowed to copy 10% or one chapter of a book or one article per issue of a journal.

You must comply with licenses for the use of intellectual property, including software. All software loaded onto institute computers or provided by the institute is licensed and there is no permission to copy software unless permitted by the licensee.

If you need further information about your copyright obligations please contact the institute librarian or see the Australian Copyright Council website; <http://www.copyright.org.au>

## Use of Computing and Electronic Resources

### Student Responsibilities

Federation Academy recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. You are encouraged to make use of these resources for purposes relating to study being undertaken through Federation Academy. Federation Academy computing and electronic resources are not to be used for purposes other than for program requirements unless otherwise stated.

These guidelines provide information about the acceptable use of computing and electronic resources provided by Federation Academy. These resources include Internet, email, web browsing, website publication, chat and newsgroups (forums). It is your responsibility to adhere to the guidelines for appropriate use of computing and electronic resources.

### Federation Academy Responsibilities

The Institute reserves the right to;

Moderate access to Internet services, including the filtering of websites

- Monitor and record all usage of its computer networks
- Access a student e-mail account where it has been considered there has been misuse of the e-mail system
- Take disciplinary action when breaches of expected behaviour occur.

### Consequences of inappropriate use

Where it is alleged that a student is inappropriately using facilities the institute will provide the student with written notice of the alleged inappropriate use. The student has the right to provide an explanation to the delegated institute officer prior to any disciplinary action being taken.

Disciplinary action against students, who inappropriately use computing and electronic resources or breach any of the terms and conditions contained in Federation Academy, may include but not be limited to:

- Suspended access to the computing and network facilities of Federation Academy either indefinitely or for a specified period of time determined by Federation Academy or
- Legal action - illegal acts will be referred to the appropriate legal authority. The following are examples of inappropriate use of communication and information devices.

### Criminal Offences

- Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:
- Downloading, uploading, copying, storing or distributing child pornography
- Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal
- Breach of copyright such as unlicensed copying of a computer program
- Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs and
- Use of communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

## Unlawful Use - Violations of State or Federal law

- Unauthorised use, or reproduction of documentation that would normally require payment of a fee for use
- Accessing or downloading website materials or files or transmitting material that is defamatory
- Accessing, displaying, disseminating and storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material
- Internet technologies must not be used to access or disseminate: use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or
- Discrimination based on age, race, religion, gender or sexual preference. Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the Internet.

## Inappropriate Use

You should not use the computing and electronic resources provided by Federation Academy for purposes not directly related to the study being undertaken. The following are examples of inappropriate use of Federation Academy computing and electronic resources:

- Conducting private business for personal gain or profit, including fee-based or subscription services
- Unauthorised downloading or storage of files and records, which are not for study purposes. Downloading of Software (licensed, shareware, freeware, evaluation or otherwise) including system, application or data files may only occur when approved by the institute and using procedures approved by the institute.
- Accessing of communication and information devices and services such as Internet relay chat, for non-study purposes. All transactions should be conducted in a manner that does not create congestion on the network. For this reason the accessing of Internet chat sites is prohibited. Audio files, movie files and games are not to be played, installed onto computers or downloaded from the Internet.
- Using the Internet to gain unauthorised access to other computers
- Unauthorised use of any password/mailbox is prohibited
- Failing to undertake security precautions when downloading files eg checking for viruses. Any use of the Internet should ensure that there is no possibility of transmission of viruses or programs that may harm data or computer hardware and software. No e-mail attachment should be opened if received from an unknown source or topic. Any suspect e-mail or virus warning from an unsubstantiated source should be forwarded unopened to the institute information technology support officer
- Gaining or attempting to gain access to another user's account or masquerade as another user
- Attempting to intercept, download or electronically read another user's files, transmissions or electronic mail
- Giving an unauthorised person, either intentionally or negligently passwords associated with access to the computing and networking facilities
- Attempting to access any computer system or network without appropriate authority
- Attempting to bypass system restrictions or security mechanisms
- Attempting to change configuration files or settings
- Intentionally damaging or destroying any computer systems or data, or developing or using programs for this purpose
- Exceeding allocated host computer disk space
- Using the computing and electronic resources to intimidate, harass, annoy or stalk another person. In using the Internet the privacy of others must be respected. You should not:
  - Use the computing and networking facilities to infringe on another person's right to privacy
  - Publish personal contact information about other people or include reference to others including names and pictures without their permission
- Forward a message identified by the sender as private without the permission of the sender

## Plagiarism, Collusion & Cheating

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in:

- a written warning and repeating the unit of work, incurring any associated charges.
- If a student is caught engaging in these acts a second time, they may be suspended or expelled from the Institute.
- All work submitted must be an accurate reflection of the student's level of competency. Please see our Assessment Policy for full details available with student administration or the website.
- Plagiarism: means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own. Collusion: is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually, or allowing someone to pass off your information as their own
- Cheating: means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test, or copying another student's assignment, or allowing another student to use your work for their own assessment task.
- Collusion: may be described as a form of cheating which occurs when people work together in a deceitful way to develop a submission for an assessment which has been restricted to individual effort.
- Students must, at all times, never purchase or commission assessments and submit the result as if it were their own.
- Students are required to observe Federation Academy Leadership's ethical standards, values and maintain honest conduct.
- All sources: printed, electronic, graphical or artistic, used in assessments must be clearly cited and the creator must be acknowledged.
- Unless a student is required to work on a group task or project, they must produce assignments independently.
- Students are required to read and sign an Assignment Declaration Form before submitting work for assessment. All students are encouraged to consult with college staff and teachers if in doubt about any academic matter involving potential plagiarism or misconduct.
- Students may not submit work which has been previously submitted and need to consult with the Course Coordinator or teacher to obtain written permission to re-use specific material from previously submitted work.
- When a student submits work for assessment, they accept responsibility to adhere to the code of conduct, and understand that disciplinary action may be taken if they are found to be engaging in any form of plagiarism.
- The academy is also aware that new, developing technology may include software for cheating. Students are advised not to engage in these programs as all work will be checked; using available integrity programs and as a student, you grant the right for the college to transmit assessments, to check the integrity of assessment submissions.

## RPL & Course Credit Information and Requirements

### Recognising Prior Experience and Skills

#### National Recognition (Recognition Of Qualifications Issued By Other RTO's)

National recognition is the process that recognises qualifications or Statements of Attainment issued by another Registered Training Organisation that are the same as the competencies in the program you are enrolled in.

To receive recognition for previous study, you do NOT need to be enrolled in the program. However you will need to provide certified copies of your qualifications, Statement of Attainment along with your RPL form to the institute to assess your eligibility for RPL. For further information on RPL & Qualification recognition please contact the reception or alternatively email [info@federationacademy.edu.au](mailto:info@federationacademy.edu.au)

### Recognition of Prior Learning (RPL)

- Federation Academy recognises the prior learning of students based on:
- previous training,
- formal study and acquisition of a qualification and statements of attainment from another RTO
- practical experience in a work environment
- projects undertaken, and
- life experiences

All students are advised of the availability of RPL during the enrolment process. Students can request RPL forms by emailing [info@federationacademy.edu.au](mailto:info@federationacademy.edu.au) or can be also requested from the Student Services Officer office.

