

francapelli
academy

STUDENT HANDBOOK

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Welcome to Fran Capelli Academy

Fran Capelli Academy (FCA) would like to extend our warmest welcome to you. We trust that you will enjoy your study at our College. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly FCA staff members.

FCA is a registered training organisation (RTO) registered with Australian Skills Quality Authority (ASQA). FCA aims to deliver high quality, innovative and engaging training that is relevant to students, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

As an RTO, FCA is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and procedures developed to meet the Australian Qualifications Framework (AQF) and SRTOs 2015.

Campus Facilities

Head Office Location

FCA is located at is located at
355 Burwood Rd
HAWTHORN VIC 3122

Our contact details are as follows

Telephone: (03) 9818 0089

Email: enquiries@francapelliacademy.vic.edu.au

Web: <http://www.francapelliacademy.vic.edu.au/>

Back Office Location

G01, 1510 Pascoe Vale
Road, Coolaroo, VIC,
3048

Student Administration and Support Services

Student administration is your first point of contact for any queries. Student Administrations' contact details are:

Telephone: (03) 9818 0089

Email: Student.support@francapelliacademy.vic.edu.au

Our Courses

FCA offer the following qualification:

- SHB30416- Certificate III in Hairdressing
Detailed information on the course is available on the FCA website.

Service Commitment

FCA is committed to providing quality training and assessment services to its learners.

We aim to:

- Provide training and assessment services that meet industry needs and trends.
- Deliver high quality, innovative and engaging training.
- Foster relationships with our students, supporting them through their career.
- Provide flexible learning opportunities.
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for students.

Studying at FCA

Course Delivery

This course is conducted at various locations across Victoria. Please contact us to find out the close's location to you.

Plagiarism

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 VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the course. All works submitted must be a competence.

USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to FCA during the enrolment process. If students do not provide a USI, FCA will be unable to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

Credit Transfer for AQF Qualifications

Students who have completed identical units from their course at other institutions will be given recognition/ credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions, and any certificates of informal or formal training. You may be asked for

contact details of people who can vouch for your skill level: supervisors from current or previous workplaces or clients. Examples of other useful records include letters from employers and records of your professional development sessions.

To apply for RPL, obtain an application form from administration.

Our Obligation to You

FCA is responsible for the quality of the training and assessment in compliance with the standards by ASQA, and for the issuance of the AQF certification documentation. This means that we are obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency

Use of personal information

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies pursuant to obligations under the National Code.

It is a requirement of the Standard for Registered Training Organisation that students can access personal information held by FCA and may request corrections to information that is incorrect or out of date.

Student Support Services

Being a student is an exciting journey, but it also comes with its challenges. At FCA, all staff members are available to provide guidance on both academic and personal matters. They offer professional and confidential support within their capacity to ensure a positive and enriching learning experience.

If you encounter any difficulties, you should reach out to student administration using the contact details provided on the first page of this handbook. Both teaching and administrative staff are available to assist you throughout your studies.

They can offer general advice and support on various topics, including:

- Study techniques
- Completing homework
- English language assistance
- Mentoring
- Career guidance and pathways for further study
- Additional support for students requiring special or intensive assistance, with referrals to external services if necessary

Accessing Student Files:

Students have the right to access their student files at any time. To do so, you must notify the administrative staff and review your file in the presence of a staff member, preferably the Administration Officer. Under no circumstances can files be taken off-campus. In accordance with the Australian Privacy Legislation (Commonwealth Privacy Act), no student is permitted to access another student's file.

External Support Services

For students requiring additional support with their studies, work or life, the RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you (student). In the first instance you are encouraged to contact our office on Phone: (03) 9818 0089 for advice and/or referral to appropriate support services.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full-time course you may be eligible for benefits through Centrelink.

You should discuss your own personal circumstances and opportunities with your local Centrelink office.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Complaints and Appeals

The complaints and appeals policy and procedure and application form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

Code of Practice

Fran Capelli Academy (FCA) is committed to delivering high-quality education and training services while maintaining the highest professional standards. This Code of Practice ensures that FCA upholds the educational interests and welfare of both students and staff.

Commitment to Quality Education and Training:

FCA is dedicated to providing industry-relevant training that meets regulatory requirements and prepares students for successful careers. We ensure:

- High-quality course content aligned with industry standards.
- Competent and experienced trainers who engage in ongoing professional development.
- A supportive learning environment that fosters student success.

Administration and Management

To maintain professional and efficient operations, FCA:

- Appoints qualified personnel to manage training delivery, assessment, staff selection, and professional development.
- Maintains adequate and appropriate insurance, including public liability and Work Cover.
- Grants access to regulatory bodies for audits and compliance verification.
- Ensures all registration fees are paid within 30 days of their due date to maintain compliance.
- Maintains accurate student records, including enrolments, attendance, assessments, results, and qualifications issued.
- Treats all students and staff records with strict confidentiality.
- Provides staff and students with access to their personal records upon request.

