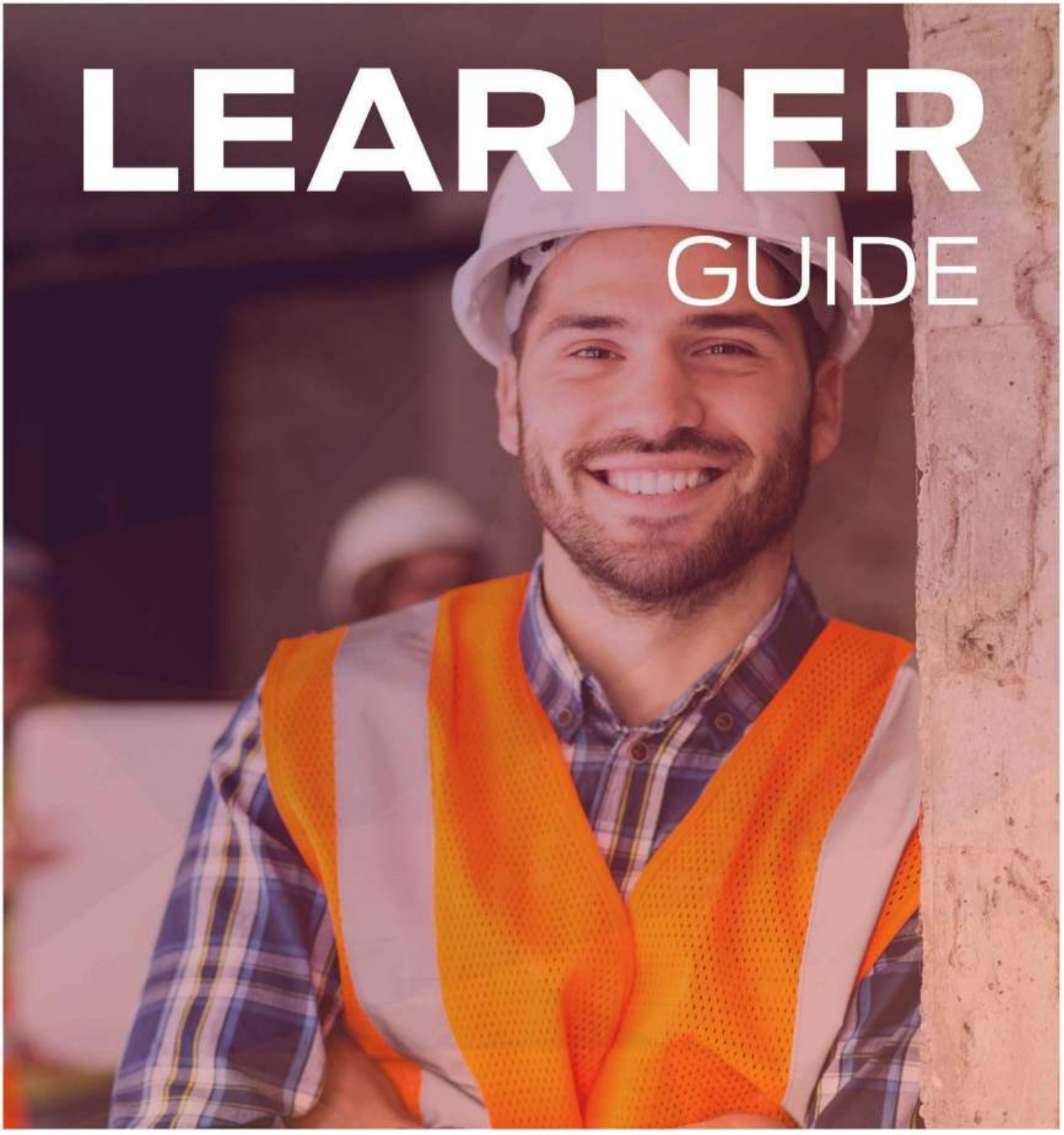
LEARNER GUIDE



DEVELOPING HUMAN POTENTIAL

Your ultimate guide to studying with Foundation Training Australia. Enrolling, Funding (subject to eligibility), Code of Conduct and everything you would need to know.

www.fta.edu.au 1300 990 064 info@fta.edu.au

FOUNDATION ™ TRAINING AUSTRALIA

ambition inspired

RTO No:31972

WELCOME

We believe that training and the development of people, in skills, knowledge and experience is a lifelong commitment and is critical to the future success of not only you, but also the organisation you work with.
At Foundation Training Australia (FTA), our core purpose for being in business is to 'Develop Human Potential' Everything we do must align - this is our "Why" and our commitment to our business objective.



Through enhancement and learning growth, FTA prepares you to do your best work today, making sure you are ready and equipped to do better work tomorrow.

We invest in our learners so you can invest in your future, together building a better skilled workforce. As such we believe in, and champion limitless learning, and will constantly innovate to deliver on this vision.

DEVELOPING HUMAN POTENTIAL

So, congratulations, we're super excited that you're going to join us and can't wait to get you started on your learning journey!

Embarking on new study is an exciting journey and there is always plenty to learn and understand. This handbook has been designed to give you an overview of what is to be expected from us and what we expect from you. It provides information on FTA's policies and procedures and other information which you may find useful to get you started.

If you can't find what you are looking for, by all means give us a call and one of our team members would certainly be more than happy to answer any queries you may have.

Our number is 1300 990 064 or send us a quick email on info@fta.edu.au. Our website at **www.fta.edu.au** is full of information as well - check out some of the blog's for some extra inspiration!

INTRODUCTION

Our Learner Handbook is provided to all prospective students of Foundation Training Australia prior to completing their enrolment.

We have endeavoured to provide you with all the relevant information which you require to undertake your training with us, so you know the 'rules of engagement' before you start.

When you make the choice to engage in study with us, you are giving your commitment as a student, towards achieving your personal goals and future career aspirations. We will hold you accountable for completing your assessments in a timely manner so that you keep progressing to the end.

We've studied too and we know and appreciate that at times life gets in the way. If this happens, just give us a yell and we can help you get back on track. Remember, you must prioritise your time, because upskilling takes time and an ironclad commitment to getting it done. We want you to execute and complete.

Think of us as your Accountability Buddy, we will support, assist and back you along your learning journey; to achieve your goals but you've got to be resilient to distractions!

FOUNDATION TRAINING AUSTRALIA (FTA)

At Foundation Training Australia (FTA), our team believes that lives are enriched through upskilling

and development and everything we do must align with this purpose.

We are a highly experienced team who are passionate about delivering quality training in innovative and engaging ways to produce real and relevant outcomes to contribute to your career success.