All staff (especially trainers and assessors) is to be informed about Federation Academy's obligation to recognise AQF qualifications and statements of attainment issued by other RTO's.

Assessments of RPL evidence provided by the applicant will be made against the evidence requirements outlined in the unit of competency.

### Procedures

1. Students will be advised that RPL is available through the Student Handbook, Web site, Marketing brochures and the Induction Program.
2. The PEO will facilitate the RPL process for requests received. A qualified staff (delivery & assessment) will conduct the RPL process.
3. The results of the RPL requested will be reported back to the student within 2 weeks of the applications received.
4. Students who request an RPL assessment will be advised of the evidence required and suggestions of how to obtain it (e.g., supervisor evidence, previous projects, transcripts of qualifications completed, work experience, in-service training, distance education or open learning, community- based learning, training or experience etc.).
5. Students must complete the RPL form, attach the required evidence, and submit at a date specified by the designated RPL Assessor for assessment.
6. If RPL is approved, the applicant will be marked as "RPL" rather than "Competent" in the transcript of records.
7. The applicant will be notified in writing of the outcome of the RPL. On the basis of the assessment the student will be advised that:
  - ◊ the application has been granted or
  - ◊ the application has been denied or

- ◊ further evidence is required
- 8. If the outcome of the evidential documentation is not sufficient, then the student will be advised to provide further documentation to validate his skills / experience. The Academic Dept Head will set a date for the additional documents to be submitted.
- 9. If the student fails to furnish the required documents, he / she will have to enrol for the unit in question alternatively if he succeeds, RPL will be awarded.
- 10. If the student is not satisfied with the outcome, the matter will be referred to the PEO for an independent evaluation and review of the evidence and the assessment process.
- 11. The student must sign a record of the RPL report. A copy will be placed in the student's file.

Where expert assessors are required, the PEO will contact the relevant industry-training organisation (ITO) and identify a recognised assessor. Only qualified assessors will be contracted in this case, as recommended by their ITO.

RPL assessors should have:

- ◊ An understanding and ability to carry out a wide range of assessment techniques;
- ◊ The ability to judge diverse evidence fairly and accurately;
- ◊ The ability to draw inferences based on the evidence presented;

If Federation Academy grants the student RPL prior to the student being enrolled, Federation Academy will indicate the actual net course duration (as reduced by course credit) in the Offer Letter issued for that student for that course, OR

Where RPL is granted, the student's training and assessment program will be reviewed so that student has a full-time load to ensure that full-time study requirements are being met.

### RPL Policy for qualification Verification of vocational / academic competence

Federation Academy will endeavour to verify all academic qualifications & vocational competence by assessing qualification and via the interview process, if required.

Students applying for RPL into Federation Academy's training package units will have to provide a verified qualification, a transcript and a detailed breakdown of the curriculum covered under the units that the student is claiming RPL for.

Federation Academy will employ a suitably qualified assessor to conduct the assessment of the RPL request. Federation Academy will advise the student the result of the RPL application within 2 weeks from the date the application is received.

## LLN

All students have the option to be assessed in order to ascertain whether their Language Literacy and Numeracy skills are sufficient to successfully complete the training program. Those who require further support will be advised to seek this with a qualified expert; there are a number of training organisations able to provide this service. Suitable courses will be discussed at intake interview. Any costs incurred will be the responsibility of the student.

## Course Credits / Transfers / Pathway options

Students may apply for advanced standing in undergraduate courses where they have completed formal studies at Federation Academy. Students must apply by submitting the appropriate form to the University they wish to study with and attaching documentary evidence of satisfactory completion of that course/s. A decision is made by the relevant University Faculty about the level at which the student will enter the course (e.g., 1 year of advanced standing means the student will enter the course at the level of Year 2). (Where vocational education and training is in an area related to the subject matter of the undergraduate degree course, credit may be granted for up to one year of the undergraduate course for studies completed at the Diploma or Advanced Diploma.)

## University Articulation

All qualifications issued by Federation Academy are nationally recognised qualifications and pathway into Higher Education. Students are required to apply to the university of their choice and submit the qualification along with the transcript as credits towards their course of interest.

For further information on university articulation processes, please contact [info@federationacademy.edu.au](mailto:info@federationacademy.edu.au)

## Fees and Charges

Tuition Fee	Please refer to course price list
Re-sit assessment item (theory / practical assessment – after 2 free re-sit opportunities)	\$50.00 per attempt
Unit repeat fees (Includes delivery & assessments)	\$300.00
Late Payment Fee	\$50 per week
Re-issue of Certificate or Statement of Attainment	\$50.00
Copies of documents (including enrolment forms, training records and assessment items)	\$30.00
RPL Fee (Varies as per qualification and number of units RPL'd)	Please see student services member

Written Notice of withdrawal received	Refund of fees paid (current term)	Refund of fees paid (future terms)
28 days or more before the course term/start date	100%	100%
15 to 27 days before the course/term start date	70%	100%
Within 14 days before the course/term start date, as well as from the day course/term started	No refund	100%

- a. Where the student defaults, including withdrawing from a course, after the course/term start date, there will be no refund of paid tuition fees.
- b. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received.

1. Special Circumstances

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

2. Refund Procedure

- a. The student must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
    - A complete Course Withdrawal Form provided by Federation Academy Proof of extenuating circumstances of a compassionate nature
  - b. For an institute default on the agreement, refunds will be made within 14 days of the default date.
  - c. All other refunds will be made within 28 days (20 working days) of the student's written notification being received.
  - d. The PEO or a designated staff member must approve all student refunds.
  - e. Details of refunds provided will be maintained in the student's file.
3. Student's Rights to Appeal
- a. Any student, who is refused a refund, may appeal within 14 days in writing to Student Administration.
  - b. Federation Academy's appeal process does not restrict the student's right to pursue other legal avenues.
  - c. This agreement, and the availability of complains and appeal process, does not remove the right of the student to take action under Australia's consumer protection laws.

4. Provider Default on Delivery of Qualification

Please refer to our refund policy for refund details on our website.

For the following policies and procedures please visit our website or contact the office at [info@federationacademy.edu.au](mailto:info@federationacademy.edu.au)

- Complaints & Appeals Policy
- Access & Equity Policy
- Course Assessment
- Change of Details
- Plagiarism
- USI - Unique Student Identifier
- Personal Information, Privacy & Security
- Credit Transfer
- Recognition of Prior Learning (RPL)
- Work-Based Assessment
- How to enrol
- Attendance
- Deferment
- Use of Personal Information
- Delivery Approach
- Volume of Learning
- Student Rights as a Consumer
- Media Consent
- Full Time Study
- Attendance
- Change of Address
- Academic Progress
- Qualifications to be Issued
- - Code of Behaviour

## Refund Policy

### Fee Payment and Refund Policy

Federation Academy has a refund policy that is both fair and reasonable to the students and Federation Academy.