Student Support and Welfare

FCA prioritizes the well-being and success of its students by offering:

- Academic guidance, mentoring, and career advice.
- Support for students facing challenges, including referrals to external services when necessary.
- Equal learning opportunities, ensuring an inclusive environment for all students.

Ethical Conduct and Compliance

FCA operates with integrity, ensuring:

- Compliance with all legal and regulatory requirements.
- Fair and transparent policies regarding enrolments, assessments, and complaints.
- Respectful and professional conduct from all staff and students

Course delivery

FCA will:

- Conduct an orientation program before the course begins, providing information on the curriculum, study plan, and available learning resources.
- Make sure staff and students have access to the most up-to-date accredited course curriculum.
- Deliver training and assessment in compliance with the standards of the accredited course.
- Adhere to national guidelines when modifying courses to suit specific student needs.
- Ensure that all courses within the Scope of Registration maintain their accreditation status.

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

Training environment

FCA will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate basic facilities.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order.

Certification:

In general, four types of certificates are issued by FCA. Certificates can only be awarded by FCA in accordance with our approved qualification scope.

- Qualification – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- Record of Results – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- Statement of Attainment (SOA) – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for a SOA is one unit of competency. You can request a SOA at any time during your training.

Certificates will only be posted to students at their nominated postal address as shown in their student file/personal details. The onus is on the student to ensure their address details are correct. Certificates will not be sent to other parties, without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Access and Equity

FCA is committed to promoting, encouraging and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. FCA will ensure services offered are provided in a fair and equitable manner to all students, free from bias. FCA abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainers and assessors, learning and assessment materials and opportunities. For further information, see FCA Access & Equity Policy.

Fees and Charges

Please find the fee and refund policy in the Appendix attached below.

Privacy Policy:

FCA abides by the Privacy Act and respects students, staff and trainer/assessors' right to privacy. As an RTO, FCA is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

FCA collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. FCA may use personal information to advise students of upcoming events and training course, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

FCA will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see FCA Privacy Policy.

Occupational Health and Safety

FCA is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining, and continuously improving work health and safety in all our facilities and operations.

FCA encourages all people to regard accident prevention and safety as a collective and individual responsibility.

FCA recognises its responsibility under the Workplace Health and Safety and related regulations.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Accidents, Injuries and Near Misses

All incidents and near misses are required to be reported immediately. See your trainer/assessor or administration personnel to report any issues.

FCA will ensure that the injured person receives appropriate first aid and/or medical treatment as soon as possible and will investigate to reasonably prevent a recurrence.

FCA is also committed to ensuring that injury management activities commence as soon as possible after injury and that every effort is made to provide suitable and meaningful duties consistent with the nature of the injury or illness, after seeking appropriate medical judgement.

Students and employees are expected to take care to prevent work-related injuries to themselves and to others.

Cancellation and Transfer:

Enrolment cancellation / withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal form.

RTO Cancellation of courses

FCA reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students who have already booked in these courses will be notified. If a course is cancelled, a full refund of all money paid by a student for the course will be made within twenty-

eight (28) days. FCA has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by FCA.

General Information

Contact Details

The College will require your current contact details. If you have plans to change any contact details, you must inform FCA in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the College.

Dress Code

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must always wear shoes. Things are not permitted.

Mobile Phones

Mobile phones are to be always turned off in classrooms. Mobiles may be used in the common areas and during breaks.

Valuables

Please be very careful with your possessions and do not leave items unattended. Keep your bags with you when moving from room to room, particularly during breaks.

Please do not carry large amounts of cash. Always be careful with purses, cash wallets and credit cards. **FCA does not accept responsibility for any lost or stolen item.**

Counselling

Staff members at FCA are available to help you out with academic or personal problems. Professional counselling can be arranged by appointment when required.

Smoking

FCA also has a non-smoking policy, and smoking is prohibited anywhere in the building, including toilets.

Appendix

Complaints and appeals policy

Policy

Nature of complaints and appeals

- Fran Capelli Academy responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Fran Capelli Academy.
 - Any student or client of Fran Capelli Academy.
- Complaints may be made in relation to any of Fran Capelli Academy's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Fran Capelli Academy to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Fran Capelli Academy

Principles of resolution

- Fran Capelli Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Fran Capelli Academy ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Fran Capelli Academy will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

- Where a student chooses to access this policy and procedure, Fran Capelli Academy will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

Fran Capelli Academy will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Fran Capelli Academy's head office attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable Fran Capelli Academy to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- All complaints and appeals will be acknowledged in writing via email or post within 7 days.

Resolution of complaints and appeals

- Some or all members of the management team of Fran Capelli Academy will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Independent parties

- Fran Capelli Academy acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Fran Capelli Academy.
- Fran Capelli Academy may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.