To ensure you are confident and competent in your abilities we have stringent curriculum requirements and make no excuses about this. To be the best, you must be prepared to train hard today, making sure you gain the skills, knowledge and experience to do better work tomorrow.

Foundation Training Australia is an Australian owned and operated Registered Training Organisation that offers a range of high-quality industry courses across Australia.

OUR VALUES

Our values are what we live and breathe by, they drive our culture.

Genuine. We are real because we are authentic.

Fun. As one team we are a fun, focused family.

We Care. Experience our commitment.

Disruptors. We don't stand still.

Legit. Our word is our bond; our bond is our truth.

Grit. We operate with integrity, we are resilient.

Cheers. We celebrate all wins. Growth. We embrace lifelong learning. Impact. Not your everyday thinkers.

Growth. We embrace lifelong learning.

Impact. Not your everyday thinkers.

OUR MISSION

DEVELOPING HUMAN POTENTIAL

Our mission is the essence of our why and the driver of what we do.

Our passion is people and the amazing things they can do when given the opportunity to do them, so this is what we offer.

We don’t 'sell' courses, and we don’t push 'qualifications'. We offer the opportunity to level up your life, connect with the best industry people, develop amazing skills, develop a sense of self, develop the future you want by **developing your human potential.**

OBLIGATIONS

We're excited that you've chosen to enrol with us and it's important that you understand the "rules of play" before we start.

As we have said, FTA will be your **“Accountability Buddy”.**

By enrolling with FTA, you inherit responsibilities to ensure that we are able to support you during your study and that we are all held accountable for our expectations to each other.

They're pretty simple.



What You Can Expect From FTA?

- We will abide by our Access, Equity, Welfare, Wellbeing and Student Support Policy.
- We will notify you if FTA, or a third-party delivering training and assessment on our behalf, ceases to deliver any part of the training course that you're enrolled in.
- We will inform you of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.
- We will inform you if any part of the agreed services, including training and assessment are to be delivered by a third party.
- We will be responsible for the quality of training and assessment in compliance with the Standards for RTOs 2025, and for the issuance of AQF (Australian Qualifications Framework) certification documentation.
- We will inform you on the implications for your government training entitlements and subsidy arrangements in relation to the delivery of services as outlined within this handbook.
- We will abide by our published policies and the information contained within this handbook.
- We will notify you of any changes that may affect you such as changing ownership or closure, changes to third-party arrangements (if applicable), unexpected events impacting delivery, change in contact details for the organisation as soon as practicable.
- We will hold you accountable, so you progress and complete.

What FTA Expect of You

- You will commit to your training which helps get you closer to your goals.
- You will ensure you make regular allocation of time over the length of your training to complete.
- You will have an active email address and mobile phone to receive updates and information from FTA and willingness to respond in a timely manner.
- You will advise us as soon as you become aware of any issues which may affect your study, including additional learning support.
- You will abide by the conditions outlined in this document and the Code of Conduct Policy in all dealings with FTA.
- You will meet your assessment obligations, where this is not possible, you must advise FTA as soon as possible.
- You will keep your contact information up to date by advising us as soon as possible about changes.
- You will ensure that the work you submit is your own; any discovery of plagiarism, collusion or contract cheating will be dealt with as outlined in the Code of Conduct Policy outlined in this document.

ENROLMENT INTO YOUR COURSE

Your Business/Client Development Manager (BDM/CDM) has already discussed with you and completed, along with your employer (if applicable) the initial documentation to get the process of your enrolment underway.

As part of FTA's pre-enrolment progression, you will receive an email from our Enrolment Team to

your nominated email account, with the following information:

- Your selected course information (estimated duration, mode of delivery etc.)
- A copy of this Learner Handbook
- Our Policies Page on our website; https://www.fta.edu.au/policies/ and
- Any important information relating to any government training entitlements and subsidy arrangements applicable to your chosen course.

It's important that you familiarise yourself with the contents of the above information and this handbook as it's your guide to the various stages during our time together.

So, you understand the various steps in our enrolment process, we will require you to:

- Review the course information documentation provided to you electronically or from the FTA website, www.fta.edu.au
- Complete and submit the enrolment form (electronic or paper)
- Provide colour copies of your Identification (Drivers Licence back and front, Medicare Card, Passport etc.)
- Provide evidence and confirmation of eligibility for enrolment (as requested by our BDM/CDM's)
- Complete a Language, Literacy, Numeracy and Digital (LLND) assessment to identify your LLND skills are of a level necessary to successfully complete your chosen training.
- Confirm you have read and understand all parts of this Learner Handbook and course information for your chosen training.

If you are paying for your own course contribution fees, you will:

- Receive in a separate email providing details of your course fees/learner contribution fees.
- For further information see our course fees section. Once all the enrolment steps above have been completed and the fees and charges have either been arranged or paid, we will process your enrolment.

ENTRY REQUIREMENTS TO BE ACCEPTED INTO A COURSE

Eligibility

Information on any pre-requisites or eligibility requirements for entry is provided within your course of information prior to confirming your enrolment for the training you are interested in.

All learners must be over the age of 18 to participate in learning with FTA unless written permission from a parent or guardian is supplied. In accepting this enrolment, you are confirming that you are at least 18 years of age.

If you are under 18 years of age, you must ensure that your parent or guardian has read and understood all conditions contained in this booklet and co-sign all enrolment documentation supplied at the time of your enrolment.

Equipment:

Workbook and on-site delivery requirements:

- You will need access to all relevant tools of trade for the qualification being undertaken, including Fit for Purpose.
- You will need access to a suitable worksite relevant to trade and your qualifications.
- FTA will work with you and/or your employer to ensure these requirements are accessible prior to completing your enrolment.

Online learning requirements

- You will need access to a computer/laptop with either built-in webcam or webcam with appropriate computer software: Microsoft Office or equivalent, Adobe Reader or equivalent.
- Our recommended browser is the Google Chrome Internet Browser.
    - PC requirements: Windows 7 or higher.

- Mac Requirements: Mac OS x 10.15 or later.
- Some assessments include a component for you to record audio or video. The requirements for these vary depending on the assessment. (Instructions are provided during your training).

If you prefer workbooks to online delivery - just let us know and we will endeavour to make this happen.

Note: Not all our resources are paper based.

Language, Literacy, Numeracy & Digital (LLND)

FTA understands that reading and writing can present challenges for some individuals. This can create anxiety and fear around any learning. We've had many students who we have worked with to support their learning, and it is certainly not a barrier for us to ensure you achieve your goals.

For us to determine any support needs for your chosen training, we require you to complete a LLN Assessment and Digital (LLND) Literacy Questionnaire prior to enrolment being finalised. The assessment is designed to be a simple process and will help identify where additional training and support resources may be needed to help you overcome any LLND barriers during your training. In addition to this, as part of your pre-enrolment, it's important you inform us of any difficulties you may have with completing your study.