#### Payment of Tuition Fees

- a. The initial tuition fee as stated in the offer letter must be paid in advance before the commencement of the course to confirm students place at Federation Academy.
- b. Federation Academy will not receive more than \$1500 of the student's total tuition fee for a course at any one time.
- c. Federation Academy will require any remaining tuition fees no earlier than two weeks before the start of the student's subsequent study period.
- d. Tuition fees are payable to Federation Academy by a bank transfer (or other approved payment options).
- e. All tuition fees for each study period must be paid in advance, unless a payment arrangement is made with Federation Academy. A late payment fee of \$50 per week may be levied on students who pay their fees after the due date or as specified on the invoices.
- f. Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or be able to access classes until all fees are paid. The inability to attend classes may result in students having to repeat missed work and/or units.
- g. Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process.
- h. Tuition fees include costs of all resources that are required as a part of the course. If a student requests for any additional resources they will have to purchase it for themselves.
- i. When students have to repeat a subject and attend the entire delivery of the unit the fee is payable. (\$300)
- j. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- k. Federation Academy does not accept liability for any fees paid to a third party in relation to an application for enrolment.
- l. Federation Academy reserves the right to engage any third party to recover any outstanding fees payable. The cost to Federation Academy of engaging a third party to recover such outstanding fees will be charged to the student.

#### Requirements

##### 1. All refund requests are conditional on the following;

- a. Federation Academy must have received funds in order for any refunds to be made available (i.e. cheques cleared, bank transfers have been received).
- b. Any debts to Federation Academy must be paid in full before outstanding amounts will be deducted from the refund.

##### 2. Institute Default

1. In the unlikely event that Federation Academy is unable to start or deliver the course (known as institute default), the student can choose to accept either:
  - A refund of course fees, which will be issued to the student within 14 days.
  - Or be placed in an alternative course with Federation Academy or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
2. If the student chooses to receive a refund of course fees, Federation Academy will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by Federation Academy). The refund will be paid within 14 days of cessation of course.

##### 3. Course Withdrawal

- a. When written notice of withdrawal is received before the start date of the course or term, Federation Academy will refund the fees, as per the
- below table, less any Application fees.

## Student Selection, Enrolment & Induction / Orientation, Policies and Procedures

Federation Academy will maintain computer records of enrolments on a database, which will enable the collection of data to record training and assessment program, students, and assessment outcomes.

Students are not required to be enrolled full time in their final semester where the students have been required to repeat units. Marketing Coordinator is responsible for all recruitment activities.

### Entry Requirements

Federation Academy has in place the following generic entry requirements to ensure that successful applicants have every opportunity to complete successfully their chosen program of study. These are common pre-requisite entry criteria's, however individual qualifications may have specific criteria's depending on the training package requirements.

### Generic Entry requirements for students

- Must be 18 years of age or over
- Completed Year 12 (HSC or equivalent)
- LLN requirement
- Mature age students with work experience (specific to the field of study) may also apply

### Policy

*(Please refer to C35 or Higher Level Skills fact sheet if applying for QLD State Government Subsidy)*

### Student engagement prior to enrolment

Prior to accepting a student, or an intending student, for enrolment in a course, Federation Academy will provide, in print or through an electronic, current and accurate information regarding the following:

1. Federation Academy will enter into a written agreement with the student, signed or otherwise accepted by that student via "Acceptance of Offer" (or the student's parent or legal guardian if the student is not 18 years of age until the start date of the course), concurrently with or prior to accepting course money from the student.

The agreement will:

- a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
  - b. Provide an itemised list of course money payable by the student;
  - c. Provide information in relation to refunds of course money;
  - d. Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes; and
  - e. Advise the student of his or her obligation to notify the registered provider of a change of address within 7 days while enrolled in the course
2. The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
  3. The course content and duration, qualification offered if applicable, modes of study and assessment methods
  4. Campus locations and a general description of facilities, equipment, and learning and library resources available to students
  5. Details of any arrangements with another registered provider, person or business to provide the course or part of the course
  6. Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies

7. Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled

#### Pre-assessment and English language requirements

- Recruitment of students is conducted in an ethical and responsible manner
- Minimum age for students to enrol into Federation Academy's program is 18 yrs and above
- PEO assesses students' qualifications and competencies
- Offers of program placement are based on these assessments and ensure that the students have the appropriate qualifications and proficiencies to undertake the training and assessment program
- Program placement offers provides information on English language requirements and/or recommended bridging training and assessment programs
- Federation Academy will obtain evidence that the assessments of intending students' English language proficiency have been carried out, unless this is clearly not relevant
- PEO will do assessment.

#### Pre-enrolment procedures to assess student eligibility

1. PEO is responsible to manage all direct student enrolment.
2. The course brochure clearly identifies the basis of the student enrolment/admission to the program,
3. It clearly explains the pre-requisites if any.
4. Ensures cancellation and refund policy is clearly explained on the brochure.
5. Ensures enrolment forms ask all necessary questions to allow for data to be collected, Additional information required for VET enrolments also is collected if appropriate.
6. Ensure enrolment form has been filled in;
7. Operations Manager all applications made to the institution and approves its eligibility
8. If student meets selection criteria as prescribed by Federation Academy in the student selection process, they are given a written agreement and "letter of offer".
9. The student is then directed to pay his fees. After fees have been paid to the institution a "Confirmation of Enrolment" is given to the student. Student is also given a "Pre-arrival Pack" (also available online at [www.frontierleadership.edu.au](http://www.frontierleadership.edu.au))
10. Operations Coordinator checks the receipt all fees, gives the student an original receipt and ensures copies are kept for auditing.
11. Maintain student records safely and in confidence for 7 years.
12. Ensure no personal information about students is divulged to unauthorized individuals or organisations
13. Student enrolment details are to be entered into RTO Manager.
14. Program and unit information to be entered into the system including the VET National Identifier for accredited courses.
15. All the records are to be kept as specified in the Record Management Policy.

## Student Access and Equity

During the enrolment & orientation process, all potential candidates will be offered an opportunity to discuss any special or additional needs that they may require to fulfil their study requirements. This would be with regards to any arrangements they would need while being a student at Federation Academy. For example: Children, family commitments, disability or medical condition, other commitments, and religious obligations. The PEO / Operations Manager / PA will make a note of this on the student application form OR add notes to the students' enrolment file (on RTO Manager) and will evaluate it during the time of final selection. Federation Academy will exercise the right to approve / disapprove any special needs or requirement that the candidate might have depending upon the feasibility and Federation Academy's capacity to make it available. This exercise will assist Federation Academy to deploy additional resources to accommodate potential student's learning needs to achieve the desired outcome and offer equal learning opportunities.

### Procedure

1. During the enrolment Federation Academy representative (Authorised agent) will ask the prospective student if they have any special needs. OR the Operations Coordinator will ask the student on the orientation day if they have special needs.
2. The Agent / Operations Coordinator / PEO will make note of it on the "Application Form" and discuss the possibilities of approval.
3. PEO / Student Services Officer will analyse the special needs or requirement of the student in comparison to Federation Academy's ability to make it available.
4. If the candidate is selected, the PEO / Student Services Officer will further discuss (verbal) the needs with the selected student and inform them on arrangements would be made to accommodate their needs.
5. The student then would have the final option of either accepting the position or rejecting it, depending on the accommodations suggested by Federation Academy.
6. Federation Academy will advise the student during the induction process, prior to the commencement of studies of the arrangement made for the student.

## Academic Course Progress Policy

### Policy

1. Federation Academy will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. Federation Academy will assess each student's progress at the end of each compulsory study period.
3. A Federation Academy study period is one term, a term is generally 10 weeks long and this is used to make an assessment of a student's course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements over two consecutive study periods (2 terms).
5. When a student has not passed or demonstrated competency in 50% (competent in at least 1 term) or more of the course requirements Federation Academy will initiate -
6. The intervention strategy for any student who is not making satisfactory course progress at the end of every term, or sooner if deemed appropriate, as recorded in the student's results each term.
7. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
  - a. procedures for contacting and counselling students;
  - b. strategies to assist identified students to achieve satisfactory course progress; and
  - c. the process which the intervention strategy is activated.

### Academic Progress & Student Intervention

Federation Academy will maintain and monitor student's academic progress throughout the duration of the qualification. Federation Academy will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of 50% pass rate in every term. Students failing to do so will be counselled and warned before they are directed to re-enrol into the course or their enrolment cancelled. Students will not be given any extension at the end of the qualification if they have not completed all the required units of competencies.

An intervention strategy could be activated by:

- a letter to the student;
- personal contact with the student by Federation Academy's authorised staff member;

The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:

Attending academic skills programmes;

- attending tutorial or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

1. **The intervention strategy will include** provisions for:

where appropriate, advising students on the suitability of the course in which they are enrolled; assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they

had not been previously able to demonstrate competency; and advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to certain consequences

2. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated no later than the first four weeks of the following study period.
3. However, if Federation Academy identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, Federation Academy will implement its intervention strategy as early as practicable.
4. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, Federation Academy will notify the student of its intention to report the student for unsatisfactory progress. Federation Academy does this through the written notice.
5. A student is identified as being at risk of not making satisfactory progress if their attendance drops below 50% and/or they are not assessed as not yet competent in at least half the units studied each term.
6. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access Federation Academy's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
  - a. Federation Academy's failure to record or calculate a student's marks accurately,
  - b. compassionate or compelling circumstances, or
  - c. Federation Academy has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
7. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
  - a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), Federation Academy does not report the student, and there is no requirement for intervention.
  - b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.
8. Where:
  - a. the student has chosen not to access the complaints and appeals processes within the 20 working day period,
  - b. the student withdraws from the process, or
  - c. the process is completed and results in a decision supporting Federation Academy (i.e. the student's appeal was unsuccessful) then Federation Academy will notify the Secretary of DOE through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

## Procedures for monitoring Academic Progress & managing student Intervention

- Students will have to maintain a 50% pass rate throughout each term.
- The student pass rate / competency will be demonstrated at the end of the every term, once the trainers have submitted the results of the term to the administration department.
- The Student Services Officer will review all students results and identify and contact students via letter/phone / email who have been marked Not Yet Competent (NYC) to make an appointment to discuss their academic progress
- However if Federation Academy identifies that a student is at risk of making unsatisfactory course progress before the end of the term, the Student Services Officer will implement Federation Academy's intervention strategy as early as practicable.
- The Operations Manager will invite the student to a personal interview / counselling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. The Operations Manager will make recommendation / propose solutions to the students to improve their performance.
- The Operations Manager will make notes of the meeting in the learning management system (LMS) for future reference and complete a "Student Counselling" & "Student Intervention" forms.
- Students failing to maintain the minimum course progress standard will be issued with a letter of concern, which is warning letter -1. The student will be initially given an opportunity to discuss their reasons / problems with the Manager Student Services for their failure to achieve the minimum academic progress. This letter provides an opportunity to the student to discuss his/her situation with the Operations Manager. The Operations Manager will counsel the student and seek clarity on the issues and address any of their concerns. This is an intervention strategy, where the Operations Manager discusses the issues revolving around student's failure to meet minimum academic progress requirements
- The Operations Manager acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However if the Operations Manager considers the needs of professional counselling or support services for the student are not offered by Federation Academy, then Federation Academy will seek or recommend professional counselling agency to the student.
- The Operations Manager will execute measures to rectify the issues to the best of his/her ability and monitor student's progress in the following term. This will be recorded in "Student Support / Counselling Form", which will be completed by the Operations Manager after meeting with the student.
- However if the student continues to under achieve in a second consecutive term and is deemed Not Yet Competent, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Operations Manager will issue the student an "Intent to report" letter via email, post or personal contact. This letter will state that the student's pass rate is lower than 50% in the current term and he/she does not meet the minimum requirement as prescribed.
- Students will have the opportunity to access Federation Academy's complaints and appeal process within the next 20 working days of the "Intent to report" letter being issued to explain the reason why this decision should not be imposed by Federation Academy.
- If the student does not appeal within 20 working days of the "warning letter" issue date, the PEO will sign off enrolment cancellation decision.

## Academic Appeals

If a student at Federation Academy is not happy with his/ her results, the student may appeal against their result via a written letter, or email clearly stating the grounds of appeal to the PEO. This should be submitted after completion of the subject and within fourteen days of commencement of the new term.

- If the student is dissatisfied with the outcome of the assessment marking process, he/she has a right to appeal the assessment results
- The notice of appeal should be in writing addressed to the PEO and submitted within seven days of notification of the assessment results
- If the appeal is not lodged in the specified time, the result will stand as marked
- In emergency circumstances, such as in cases of serious illness or injury, the student must forward a medical certificate in support of a deferred appeal. The notice of appeal must be made within three working days of the concluding date shown on the medical certificate
- The decision of PEO will be discussed with the student and will be final
- Student can contact Ombudsman if they feel it is required.

## Assessments Re-sit Policy

All students will be offered an opportunity to re-sit their failed assessment / assignment only once. If the student still does not succeed after the re-submissions the student has to then pay a \$50 reassessment fee for each of 2 further attempts if required.

Students do not qualify for an automatic re-sit:

- If they are absent on the assessment due date without prior approval from the trainer / PEO

Federation Academy will decide the dates of re-submissions / resit and inform the student.

Federation Academy will consider student request for late-submission / extension / reassessment to assessment due dates on a case-by-case basis based on genuine reasons and evidence provided by the student.

Please refer to page 32 of this handbook for further information on complaints and appeals procedures and page 56 for re-assessment process details.

## Procedures of academic issues & complaints

Federation Academy encourages students to express concern about assessment/study-related issues and to raise concerns where necessary. Students need to follow Federation Academy's defined protocol, while addressing their assessment/study-related concern or wishing to make a complaint.

1. The student is expected to first contact their subject tutor to address their work/study-related concern.
2. If the student is not satisfied with the tutor's response or has difficulty discussing matters with the tutor, he has the right to escalate the matter and discuss with the Operations Manager to seek resolution.
3. Every student has an opportunity to formally present his or her case with the Operations Manager. The student is welcome to bring a support person if he/she wishes to.
4. If the resolution reached is not to the satisfaction of the student, he has a further right of appeal, which has to be done in writing, "complaint form" to the PEO.
5. The written statement will detail the issue and the outcomes reached by other staff members, including reasons for the decision and a rationale for the appeal.
6. The student needs to include all relevant information within their documented complaint.
7. The student may submit the documented complaint in writing by letter, email or in person to the Operations Manager or the PEO
8. The PEO will respond to it writing about the appeal outcome including the reasons for the decision within 10 working days from the date of submission. The decision will be reviewed by the PEO prior to intimating the student.
9. If the complainant is not satisfied with the solution provided, or If you want to complain or appeal this decision, you can contact the Students Ombudsman.