FTA determines the support needs of individuals and provides access to the educational and support services necessary; the individual learner needs to meet the requirements of the training product as specified in training packages or VET [vocational education and training] accredited courses.

To maximise you successfully completing your training with FTA:

- We identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest)
- We provide access to the required support throughout training.

This may include providing support through:

- LLND support.
- Additional one on one support from a trainer.
- Other mechanisms, such as assistance in using technology for online delivery components.

If this support attracts an additional cost, FTA will provide this information prior to confirming enrolment.

Your trainer will help identify any extra educational and support services you may require; which could include learning materials in different formats or contextualising the learning and assessment resources to your workplace. We encourage all learners to discuss any LLND needs you have with your trainer.

Unique Student Identifier (USI)

Learners studying nationally recognised training in Australia from 1 January 2015 are required to have a Unique Student Identifier (USI). You must have or apply for a Unique Student Identifier (USI) prior to commencing a course. As a student, you are required to apply and provide FTA with your own USI.

For more information on how to apply for a USI please view the following video, which provides you with a general overview of how to create your USI:

https://www.usi.gov.au/video/create-your-own-usi-student-video or visit the USI website to create a USI.
https://www.usi.gov.au/students/create-usi

Supporting your training

At FTA, your success is our priority. We're committed to providing personalised support throughout your learning journey, with a

passionate team dedicated to delivering quality education and training that helps you achieve your goals.

Disability Services

At FTA, we want everyone to have the opportunity to succeed. If you have a disability or medical condition, whether physical or psychological, temporary or permanent, we encourage you to let us know as early as possible so we can discuss your enrolment options and identify the support that may assist you throughout your training.

You may be eligible for **reasonable adjustment** to help you participate in your course and demonstrate your skills and knowledge.

Under the Disability Discrimination Act 1992 and the Disability Standards for Education 2005, education and training providers are required to take reasonable steps to ensure students with disability can access and participate in education on the same basis as other students. This may include:

- Adapting teaching and learning materials to meet individual needs.
- Providing flexibility in learning activities and participation where appropriate.
- Making learning resources available in suitable formats.

If you have any questions or would like to discuss your support needs, please contact our team so we can work with you to explore appropriate options.

Study Support

As part of the enrolment process, students complete a Language, Literacy, Numeracy and Digital (LLND) assessment to help identify any support needs. Where additional support is identified, students will be offered appropriate academic and vocational guidance from suitably qualified training staff at FTA to help them succeed in their studies.

Language

For learners requiring support with English we recommend the Adult Migrant English Program (AMEP). This is a free course for eligible migrants.

Counselling

Any Student who displays signs of distress will be approached by the training or assessing staff with an offer of support. Support may take the form of a referral, advice or other assistance depending on the nature of the problem. For learners needing crisis Support we advise you to immediately contact

Lifeline 13 11 14 (available 24 hours).

For more information, refer to: Access, Equity, Welfare, Wellbeing and Student Support Policy

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is all about the skills and knowledge you've collected through work and life experiences and then transferring them to current training course requirements. Any RPL must take place at the start of your training, apprenticeship or traineeship after your enrolment has been approved.

Recognition of Prior Learning (RPL) is intended for individuals who can demonstrate that they have current industry competencies or experience reflecting performance criteria in the unit/s for which they are applying for RPL. Your skills will be assessed against industry standards and is undertaken by our Trainer/ Assessor.

Note: This process can be lengthy; and it relies solely on the evidence and information that you provide. It is your responsibility to provide the relevant evidence for the unit/s of competency that you wish to have assessed for RPL. When submitting your evidence, keep in mind that your evidence needs to be:

- Current - Does the evidence reflect your current skills? (within the last 6 months)

- Relevant - Is your evidence relevant to the Qualification and/or the Unit of Competency that you are applying for?

- Authentic/Valid - Does your evidence prove/demonstrate that you have the skills/knowledge/attributes/competency for the unit for which you are applying?

- Sufficient - Is your evidence sufficient to demonstrate that you are competent in the skills relevant to the unit for which you are applying?

When you have your initial meeting with your Trainer - they will discuss RPL opportunities, express your interest in this process, and your trainer will supply you with an RPL application kit specific to your chosen training.

Credit Transfer

FTA recognises the Qualifications, Certificates and Statement of Attainments issued by all other RTO's for nationally recognised training, delivered in Australia. Where it is identified upon enrolment that you have completed identical units of competency, or equivalent, you will be granted Credit Transfer automatically upon providing the relevant certified copy of your prior completed training.

You must provide a copy of the Statement of Attainment and/or Qualifications (including the transcript of results). FTA will then advise you the outcomes of your Credit Transfer request and the impact on your chosen training. Credit Transfers will be assessed in accordance with the Credit Transfer Policy.



COURSE FEES

Your course fee includes the delivery and assessment of your qualification, all resources and study materials for the course, as well as the support you receive from our Learning Engagement Team. You may also be required to purchase additional materials including PPE, tools or textbooks, at your own cost, unless specified by FTA, as being supplied.

Relevant course fees depend on factors including:

- The course you choose
- The length of your course
- Whether you study full time, part time, or online
- If you apply for course credits or Recognition of Prior Learning (RPL)
- Your eligibility for subsidised training concessions or fee exemptions

In some instances, your Employer/Third Party (e.g. job active provider) will elect to pay for your course fees on your behalf. If this is the case, a quote will be provided to your employer/third party prior to your enrolment being confirmed. This will detail the total course fees applicable and relevant payment terms.

Please note: if you change employer/ or cease employment, unless directly arranged with your employer, you will become liable to pay any outstanding course fees owing on your training with us.

FTA reserves the right to not issue any Statement of Attainment or Qualification Certificate should fees remain outstanding. (*Not applicable for Career Start/Career Boost programs or Smart and Skilled)*

WHAT HAPPENS NEXT?

Once your enrolment into your course is confirmed, you will be sent a confirmation welcome email from the

FTA enrolment Team, which will confirm your training and introduce you to your trainer.

Don’t forget questions are good, so if you don’t know or understand something – please ask us!

YOUR TRAINER

Your allocated trainer will contact you to introduce themselves and either arrange your first visit to catch up and receive your learning materials and assessment. Or if you're completing your study online, they will organise the best time to regularly catch up with you.

Our team of trainers have been "on the tools" just like you. You can expect them to be experts, mentors and supportive always, in their individual approach to your learning and requirements.

Throughout your training with us, you will receive regular contact from your trainer, through site visits, phone calls and text messages.

Your trainer will LOVE that you video or photo your work - they can't be around all the time when you're doing your best stuff, so be proud to share it with them. Of course, it all goes to further evidence your level of competency in what you're doing, so snap away!

NOTE: make sure you're in the photo or the video - we can't verify it's you if you're not!!

When you get your trainer's details, make sure you save your trainer's number in your phone!



CAREER START and CAREER BOOST

What is an Apprenticeship/ Traineeship?

Australian Apprenticeships are available to anyone of working age. You don't need a secondary school certificate or other Qualification to be able to do an Australian Apprenticeship. You can undertake an Australian apprenticeship if you are a school-leaver, re-entering the workforce or as an adult worker simply wishing to change careers. You can even begin an Apprenticeship while you're still at school finishing year 11 and 12.

Australian Apprenticeships offer great opportunities for you to train, study and earn an income in a variety of Qualification levels, in most occupations, as well as in traditional trades. When you complete your Australian Apprenticeship, you will have a nationally recognised Qualification that can take you anywhere in Australia and one that is held in high regard in many overseas countries as well.

APPRENTICESHIP/ TRAINEESHIP PATHWAY

Most Apprenticeships or Traineeships with FTA are subsidised by the Queensland Government and this contribution towards the cost of training is referred to as Apprenticeship/Traineeship Pathway. You are issued a letter of Registration from the State Government, along with details of the Apprenticeship/Traineeship Pathway funding contribution. Your Training Contract is a legally binding document between you and your employer. It also includes FTA, as your training provider.

There are several specific requirements which relate only to Apprenticeship/ Traineeships. Before applying for an Apprenticeship/ Traineeship there are Government requirements with regards to eligibility. Up to date information can be read at the following link

https://dtet.qld.gov.au/training/apprentices

Enrolments Apprenticeship/ Traineeship (QLD only)

After you and your employer have completed the initial enrolment documentation with us (as detailed under Enrolment into your course), we wait for the confirmation of what is called a notification form, SRTO which nominates FTA as the supervising registered training organisation (SRTO).

Your training contract is then lodged by the relevant Apprentice Connect Australia Provider (ACAP) to the Department of Trade, Employment and Training (DTET).

For your enrolment to be confirmed with FTA, DTET needs to approve your training contract, and this can take anywhere from 4-6 weeks. Once this has been approved, your enrolment will be finalised, and training may commence.

Your Training Plan Apprenticeship/ Traineeship (QLD only)

During the pre-enrolment meeting with the Signups Team, any nominated Training Plan requests can be requested. This initial training plan is not finalised until your trainer has conducted their first meeting with you and your supervisor/ employer. Your training plan will be discussed with you by your trainer, and it is negotiated and agreed to by all parties (including your employer) and includes planned assessments and any arrangements necessary for delivery.

Once agreement for the planned unit of competency delivery and assessment is confirmed, you will be provided (along with your employer) with a fully signed copy. The training plan is an important document and must always be with you whilst on the job. From time to time the Department of Trade, Employment, and Training (DTET) can and will visit you in your workplace. It is a requirement that you have available the current version of your training plan.

During your training, FTA will be checking and updating your training plan with the training that has been completed, at a minimum of every 3 months. You will be required, along with your employer, to sign updated training plans when they are sent via email and returned to our office. On receipt you will be provided with the updated version for your records.

Training Record Book/ Logbook Apprenticeship / Traineeship (QLD only)

As already mentioned, but we can never say this enough. Your Trainer will LOVE you getting trigger happy with a camera and either video you doing tasks showing your abilities or taking photos.

NOTE: if we cannot see you either in the photo or video, then it didn't happen!

Depending on the requirements of your site, you may have to get approval to use your phone/ camera on site, so check with your supervisor first.

Most employers understand that you will require supporting evidence of your ability to undertake tasks, as we really do need to see that you are capable of undertaking projects throughout your training, and whilst your trainer regularly visits you on site or chats with you - it's always a great way to boost your competency skills and show *off* your work.

That gets us to the Training Record Book - this document is in written form and lists the various tasks you will be required to undertake during your training - so whilst you're taking photos, jot down what you were also doing.

And if your Apprenticeship/Traineeship involves mobile Plant or Machinery - you will need to keep a Logbook which records the hours on any pieces of plant and equipment relevant to your study. This supports and evidence that you are getting to undertake time on machinery, which supports your level of capability and competency.

Co-Contribution Fees Apprenticeship / Traineeship (QLD only)

FTA is an approved, pre-qualified Skills Assure Supplier by the Queensland Government (SAS) under the Apprenticeships/ Traineeships pathway, which allows eligible learners to obtain subsidised training for approved courses only.

A Standard Co-Contribution Fee is to be charged per unit of competency, and it is calculated at $1.60 per nominal hour.

Where applicable, as part of your enrolment, you will receive a quote from your Business/Client Development Manager outlining the total co-contribution fees (based on unit selection). If your employer has elected to pay for your co-contribution fees, this quote will be sent directly to your employer. Please note that if you change employer or cease employment then unless directly arranged with your employer, you will become liable to pay any outstanding course fees owing on your training with us.

FTA does not charge for the entire Co-Contribution Fee upfront.

Please see below for payment structure:
- **Progression Invoicing:** Invoice will be sent for any successfully completed units of competency. Also including the continuing enrolment units. Payment to be made within 7 days of invoice raised.

- Successful completion of your training: Final invoice will be sent for remaining successfully completed units of competency. Payment to be made within 7 days of invoice raised.

If your employment ceases, and your training contract is cancelled, you (or your employer) will be invoiced for any successfully completed units of competency within your apprenticeship. Payment to be made within 7 days of invoice raised.

Partial Exemption Apprenticeship/ Traineeship (QLD only)

FTA will charge 40 percent (40%) of the Co-Contribution Fee where the student falls into one or more of the following exemption categories

(a) The student was or will be under 17 years of age at the end of February in the year in which FTA provides training, and the student is not at school and has not completed year 12.

(b) The student holds a Health Care Card or Pensioner Concession Card issued by the national or state government or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card and is named on the card.

(c) The student has issued FTA with an official form from the national or state government confirming that the student, his or her partner or the person of whom the student is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.

(d) The student is of Aboriginal or Torres Strait Islander descent. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form

Full Exemption Apprenticeship/ Traineeship (QLD only)

FTA will apply full exemption from the Co-Contribution Fee where the student falls into one or more of the following exemption categories:

(e) **AVETMISS outcome 60 - Credit Transfer** - where credit transfer/national recognition has been applied to a unit of competency/module.

(f) **AVETMISS outcome 65 - Superseded Qualification** - This relates to transitioning a student from a superseded qualification to the new qualification and a completed unit of competency is identified during the mapping process as similar but not equivalent between the superseded qualification and new qualification, therefore gap training is required.