## Re-Assessment Process

### Re-assessment Process:

- An appeal in writing is made to the PEO providing reasons for re-assessment /appeal
- PEO will delegate another faculty member of Federation Academy to review the assessment
- The student will be advised of the review result done by another assessor
- If the student is still not satisfied and further challenges the decision, then a review panel is formed comprising the lecturer/trainer in charge, the PEO and the Operations Manager OR if need be an external assessor
- The Institute will advise the student within 14 days from the submission date of the appeal. The decision of the panel will be deemed to be final
- If the student is still not satisfied with the result, he / she has the right to seek independent advice or follow external mediation option with Federation Academy's nominated mediation agency
- Any student who fails a compulsory subject or appeals unsuccessfully will be required to re-enrol in that subject

The cost of reassessment will be borne by Federation Academy. The external assessor will base his/her judgement based on principles of assessment. These principles require assessment to be reliable, fair, practical and valid.

Student would then have the right to pursue the claim through an independent external body as detailed in the student's complaints & appeals policy

A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances (such as death in the family).

## Completion Within Expected Duration

Federation Academy's policy is to ensure that all students complete the qualification that they are enrolled in within the expected duration as specified on the student's offer letter.

Federation Academy will review each student's case based on the evidence and reasons submitted by the student if the student is either requesting a deferment or if he /she is not expected to complete the course within the expected duration. Federation Academy will only amend / extend the duration of the course only if the student has compassionate or compelling circumstances, which are beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:
  - ◊ Involvement in, or witnessing of a serious accident;
  - ◊ Witnessing or being the victim of a serious crime.
  - ◊ When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite course/unit; or
- Inability to begin studying on the program commencement date due to delay in receiving a student visa.
- **Where there is a variation in the student's enrolment load, which may affect the student's expected duration of study, Federation Academy will record this variation and the reasons for it on the student file**
- **Federation Academy may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, Federation Academy will not enroll the student exclusively in distance or online learning units.**

**Note:** Federation Academy does not consider family engagements & marriage to be a compassionate or compelling circumstance, which is beyond the control of a student. Federation Academy recommends that students plan their family engagement / weddings during term breaks. Students are encouraged to discuss their individual cases with the Operations Manager before making any arrangements.

a. An intervention strategy has been implemented to assist the student to successfully complete the course of study

b. An approved deferment or suspension has been granted under Standard 13.

Where a student is applying for an extension to the duration of the course relevant documentation must be presented to the Operations Manager for approval.

## Leave Application / Course Cancellation / Course Suspension and Course Deferment

Federation Academy will consider “approved leave” / course deferment / cancellation conditional to the students circumstances at the time when students makes the request. Federation Academy will consider approving leave / deferment / course cancellation to student on compassionate and medical grounds. In case of any other situation or requirement, the Operations Coordinator will evaluate the situation on a case by case basis and make the decision of approving / denying students request for leave / deferment / cancellation.

### Leave of Absence

Federation Academy expects its students to plan their course of study without any interruption based on the term dates and break periods. However Federation Academy does understand where this is not possible Federation Academy makes reasonable provision for students who cannot do so to temporarily suspend their studies

Student cannot request leave/s of absence until they have officially commenced their course of study. Request for leave should be made via a “Student Request” form and be submitted to the Operations Coordinator.

Approved Leave of absence will not be considered as an “absence” and will not affect the students overall attendance percentage. The students needs to contact Federation Academy and make arrangements prior to returning to Federation Academy with regards to the course timetable and possibility of continuing their course from where they stopped. If a student fails to report to campus after the period of approved leave of absence, efforts by Federation Academy administration staff to contact the student.

### Course Cancellation

Course cancellation may be initiated by either the student or Federation Academy.

### Student Cancellation

- Students wishing to cancel their enrolment must complete a “Student Request” form and submit to the Operations Manager.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider.
- All application documentation for the cancellation will be kept on the students file.

Federation Academy will regard a student who fails to re-enroll in a study period as having abandoned their course and thereby will be deemed to have notified Federation Academy of their cessation of studies.

## Provider Cancellation / Suspension

Federation Academy has the ability to suspend / cancel a student's enrolment on the following grounds:

### Misbehaviour

This may include but is not limited to:

Acts of discrimination, sexual harassment and vilification or bullying, and/or acts of cheating or plagiarism. Such acts of misbehavior will be classified into one of two categories.

1. Academic Misconduct
2. Behavioral Misconduct
  - Federation Academy may cancel the enrolment of a student who does not pay fees when they are due
  - Should Federation Academy initiate the suspension or cancellation of a student's enrolment, it will notify the student of its intention and allow the student 20 working days to access the complaints and appeals process unless extenuating circumstances relating to the welfare of the student apply. Please refer to the Complaints and Appeals Policy.
  - The student's enrolment will be maintained until the internal appeal process is completed.
  - Extenuating circumstances may include medical concerns, severe depression or psychological issues, endangers or threatens to endanger other students, or is at risk of committing a criminal offense. Claims of extenuating circumstances need to be supported by evidence.

## Application procedure for Leave / course cancellation / course suspension / course deferment

A student's study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the offer letter:

- Student will make a written application requesting the Operations Manager for leave / deferment / cancellation.
- Student has to attach all necessary evidence, while requesting for leave / deferment / cancellation. (For example, medical certificates / death certificates in case of deferment due to death in the family. Airline ticket if student intends to cancel his course and return to country of origin)
- The application will detail the following content:
  - Reason for leave / deferment (Medical / Compassionate / Bereavement / Parental / Family / Personal / Work related) or cancellation
  - Dates (start date & end date with date of return to the institution)
  - Details of what the study / course responsibilities are on the date(s) leave is requested for (not applicable if applying for course cancellation)
  - What arrangements the student would make to cover / catch up while absent (not applicable if applying for course cancellation)
- The written application will be reviewed by Operations Manager and the student will be advised with the copy of the "leave / deferment / cancellation application" signed and authorised by Operations Manager confirming on the top "Approved" or "Denied".
- An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- Federation Academy will Inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- An approved deferment or suspension has been granted under Standard 13
- A copy of the same will be retained in the student's personal file

## Student Discipline

### Policy

Federation Academy will at all times conduct its dealing with students in a fair and equitable manner, complying with specific requirements of the code of conduct and other relevant legislation in order to ensure equitable outcomes for both Federation Academy and its customers.

Federation Academy provides its students adequate access to appropriate guidance, support systems and welfare services. In doing so, Federation Academy will ensure:

- a. Students and the public are protected from any physical, psychological, moral or emotional harm which may result from the teaching programmes or related activities;
- b. Teaching and management staff proactively implement intervention strategies if skill gaps of student achievement is identified;
- c. Support and guidance are appropriate to the mode of delivery for each particular course of study;
- d. Guidance, support systems and welfare services are made known to students;
- e. Any necessary health and safety procedures are made known to students.