(g) The student is a school-based apprentice or trainee.

(h) The student is under 25 and undertaking an Apprenticeship or Traineeship in specified 'Fee Free Training' qualifications.

Free Apprenticeships for under 25s Apprenticeships/ Traineeship (QLD only)

Free Apprenticeships for under 25s offers fully subsidised training for 139 priority apprenticeship and traineeship qualifications
For the full list visit:
https://dtet.qld.gov.au/training/providers/funded/freeapprenticeships

The free apprenticeships for under 25s program will cover the cost of training for Queensland apprentices or trainees who commenced or are undertaking 1 of the 139 high priority apprenticeship or traineeship qualifications from 1 January 2021 to 30 June 2027.

*Eligibility Required More information visit: **https://dtet.qld.gov.au/training/training-careers/incentives**

School Based Apprentice/Trainee (SAT) – Full Exemption Apprenticeship/ Traineeship (QLD only)

A student who is a school-based apprentice is exempt from paying a Co-Contribution Fee. When a student converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, Co-Contribution Fees will be charged for training and assessment for any units of competency not yet commenced.

This does not apply when the participant is a Year 12 graduate and is undertaking a high priority qualification as identified by the Department of Trade, Employment, and Training.

Extensions Apprenticeship/ Traineeship (QLD only)

Any extension to your training contract must be coordinated between you, your employer, and the State Training Authority. An application to extend your contract will be required by the Queensland Department of Trade, Employment and Training.

https://dtet.qld.gov.au/training/apprentices/resources

Upon receiving notification of the change to your contract, we will issue you with a revised training plan and extend your enrolment end date.

Students who experience illness or injury during their apprenticeship/traineeship can apply to temporarily suspend their obligations under the training contract. For further details, contact your ACAP as listed on your training contract, or email info@fta.edu.au.

Cancellations Apprenticeship/Traineeship (QLD only)

Where both parties mutually agree to cancel the training contract of an apprenticeship or traineeship, “ATF-034 Cancel a registered training contract (by all parties)” is to be completed. Alternatively, where one party is actioning the cancellation ATF-043 Cancel a registered training contract (on application by one party) can also be used

Visit

https://dtet.qld.gov.au/training/apprentices/resources for the most updated and current version of this form. To return completed forms, please email to info@fta.edu.au for FTA to lodge with your preferred ACAP on your behalf.

Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 calendar days to the apprentice/trainee.

Career Start (General Training Pathway)

What is General Training Pathway

General Training Pathway provides eligible individuals with access to a subsidised training in Certificate III level qualifications.

Career Start is a vocational education and training (VET) funded program provided by the Queensland Government to subsidise the cost of job-focused courses. Career Start focuses on entry-level skills and job entry skills.

https://dtet.qld.gov.au/training/providers/funded/career-start#training

Eligibility Requirements for General Training Pathway

To be eligible for Career Start - General Training Pathway, you must be:

- aged 15 years or older;
- not be a school student;
- permanently reside in Queensland;
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or a temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not already hold a certificate, completed within the last 10 years (qualifications completed as a school student, and foundation skills qualifications do not count;
- not be enrolled in another DTET-funded qualification, even if it is on hold or deferred (foundation skills qualifications and self-funded/fee-for-service qualifications do not impact eligibility).

Co-Contribution Fees: General Training Pathway

Students undertaking Certificate III and above vocational Qualifications, and Skill sets, as well as non-concessional Students enrolled in lower-level vocational Qualifications, are required to contribute to the cost of their training through the payment of a Co-contribution fee. Please Note: FTA will not charge more than 30% of the total Co-contribution Fee cost upfront from the student (General Training Pathway).

Concessional Status:

Concessional status applies, when the student falls in one of the following categories:

• Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
• Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;

• Identifies as Aboriginal or Torres Strait Islander;

• Has a disability;

• Is an adult prisoner

Full fee Exemption:

Full Co-contribution fee exemption applies, where the student falls into one of the following categories:

• Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding; (not applicable for FTA)

• Specific fee-free training programs as announced by the Queensland Government;

• Foundation skills – this training is fee-free;

• Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by FTA (SAS).

Extension

Students are required to complete their course within the timeframe set for their course. If they need additional time or wish to continue study beyond the end date of their course, an application for course

extension must be made prior to the expiry date of the course. This must be requested in writing to info@fta.edu.au and FTA administration team will get in touch with you.

Cancellations

Cancellation requests must be provided in writing to info@fta.edu.au FTA will endeavour to acknowledge receipt of the written request within two business days and provide formal confirmation of cancellation as soon as practicable. FTA team will initiate Refund of co-contribution as per the Service Fees, Payments and Refund Policy and Procedure.

Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 calendar days.

SMART AND SKILLED - NEW SOUTH WALES

What is Smart and Skilled?

Smart and Skilled is a NSW Government funding program that helps eligible students access subsidised vocational education and training (VET). It aims to make training more affordable and help people gain the skills needed to find employment, advance their careers or meet industry demand.

The program covers eligible qualifications up to Certificate III, as well as selected higher-level qualifications, apprenticeships and traineeships. The NSW Skills List identifies which qualifications are eligible for funding.

Eligible students may pay a reduced course fee, with the NSW Government subsidising the remaining cost. Some students, including eligible apprentices, may receive fully funded training.

To access funding, students must meet the eligibility requirements and enrol in an eligible course with an approved training provider, such as Foundation Training Australia (FTA).

Smart and Skilled: Funding and Fees

During Pre-Enrolment, the Learner will be provided with appropriate Fee Administration Policy that relates directly to their Smart and Skilled enrolment.

Course fees: The student fee is set by the NSW Government and is the same regardless of which approved training provider delivers the qualification.

Full qualification fee: Students pay one fee for the entire qualification, not a separate fee each year or semester.

Fee-free training: Eligible students, including certain apprentices and trainees, may qualify for fee-free training.

Concession fees: Eligible students receiving certain government benefits may qualify for reduced fees.

Additional charges: Any charges outside the standard student fee, such as optional equipment or travel expenses, must be disclosed before enrolment.

Foundation Training Australia will use the Smart and Skilled Provider Calculator to determine exactly the cost to the Learner, this will be outlined in the Tuition Fee Agreement that is signed prior to Enrolment.

Smart and Skilled: Cancellation

Students who wish to withdraw from a Smart and Skilled funded course must notify Foundation Training Australia (FTA) in writing. FTA will confirm the withdrawal date and explain any applicable fees, refunds and outstanding requirements in accordance with its Fee Administration Policy.