### Rules and Regulations

Rules and regulations that govern student behavior are necessary in order to maintain a safe learning environment. The Student Services Officer will facilitate the regulations, and disciplinary Procedures relating to all programmes, through the Student Handbook.

Rules and regulations are provided to all students during their first day of study.

Rules and Regulations are commonly known by all teaching staff and enforced at all times, being communicated and explained in a manner that is empowering and non-threatening to students.

Students will be dealt with in a fair and equitable manner, should any of the rules and regulations be broken.

### Managing Student Discipline

The Operations Manager will carry out disciplinary procedures and issue warnings to students.

The PEO, with the assistance of the Operations Manager, will carry out dismissal procedures or suspend a student from their programme.

All Serious Offences must be reported to the PEO or Manager as soon as possible. The report may be verbal, but must be followed up in writing in the form of a report.

### Disciplinary & Dismissal Procedures

An offence involving the rules and regulations can lead to dismissal, even instant dismissal. If you carry out a serious offence, Federation Academy will carry out the following process:

#### *Procedure:*

- a. Federation Academy will ensure that all the relevant facts are available. This may involve interviewing other personnel or students;
- b. Give the student the opportunity to explain;
- c. Consider the student's performance, duration on the programme and past actions, including any warnings or reprimands issued in the past by their teaching staff;
- d. Issue a verbal warning to a student who breaches Federation Academy rules. The PEO will be immediately after the warning is given. (Any staff member can issue a verbal warning)
- e. The PEO will issue a written warning to a student after two verbal warnings have been given, or on any occasion in which a student breaches a rule, likely to lead to dismissal or suspension
- f. After a written warning has been issued, further breaches of Federation Academy rules may result in suspension or dismissal at the discretion of the management and training team.
- g. Federation Academy will make decisions that is supported and justified, based on objectivity (actual performances and behavior);

Not with standing the above, instant suspension or dismissal may occur if a student:

- h. Attends any Federation Academy course, while processing or under the influence of alcohol and drugs

i. Poses a physical threat to Federation Academy staff, students or property.

Where a dismissal occurs, all facts are kept confidential, unless the PEO deems the student to be a risk to Federation Academy and its students and staff. In an instance such as this, information will be disclosed only to reduce or manage such risks.

Students have the right to appeal the decision of dismissal in accordance to the complaints and appeals policy and procedures.

The PEO can suspend a student immediately should their behavior cause any risks to Federation Academy staff and / or other students.

## Assessment

The programs offered by Federation Academy incorporate competency based assessments. The purpose of assessing competency is to confirm that you can perform to the standards expected in the workplace. Assessment is defined as the process of making judgments about whether competency has been achieved. You will be given the option of providing evidence that you meet the requirements of competency through Recognition of Skills and Experience or you can undertake training and assessment against the competency.

The assessor will advise prior to the commencement of training how the competency is to be assessed. Assessment will generally be progressive and involve more than one assessment item for each competency. Assessment items can include, but are not limited to: projects, case studies, oral questions, assignments, portfolios, written examinations, role plays, practical demonstrations or observation of activities.

### Assessment Resit / Resubmissions

As a full-time student, student will NOT be allowed to resit any unit more than once, unless they have a valid and a genuine reason. Students who meet the attendance requirement will be offered 2 additional resit opportunities at a cost of \$50 per task after they have attempted the assessment task and still deemed NYC after the first 2 attempts.

If a student is still deemed NYC then the student will have to re-enroll into the specific unit / cluster of unit and pay the pro-rata tuition fees.

Student requiring any further details are welcome to discuss this with the Operations Manager.

### Assessment Items

- Assessment items must be submitted to the assessor BY THE DUE DATE specified for a result to be recorded, unless an extension has been granted.
- Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions must be submitted to your teacher in writing 48 hours prior to the scheduled deadline.
- Length of extension is at the discretion of the teacher
- A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable).
- You are responsible for complying with the procedures for assessment item submission and collection.
- To avoid plagiarism you must properly acknowledge all information sources.
- If you have submitted your assessment item by the due date, and it is assessed as requiring additional work you can request an opportunity to resubmit the item. Only one resubmit will be granted for each assessment item. If you don't resubmit your assessment item by the due date you will be given the result of 'not yet competent' for that competency and you will have to re-enroll in that subject to gain competency.

*NOTE: Resubmissions will only be granted if the trainer considers that you have made a genuine attempt at the first assessment.*

## Examinations

- You will be given at least two weeks notice of examinations.
- If you are late for an examination more than 20 minutes, you may be refused entry.
- Unless approved by the supervisor prior to the examination, you will not bring into an examination any devices capable of conveying information about the examination such as: mobile phones, pagers, notebook computers, electronic organizers, electronic dictionaries, calculators, textbooks and program notes. Please ensure that mobile phones are turned off during the examination time.
- During an examination session you will not:
  - ◊ Communicate by word or otherwise with any person other than the supervisor
  - ◊ Assist any other person to communicate with another person
  - ◊ Willingly receive a communication from any person except with the approval of the examination supervisor.
- If in the opinion of the supervisor your behavior is disturbing or distracting any other student, the supervisor may require you to leave the examination.
- If you consider that your performance in an examination has been adversely affected by illness, disability, bereavement or other exceptional circumstances you may apply for special consideration.
- Special examination arrangements can be considered for students with disabilities, temporary incapacity or students who have been hospitalized during the examination period. Students who cannot attend the scheduled examination due to hospitalization should apply to the Operations Manager for a deferred examination, supported by appropriate documentary evidence. Candidates with special needs are appropriately accommodated.

*NOTE: Permission to re-sit an exam will only be granted if the assessor considers that you have made a genuine attempt at the first exam.*

## Assessment Feedback

- You have the right to receive written feedback for an assessment item.
- It is your responsibility to contact the assessor to obtain the result of your assessment item and schedule feedback if you have not received results / feedback within one week of your assessment completion.
- You should contact your assessor in the first instance if you are dissatisfied with the result of an assessment item and the feedback given. If the assessor is unavailable, you should contact the student services department.

## Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment.

These requests:

- Should be submitted directly to the assessor
- Will be verified with staff & academic team
- Shall be approved and documented by the assessor.

The Institute offers flexible assessment procedures tailored according to each individual needs and requirements. If a candidate for assessment has a special need (e.g., disability), he/she needs to inform Federation Academy/assessor in advance to ensure that the need will be met during assessment.

## Deferred Assessment

- You can apply to the Operations Coordinator in writing for a deferred assessment giving the reason for the request.
- The application is to be made at least seven days prior to the due date of the assessment, except:
  - ◊ in emergency circumstances
  - ◊ in cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate.

- If the Operations Coordinator is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment.

### Results & Awards - Final Results

Your final results will be issued to you on the completion of study for a competency or group of competencies. If a student only completes a part of the units within a qualification then a “Statement of Attainment” will be issued to the student reflecting the unit completed. It will list the code and name of the competency and the result you achieved. Students are requested to apply for this before leaving.

### Interim academic transcripts

You can apply to receive an Interim Transcript (charges apply) anytime during your course. It will list the code and name of the competency and the result you achieved. Interim transcript cannot be used as a proof of academic achievement.

### Issuing of Awards

A “Completion Certificate” & Transcript of Unit completed is issued upon successful completion of your course. Your award will be issued within 21 days of being marked competent in the final unit of competency.

Awards are issued to students who complete the necessary requirements. However, if a financial debt is owed to the institute at the time, your award will be withheld until the debt is cleared.

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award or
- replace a lost award

*NOTE: Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.*

You must officially apply for replacement award(s) from Federation Academy. You must include the original award with your application or a witnessed Statutory Declaration, declaring the circumstances if the original has been lost or destroyed. You will need to include a certified copy of evidence of name change if necessary.

## Cancellation of Qualification or Statement of Attainment

The Institute may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the Institute cancels your award, you will be advised in writing. You must return the cancelled award to the institute within 21 days of receiving written notice from the institute. You have the right to appeal this decision through the Operations Manager.

## Misconduct

Student misconduct includes student academic misconduct and behavioral misconduct.

### Academic Misconduct - Cheating, Plagiarism and Collusion

Academic misconduct is a very serious academic offence. The penalties for academic misconduct include but are not limited to:

- Failing the assessment. You may, at the discretion of the Institute, be given the opportunity to complete supplementary assessment. Supplementary assessment will be treated as resubmitted assessment. Students need to attend all practical classes to be given an opportunity for a reassessment.
- Failing the competency
- In some cases police may be notified

Academic misconduct includes but is not limited to cheating, plagiarism, collusion, and falsifying documentation or results. The following actions are considered to be examples of academic misconduct:

- Giving or receiving assistance during an examination or assessment that has not been agreed to by the teacher.
- Obtaining information about an examination before it is held, except for information provided to all the class by the teacher.
- Copying from another person's examination paper.
- Stealing, buying or obtaining in any other way, all, or part, of an examination before it is administered.
- Using any sources of information during an examination or assessment that has not been agreed to by the teacher.
- Substituting for another person to take an examination.
- Allowing another person to substitute for you in taking an examination.
- Giving your password to another person to enable that person to log on and undertake any academic activity, including assessment, on your behalf.
- Using another person's password in order to log on as that person and engage in any academic undertaking, including an assessment, on their behalf.
- Working with other students to produce work in groups that have not been agreed to by the teacher. This is called collusion.
- Making up or falsifying data in experiments or other research.
- Altering the record of any grade or result.
- Giving untrue information in order to obtain exemptions from program requirements.
- Bribery in any form. This includes offering or giving institute staff member money or any other benefit as a means of influencing them or their decisions.
- Handing in someone else's work as your own. This includes anything that you may have obtained from the internet or from books.
- Copying published or unpublished material without proper acknowledgement
- Using or developing another person's ideas without acknowledging them
- Using the work of other students (with or without their permission) and claiming it as your own.
- You should not engage in any activities that can be considered to be academic misconduct or do anything that is intended to assist any other person in an act of academic misconduct. It should be noted that:
  - ◊ if a trainer or examination supervisor believes that a student is involved in academic misconduct, the student will be instantly informed of such but will be allowed to finish the examination/assessment item
  - ◊ the matter will be referred to the Operations Coordinator for appropriate action.

## Behavioral Misconduct

Behavioral misconduct is broadly defined as actions that breach the Student Responsibilities and Obligations listed in this document, or impair the reasonable freedom of other persons to pursue their studies and participate in the activities of the institute.

Examples of behavioral misconduct include but are not limited to:

- failure to comply with any student rule of the institute
- breaches of any institute policy including, but not limited to harassment (including sexual harassment), intellectual property, workplace health and safety, and use of computing and electronic resources
- stealing, destroying, impairing the accessibility of, or defacing any part of the institute library collection
- refusing or failing to identify oneself truthfully
- failure to comply with any lawful order that was given by an employee of the institute in order to ensure the safety of any person and the orderly conduct of learning programs and other activities of the institute
- any act or failure to act that endangers the safety or health of any other person
- actions that impair any persons' participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of the institute conduct which unduly disrupts or interferes with a class, a meeting or any other official activity within the institute
- acting in a way that causes students or staff or other persons within the institute to fear for their personal safety
- assault or attempts to assault any other person or cause any person to hold reasonable fear for their safety or physical or psychological well being
- stealing, destroying or deliberately damaging institute equipment or premises
- making a false representation or declaration regarding a matter affecting your student status
- being under the influence of prohibited drugs and/or substances including alcohol while on institute premises or while participating in an institute related activity
- unauthorized possession of a weapon on institute premises or while participating in an institute related activity.

## How to lodge a misconduct complaint

- An Institute employee or student may report an alleged occurrence of misconduct by forwarding a signed, written account of the incident(s) to the Operations Coordinator.
- The Operations Coordinator can provide you with advice on options for the resolution of a particular complaint and can provide assistance with a written statement, if required.

## Consequences of Misconduct

*Note: Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.*

A member of the teaching staff, a librarian in charge of the library, or a senior administration officer may, in respect to any misconduct by a student committed in a class, laboratory, library, facility or premises under their management or control:

- Immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours as may be determined

If a suspension action is taken that officer shall:

- advise the designated officer immediately
- provide a written statement, which details the circumstances of the suspension.

Following receipt of advice of an act of misconduct, the designated staff must advise the student in writing of the alleged incident of misconduct. the student has five working days to make oral or written representations regarding the alleged incident of misconduct.

After this period, the designated staff may:

- modify or dismiss the charge
- reprimand and warn the student against repetition of the breach of discipline
- suspend the student from attending classes for a period not exceeding 14 days which shall include any period of suspension imposed under point (i)(a) of this section
- suspend the student from using all facilities and/or services, including library borrowing and computer access rights
- recommend to the institute Director that further action be taken, or
- any combination of the above.

The designated institute officer must provide the student with a written statement detailing the decision within five working days of the decision being made.

Following receipt of advice from the designated institute officer, the institute Director may review the circumstances and may:

- determine further appropriate action
- suspend or exclude the student from the institute for a specified period of time or
- expel the student.

The student must be informed of their right to appeal the decision.

## Misconduct Appeals

If you have been found guilty of misconduct you can appeal the decision or the decision process in writing to the operations manager. The Director will refer your appeal to the Misconduct Review Panel.

- A date for the review panel meeting will be set as quickly as possible and you will be notified of the time, date and venue in writing.
- If required, the institute will provide an interpreter or you can bring a support person to assist you during the meeting.
- Misconduct Review Panel members include
  - ◊ Federation Academy PEO or delegated officer,
  - ◊ an institute staff member from an unrelated teaching area of the institute and
  - ◊ a member of the management team or delegated officer from your area of study that was not involved in the matter being reviewed.
- You have the right to be accompanied by a representative and you may call witnesses, or you can provide a written submission instead of attending the meeting. you can ask federation academy staff to support you through this process.
- If you do not attend the meeting or provide a written submission, the panel may assess the matter and where necessary impose a penalty as if you had participated.
- The panel will advise you in writing of the decision within two working days of the date of the decision.
- The decision of the misconduct review panel shall be final.