Where a student stops participating in training or FTA needs to initiate a withdrawal, FTA will make reasonable attempts to contact the student and discuss their circumstances before finalising the withdrawal, where applicable.

Once the withdrawal is processed, FTA will update the student's training and funding records accordingly. Students who have completed units of competency will be issued the relevant Statement of Attainment in accordance with applicable requirements within 30 working days.

Students are encouraged to contact FTA as early as possible if they are considering withdrawing, so that available options and any potential financial implications can be discussed.

Smart and Skilled: Extension

Students who require additional time to complete their Smart and Skilled funded course must contact Foundation Training Australia (FTA) in writing before their scheduled course completion date. The request should explain the reason for the extension and include any supporting documentation where applicable.

FTA will review each request, taking into consideration the student's circumstances, progress in training and the time required to complete the remaining training and assessment. Approval is subject to FTA's review and any applicable Smart and Skilled funding requirements.

If an extension is approved, FTA will advise the student of the revised completion date and update the relevant training records and training plan, where required.

Students are encouraged to request an extension as early as possible to allow sufficient time for their request to be reviewed.

Smart and Skilled: Completion

To successfully complete a Smart and Skilled funded course, students must complete all required training and assessment activities and be assessed as competent in all units of competency required for their qualification.

Once all requirements have been met, Foundation Training Australia (FTA) will finalise the student's training records and report the completion in accordance with Smart and Skilled requirements.

Students who successfully complete a full qualification will be issued the relevant testamur and record of results. Where applicable, FTA will issue completion paperwork to report a successful completion to the New South Wales Government, which will require your digital signature. Ensure to monitor for this once your completion has been confirmed by the FTA Administration Team.

Students should contact FTA if they have questions about their progress, outstanding assessments or the requirements needed to complete their course.

CONSTRUCTION SKILLS QUEENSLAND (CSQ)

What is Construction Skills Queensland?

Construction Skills Queensland connects builders, tradespeople and construction workers to the latest industry recognised as training. As an industry-funded body, CSQ supports in upskilling Queensland's building and construction industry by subsidising the cost of short courses and full Qualifications for eligible workers.

CSQ is a not-for-profit, industry funded body. As part of the building and construction industry, Training Levy (the levy), CSQ subsidises training costs to support workers, and career seekers in the building and construction industry.

CSQ FUNDING

FTA is an approved supplier of Construction Skills Queensland (CSQ). CSQ funded programs are designed to help subsidise the cost of training and assessment for the following programs:

- Skills Assessment and Gap Training;
- Higher Qualifications; and
- Short Courses

CSQ is a not-for-profit industry funded body supporting employers, workers and apprentices across the Building and Construction Industry.

On completion of your enrolment into your course, an invoice will be sent to you (or your nominated third party or employer if they have elected to pay on your behalf) outlining your total course fees during the enrolment process.

Eligibility requirements for Construction Skills Queensland (CSQ)

In addition to the requirements under "Entry requirements to be accepted into the course", students must demonstrate they are currently working in the Construction industry (or have been in the last 6 months), are living in Queensland and not currently enrolled in a CSQ course or undertaking training under any other funding opportunity.

For the Eligibility Criteria, per contract, please refer to the Construction Skills Queensland website.

https://www.csq.org.au/

Student Contribution Fees Construction Skills Queensland

As part of your enrolment, you will receive a quote from your Business/Client Development Manager outlining the total student contribution fees based on the qualification you are undertaking. If your employer has elected to pay for your student contribution fee, this quote will be sent directly to your employer.

Please note that if you change employer or cease employment then unless directly arranged with your employer, you will become liable to pay any outstanding course fees owing on your training with us.

Mates in Construction Do you need someone to talk to?

The building and construction industry can be a transient, sometimes unstable and dangerous workplace, which can add extra pressure and stress to people's lives. Research shows that every year 190 Australian construction workers

take their own lives. Sadly, suicide has now become a part of the reality of working in this industry.

It's important to know that there is help available and that you're not alone. It can be difficult to discuss with your colleagues. If you would like someone to talk to please contact:

Mates in Construction on 1300 642 111 or on their website http://matesinconstruction.org.au/

Extensions
Construction Skills Queensland

Students are required to complete their course within the contract period approved at the time of enrolment. No extensions can be granted, and if a student doesn't complete their study within the period, their enrolment will be cancelled and re-enrolment at a higher rate (Fee for Service) will be charged.

Cancellation
Construction Skills Queensland

Cancellations must be provided in writing to info@fta.edu.au. FTA will endeavour to acknowledge receipt of the written request within one business day and provide formal confirmation of cancellation as soon as practicable. It should be noted that course cancellation does not warrant refund or waiving of future tuition fees due. Refer to the refund policy for further information.

All relevant policies will be applied to cancellation requests, with any out of policy requests investigated in full. Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 calendar days providing that all agreed fees have been paid in full.

FEE FOR SERVICE (FFS)
What is Fee for Service?

Our Fee for Service (FFS) courses allow Learners to access further education delivered on a self-paced basis, in a time frame that suits you.

FEE FOR SERVICE
Individual Paying Learners Fee for Service

This option is for self-funded individual learners. This applies when a learner is not eligible for subsidies or where no subsidies are available. During the enrolment process, a Tuition Fee Agreement will be sent through requiring digital signature outlining the agreed course fees, followed by invoicing on how to arrange payment.

It is important that you be aware that FTA cannot process your enrolment until we have received your payment of the invoice as per the agreed payment terms. In some circumstances, the course fees may exceed $1,500, the payment for which will be split into an agreed payment plan over a period not exceeding the duration of your course in months, each monthly payment will be outlined on the Tuition Fee Agreement.

If you are unable to pay your course fees, you will be asked to pay a deposit to secure your position and enable us to begin the enrolment process. Your payment plan details, including the duration and weekly/ fortnightly/ monthly contribution as discussed with your Client or Business Development Manager, will be confirmed by our compliance team once your enrolment is processed.

Employer Paying Learners Fees: Fee for Service

This option is for employers who choose to cover the cost of their staff training.

During the enrolment process, an invoice will be sent to the employer outlining the total course fees.

It is important that you be aware that FTA cannot process the enrolment until we have received payment of the invoice in full or as outlined in the Tuition Fee Agreement.

Student Contribution Fees - Fee for Service

Your student contribution fees are included in the course costs. As such, no additional student fees are applicable.

Extensions: Fee for Service

Students are required to complete their course within the timeframe set for their course. If you need additional time or wish to continue study beyond the end date of your course, an application for course extension must be made prior to your expiry date. This must be requested in writing to info@fta.edu.au. FTA is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date.

Cancellations: Fee for Service

Cancellations must be provided in writing to info@fta.edu.au.