## Student Records and Facilities

### Records Management Policy

The Federation Academy Records Management Policy is written to ensure the integrity, accuracy and currency of records.

Federation Academy adheres to its legal obligations to provide a quality service to both internal and external clients; each individual student file reflects the history of each student.

All Federation Academy student records are stored centrally within the Student Services Department. The student services department manages these records. All current records are located in the student services department. Non-current records (graduated students and discontinuing students) are scanned and electronically stored on CD's at the offsite location.

### Confidentiality of Student Records

This information should be read in conjunction with the Federation Academy's 'Privacy Policy'.

#### *(a) Exceptions to Disclosure of Student Records & Information*

Any release of information pursuant to a legal requirement or authority, which under legislation or the common law is permitted.

Federal and State Acts, require the release of confidential information and therefore override confidentiality policies. If a Federation Academy staff member receives a request or demand of this nature it should be referred to the Student Services Officer.

Information given will be to the extent requested by the agency.

#### *(b) Emergencies*

Student Record Information may be released to a relevant emergency service, the student's legal representative or other relevant person in the event of an accident or emergency or where the student is unable to manage his/her own affairs. It is very important to establish the bonafides of the person requesting the information but unnecessary delays must be avoided.

Authority to release information in an emergency should be obtained from the Operations Manager, unless to do so would cause unreasonable delay in the circumstances.

If the Operations Manager is unavailable, the PEO must be contacted. After hours problems should be referred to the PEO. They can be contacted via Reception; 1800 680 140

#### *(c) Student Access*

A student may apply in writing and gain access to his/her Student Record Information. The request will be made to the Operations Manager. All information regarding clients will not be disclosed to any third-party unless there is a written consent from the client authorising the third-party to act on behalf of the client, Federation Academy will ensure that:

- Electronic and paper records are stored on a secure location including backup copies for retention and retrieval purposes to enable the re-issue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with contractual, legal, and state or territory registering body requirements in the event of closure of Federation Academy,
- All information gathered by Federation Academy regarding clients will be safeguarded and disposed of as per legal, ethical and statutory requirements,

Federation Academy keeps student records for administrative and legislative purposes These will include:

- filed enrolment forms
- confirmation of enrolments
- assessments
- letters issued
- attendance / academic progress letters
- RPL results issued

- qualifications register
- all academic correspondence to the student
- fee invoice/statements/paid/refunds

### ID card

All students must ensure that they have a valid Student ID Card. You are required to fill up the ID Card form from the Reception. Your photo will be taken in the Institute and the ID card will be issued within five working days. Any lost Student ID cards must be reported to the administration before a request is made for a replacement ID card. You will be charged \$10 for a replacement Student ID Card.

### Change of address

Please ensure at all times that the Institute has your current address on file. It is mandatory to provide the right address to the education institute and report within 7 days for change of address. If you have changed your address, you will be required to fill up the Change of Address form and submit to the Reception.

Federation Academy is required to confirm your contact details at least every 6 months including address, mobile and email address.

### Documents

Students can request from Students Services for Enrolment letter, interim transcripts, attendance etc at the cost of \$ 15 per letter.

## Student Facilities

### Mobile Phones

Mobile phones are permitted on Institute campus. However, mobile phones must be turned off while the student is in the classroom, workshops or in the computer lab.

### Training rooms/workshops/laboratory

Federation Academy offers training rooms, computer laboratories and workshops fully-equipped with the necessary equipments, appliances and tools to enhance student-learning experience.

### Student Common Room

The facilities for use by the students in the common room include a snack and drink vending machines, chairs and tables and a coin-operated telephone. Food and drinks can be consumed in the common room only.

### Internet

The Institute computer lab is open during the Institute break as well as during session breaks for students to use the Internet.

## Workplace Health & Safety and Emergency Procedures

### Workplace Health and Safety

As a student, it is your right to study in a healthy and safe environment and to be provided with information about hazards as well as opportunities for training and supervision to minimise these hazards.

As a student, it is your responsibility to co-operate with Federation Academy in its legislative responsibility to secure the health and safety of other students and staff to ensure the safe working practices of your colleagues. The Workplace Health and Safety policy ensures that a safe and healthy environment is provided for all students and employees in the Institute.

All accidents, whether injury producing or not, must be reported to the Operations Coordinator. The reporting of injuries enables us to investigate and eliminate hazards and unsafe work practices, thus ensuring safe work conditions for students.

Always remember to:

- Use safe work practices
- Ensure the equipment you and your student's use is safe.
- Speak up if you see an unsafe condition or work practice.
- Seek advice from the Student Services Officer
- Assist your Institute to promote a safe workplace.

### Emergency Procedures

Federation Academy is committed to taking reasonable care of health and safety of its students and staff and will comply with all regulations of the Workplace Health and Safety Act 2011. This handbook contains a campus map showing fire exits. There are two fire exits one near the reception and the other near the ladies toilet. Both the exits are within 20 metres from the farthest point.

Fire exit plans will be displayed in all rooms, the foyer area and hallways of the Institute. Fire fighting equipment is available at locations marked on the campus map.

Federation Academy will maintain safety on the campus:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

The QLD Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work and lays down general requirements, which must be met at places of work in QLD. Federation Academy is committed to fulfilling its responsibilities under the Act. Further information is available from WORKCOVER by telephoning: 1300 362 12.

### Steps for evacuation in case of emergency

At times, situations may arise when the Institute needs to be evacuated, and in such situations the following steps must be followed:

- Floor warden/s will notify each room of the need to evacuate
- Lecturers will take charge of the room
- Students accompanied by their lecturer will exit in an orderly manner by the fire stairs, shown on the floor plan displayed in each room.
- Personal effects only are to be taken as learning / training equipments can impede evacuation
- As each floor is evacuated the floor warden will report to the Operations Manager for further instructions
- Students and lecturers will assemble on **Corner of Ely Lane and Adelaide Street**

### Federation Academy Off Campus Work Experience Insurance Policy

Federation Academy students are not covered by its work cover policy while undertaking any work experience work outside Federation Academy campus / registered premises. If you intend to apply for work experience with any employer, Federation Academy strongly recommends all its students to apply for work experience related insurance. For further information please contact reception.

## **Change of Ownership or Management**

Federation Academy will advise ASQA in writing of any prospective changes to the ownership as soon as practicable prior to the change taking effect and Federation Academy will advise ASQA in writing of any prospective or actual change to the registered provider as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect, where the change cannot be determined until it takes place.

## **Premises Relocation Policy**

Federation Academy will notify ASQA and students of any intent to relocate (including the head office and campus locations). Notification will take place at least 20 working days before relocation occurs. All changes to arrangements made will be approved by ASQA prior to the changes being made.

All students who have been issued an offer letter will be notified of the intention to relocate premises

Federation Academy will notify staff and students in any of the following ways:

- Written memo to staff and students
- Notices on prominent display boards around the campus
- Announcement in the class
- Email / SMS notification to all staff and students



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