FTA will endeavour to acknowledge receipt of the written request within one business day and provide formal confirmation of cancellation as soon as practicable. It should be noted that course cancellation does not warrant refund or waiving of future tuition fees due, refer to the refund policy below for further information.

All relevant policies will be applied to cancellation requests, with any out of policy requests investigated in full. Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 calendar days providing that all agreed fees have been paid in full

LEARNER INFORMATION

What's next?

Keep reading for more information on your

Code of Conduct and our responsibilities as your Training Provider.

YOUR CODE OF CONDUCT

What we expect of you as a Learner

For us to all work together harmoniously to achieve your goals, we need to have some clear expectations of acceptable conduct and what you commit to when undertaking your training with us. FTA insists that all learners conduct themselves with integrity, honesty and in a respectful manner in all interactions with FTA and other Learners

Our Code of Conduct is designed to set the standard of acceptable behaviour, investigate procedures and any consequences for inappropriate behaviour. We all work together better when each party is treated respectfully and with dignity. So, let's get you clear on what we expect!

How you behave

This is what we see as acceptable behaviour:

- **Being courteous and respectful** – this is across the board, with all your interactions with FTA and any other learners.

- **Think about your choices** – make them responsible and thoughtful.

- **Be honest:** Be honest, fair and considerate in your actions and communications.

- **Be a professional** – in all dealings with any FTA personnel or other learners.

- You get out of your training and education what you put into it – so participating actively and positively in your learning at all times maximises this.

- We're here to support you getting started in your learning. So, completing all assigned assessment tasks when you say you will, or asking for help when you need it is all part of your successful progression.

- Being on time for sessions/site visits/appointments that are arranged with your trainer - this gets back to being respectful. Things happen and change, but make sure you're prepared for your training session, or reschedule.

Unacceptable behaviour

- Swearing - we know this is common language being a tradie, but we just ask for you to keep it in check and be respectful.

- Use of threatening language or tone of voice.

- Any form of harassment or discrimination, whether based on gender, race, age, sexual preference or religious belief.

- Plagiarism, collusion, contract cheating, and/ or engaging in dishonest behaviour.

- Fraud or any breach of the law

- Racial, religious, or sexual slurs towards staff or other learners.

- Threatening behaviour towards staff or other Learners.

- Abuse, or endangering the health or safety of any person

- Misuse of equipment - it might not be yours yet, but would you like it if someone did it to something you owned?

- Actions that lead to putting yourself, staff, or other learners at risk.

Seriously, if you do the wrong thing in life, there are consequences, and this Code of Conduct is no different. Any breach will be investigated, and you will be requested to provide a written response to any allegation of breach. If we find that a learner has breached the Code of Conduct, the learner in question may be issued a warning and depending on the severity of the breach they may be terminated from their course without notice and they will forgo any refund on fees which have been paid. Our CEO, Julie Waldren will make the final decision on any actions resulting in the termination.

Plagiarism, Collusion and Contract Cheating

Plagiarism, collusion and contract cheating constitute breaches of academic integrity. We don't tolerate this behaviour, so just make the work your own.

Plagiarism means the practice of taking someone else's work or ideas and passing them off as your own without appropriately citing or acknowledging the owners of the intellectual property. Plagiarism may be intentional or unintentional. Intentional plagiarism involves the deliberate act of presenting someone else's work and ideas as if you had written them yourself, while unintentional plagiarism may arise due to confusion over how and when to reference another author or contributor. The following acts constitute plagiarism unless the source of each quotation or borrowed material is clearly acknowledged or referenced (cited):

- Failing to adequately reference the work of others or sources of information.

- Copying part or all of another person's work.

- Submitting work that in part, or in its entirety has been copied from written material including electronic materials sourced on the internet.

Collusion is the act of collaborating with someone else on an assessment exercise which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism. When working with others (collaborating) on a joint assessment, you must always acknowledge the work that any other participant has contributed to the project.

Contract Cheating is where a learner commissions or seeks to commission another party (paid or unpaid) to produce academic work on their behalf. Contract cheating may occur when a learner seeks help with their assessment task through an online company specialising in producing work for a fee, an unauthorised editing service that advertises via social media, or another learner or non-learner who has offered to help.

Breaches of academic integrity contravene the Learner Code of Conduct Policy and are deemed unacceptable behaviours. If a breach of academic integrity is suspected, a full investigation is carried out which may result in an official warning, failure of a subject (Not Yet Competent status), or in severe cases, the cancellation of enrolment.

In all breaches of academic integrity, learners are notified in writing and have the opportunity to 'show cause' by responding to the allegations in writing.

ADDITIONAL IMPORTANT INFORMATION

Incidental Fees

- If you misplace any AQF certification documentation issued by FTA, you may purchase a replacement for $50.00 (Incl. GST) plus postage. Electronic only copies will be free of charge.

- If you misplace your Tradie Card, you may purchase a replacement card for $275.00 as outlined on https://fta.edu.au/tradie-card/

- All replacement document/ card requests can be requested by emailing us at info@fta.edu.au.

Feedback

FTA values open and honest communication with all learners and we draw on your feedback to make improvements to our training and assessment processes.

From time to time, you may receive surveys from us at FTA asking for feedback on topics of your training (whether it's feedback on your assessment, learning experience etc.)

Most surveys will be sent out by our administration team or depending on the topic we will send you an email or text to provide us with return feedback.

A mandatory questionnaire will be given to all learners that either complete or withdraw or cancel their training.

Refunds

All refunds are considered in accordance with guidelines outlined in our Service Fees, Payments and Refund Policy and Procedure.

Please visit **https://fta.edu.au/policies/** for our most current policy and information.

Privacy

We all need to be serious around privacy of our information.

Our Privacy Policy & Notice sets out how FTA respects and protects your right to privacy, and explains how we collect, share and use your personal information and how you can exercise your privacy rights. To view this Policy and Notice please visit **https://fta.edu.au/policies/**

Access & Equity

In line with obligations under Commonwealth legislation, FTA is committed to promoting a fair and equitable environment for personnel and clients that is free from discrimination, harassment and vilification. To view this Policy please visit **https://fta.edu.au/policies/**

COMPLAINTS AND APPEALS

The team at FTA work hard to ensure all our interactions with our clients and employers goes as smoothly as possible, however we know that on certain occasions this may go *off* track, so we need to give our clients the ability to make a complaint or appeal a decision. All complaints and appeals are taken seriously and in fact we will always use them to continuously improve. For the full policy, please see our **Complaints and Appeals Handling Policy** located at **https://fta.edu.au/policies/.**



In all initial grievance or complaint matters, students should first attempt to resolve the issue informally by contacting FTA direct on:

P 1300 990 064 or

E info@fta.edu.au

To discuss the issue with our Learning and Engagement team. If this is unable to be resolved informally, the complainant will be asked to supply all available evidence before an investigation proceeds. The concern will then be attended to by our Management Team. This is considered the formal stage. Decisions made at this stage are in accordance with the relevant policies and information outlined within the Learner Handbook.

All formal complaints should contain a personal statement from the student outlining the relevant timeline of events, a clear statement about the preferred outcome, and all available evidence to substantiate the claim. Complaints about a particular incident should be made within 60 calendar days of the incident or event occurring.

All genuine complaints are taken seriously and investigated in full, with complainants advised of the outcome in writing as soon as practicable (generally within 10 business days) and no more than 60 days without cause.



(Academic and Non-academic)

Formal appeals should be lodged in writing addressed to:

Georgie Waldren – Business Operations Manager at info@fta.edu.au

Or by surface mail addressed to the:

Chief Executive Officer at
PO BOX 247 Cannon Hill, QLD,4170

When lodging a formal appeal, the appellant is required to provide all relevant information or evidence to ensure the efficiency of a full independent investigation. The appellant is advised of the appeal outcome in writing including the reasons for the decision/s and action/s taken as soon as practicable (generally within 10 business days), and no more than 60 days without cause.



In cases where the complainant or appellant believes that the result of a formal appeal was made contrary to policy, or the decision maker was biased in their decision making process, upon request by the student, an independent mediator will be sourced by FTA through **'Australian Mediation Association'.**

The independent mediator will assess the available evidence from both parties and make a formal judgement on the matter. FTA agrees to be bound by the recommendations which arise from the external review of the complaint or appeal.

FTA's CEO, Julie Waldren or Delegated Authority will ensure that any recommendations made are implemented within 30 days of receipt of the recommendation.

Mediation costs will be shared equally by the complainant/appellant and FTA.

Requests for mediation assistance are to be made in writing addressed to FTA 's CEO either by:

E info@fta.edu.au or,

Mail to PO BOX 247 Cannon Hill, QLD 4170.

ASSESSMENT APPEALS

Appeals relating to an assessment decision (competent/ not yet competent) must be lodged with your trainer and assessor within 21 days of receiving notification of the assessment outcome. All assessment appeals will be reassessed by an independent trainer and assessor (validation process). If the same outcome is yielded, the original assessment outcome stands, with the results communicated within 7 days. If the student believes that the decision was made contrary to policy or the relevant training product, and can evidence this, a formal appeal can be lodged with the Management Team for independent review. Refer to complaints and appeals section of this document or full policy located at **www.fta.edu.au/policies**

External Complaints

Prior to lodging a formal complaint external to FTA, it is important that you follow our formal complaints and appeals process as outlined in this document. The National Training Complaints Hotline is a joint initiative between the Commonwealth, State and Territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

Phone: 13 38 73 - Please select option 4. For further information please visit **www.education.gov.au/NTCH**

ISSUING CERTIFICATES

We want you to be proud of your new skills and the Qualification. So, we make sure your certificate looks great! FTA ensures AQF certification documentation is issued to you as a graduating student within thirty (30) calendar days of you being assessed as meeting the requirements of the training product. If the training program in which you are enrolled is complete and providing all agreed fees owed by either you or your employer have been paid to FTA*. (Not Applicable for Career Start and Career Boost Program)*

FTA will not issue AQF certification documentation to a learner without being in receipt of a verified Unique Student Identifier (USI) for that learner, unless an exemption applies under the Student Identifiers Act 2014

If the student is a Queensland apprentice or trainee funded under the Queensland Department of Trade, Employment and Training (DTET). Career Start and Career Boost Program specify that FTA as a supplier (SAS) “must not withhold the results, statement of attainment or qualification from any apprentice or trainee due to non-payment fees.”

All FTA students who have completed an accredited unit(s) of competency or partially completed a qualification are entitled to receive a Statement of Attainment.

FTA maintains a register of all AQF qualifications and Statements of Attainment issued. Please see Incidental Fees section for information on the charges and fees for any reissuance of qualifications or statements or attainments

FEE FOR SERVICE DELIVERY

If for any reason FTA or any of its Third-Party partners cancel or delay your course, you will first be offered a transfer to another course to continue your study.

You may be eligible for a pro-rata refund where you have commenced your course and FTA or any of its Third-Party partners cancel, postpone, or delay the course or sessions. This pro-rata refund is dependent on the number of units of competency that you have accessed and how long you have been enrolled. You may also have the option to be transferred to another course.

If you have elected to pay your course fees by payment plan, the same pro-rata refund will apply. However, if you have not paid the minimum balance for the units of competency that you have accessed and commenced you will be liable for the remaining fees.

LEGISLATION

As an RTO, FTA is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011.

- Standards for Registered Training Organisations (RTOs) 2025.

-Further Education and Training Act 2014.

Additionally, FTA abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Children and Young People
- Fair Work (including harassment and bullying)
- Unique Student Identifiers (USI)
- Apprenticeships and Traineeships Equal Opportunity
- Privacy
- Workplace Health and Safety

FTA is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at www.comlaw.gov.au and www.asqa.gov.au

CONSUMER AGREEMENTS

Solicited Consumer Agreements

Where you have invited negotiations for the purchase of a FTA training product, e.g., you have expressed interest in our courses or have contacted one of our CDMs directly, you are considered to be a 'solicited consumer'.

There is no cooling off period that applies to your enrolment, and refund of course fees are approved in accordance with the guidelines outlined in our Refunds and Cancellation/ Extension Policies.

Unsolicited Consumer Agreements

Where you have not invited negotiations for the purchase of an FTA training product, e.g., one of our CDMs telephones you uninvited or approaches you in a place other than our place of business, then you are considered an 'unsolicited consumer'.

If this is the case, then Australian Consumer Laws will apply to ensure there is a cooling-off period to your contractual commitment to enrolment upon a course at FTA (Contract).

During this cooling-off period, you are entitled within a period of 10 business days, to change your mind and cancel the Contract by giving written notice of termination to us at info@fta.edu.au

For all unsolicited agreements negotiated, the cooling-off period begins on the first business day after the agreement was made, which is the day you confirm your enrolment application to us in writing (completing and signing the enrolment documentation).

Under Australian Consumer Laws, we must not accept or require any payment during the 10 day cooling-off period; however, if electing to make payment via credit card, we will pre-authorise the details you have supplied to us. No funds will be debited until the day after the cooling-off period has expired.

If you cancel your contract within the cooling-off period, the agreement will be void, but you must immediately return any materials that we may have supplied you.

.



FOUNDATION
TRAINING
AUSTRALIA™

ambition inspired

RTO ID:31972