- The independent party recommended by Fran Capelli Academy is Melbourne commercial arbitration and mediation centre). Complainants and appellants are able to use their own external party at their own cost.
- Fran Capelli Academy will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

- Fran Capelli Academy agrees to respond to and cooperate in good faith with any complaints handling mechanism or process established by ASQA or the Department from time to time for the purpose of resolving student complaints or other issues in relation to the delivery of services.
- Complaints can be made externally through the following avenues:
- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday - Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage:

<https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Fran Capelli Academy's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact Fran Capelli Academy on behalf of the complainant or act as their advocate. For more information, refer to the following webpage:

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

- Department of Education and Training

Complaints relating to government funded training under the Skills First Funding Contract can be made to the Department of Education and Training. The Department is principally concerned with complaints regarding RTO misconduct, including unethical and fraudulent practices. If a party wishes to make a complaint to the Department, they can do so by:

- Downloading the Department's complaint form, available at <https://www.education.vic.gov.au/about/contact/Pages/expired/compliancecomplain.aspx>; and
- Returning the completed form to the following email address vtg.feedback@edumail.vic.gov.au; or
- Alternatively, the party can post the completed complaint form to:
Deputy Secretary, Higher Education and Skills Group
c/- Executive Director, Training Market Operations
GPO Box 4367
Melbourne, Victoria 3001

Publication

This policy and procedure will be published in the Student Handbook and on Fran Capelli Academy's website

Procedures

Complaints management

A. Receive and acknowledge complaint

As per policy, complaints are to be made in writing by the complainant, attention to the CEO.

The CEO should review all complaints upon receipt.

Acknowledge receipt of complaint in writing by sending a letter to the complainant within 3 working days of receipt. Use *Complaint/ Appeal Acknowledgement Letter*.

Record details of the complaint on the *Complaints and Appeals Register*.

B. Investigate the complaint

Upon receiving the complaint, the matter is to be investigated to ensure all relevant information is available and it is accurate and complete.

Further details from the complainant, respondent or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.

The CEO will review the information and decide on an appropriate response. Where deemed necessary by the CEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.

Note: The complaint must be completely resolved within 30 calendar days of receipt of the original complaint. If the matter is particularly complex and it is going to take longer to resolve, the complainant is to be advised in writing along with reasons for the extra time. They must be provided with updates on progress on a weekly basis thereafter until the matter is resolved.

C. Advise of the outcome and update records

Provide a written response to the complainant outlining:

- The RTO's understanding of the complaint
- The steps taken to investigate and resolve the complaint
- Decisions made about resolution, with reasons for the decisions made
- Areas that have been identified as possible causes of the complaint and improvements to be recommended
- Their right to access the appeals process if they are not satisfied with the outcome of the complaints process.

Update the *Complaints and Appeals Register* so it includes the outcome of the complaint.

Update the *Continuous Improvement Register* if applicable for any improvements to be made as an outcome.

Keep a copy of the complaint and supporting documents in the Complaints file and in the student or staff file (where relevant).

Discuss the complaints process and its outcome at the next management meeting to consider whether there are any improvements to be made to prevent recurrence

Appeals management

A. Receive and acknowledge appeal

Upon receipt of a request for an appeal, acknowledge receipt of appeal in writing by sending a letter to appellant within 3 working days of receipt to ensure appellant receives it within 7 days. Record details of appeal on the *Complaints and Appeals Register*.

B. Respond to assessment appeals

In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor independent of the original decision, mark the assessment task again.

The assessment decision made during the appeals process will be considered the actual assessment outcome for the task.

Advise the student of the outcome of the appeal

C. Respond to appeals against non-academic decisions

Upon receiving the appeal, the matter is to be investigated to identify the original decision made and the reasons for the decision.

Further details from the appellant, respondent, the person who made the original decision, or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face.

The appellant may request for an independent party (mediator) to be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, Fran Capelli Academy may decide to call upon an independent mediator to assist in resolving the issue where a decision cannot be reached internally. This will be at Fran Capelli Academy's cost.

Fran Capelli Academy's Management team will review all relevant information and decide on an appropriate response.

Note: The appeal must be resolved within 60 calendar days of receipt of the original appeal. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved.

D. Advise appellant of the outcome and update records

Provide a written response to the appellant outline:

- The RTO's understanding of the reasons for the appeal
- The steps taken to investigate and resolve the appeal
- Decisions made about resolution and reasons for the decisions
- Areas that have been identified as possible causes of the appeal and improvements to be recommended

Update the *Continuous Improvement Register* if applicable for any improvements to be made as an outcome.

Keep a copy of the appeal and supporting documents in the Appeals file and in the student or staff file (where relevant).

Discuss the appeal and its outcome at the next management meeting to consider whether there are any improvements to be made to prevent recurrence.

Reviews by independent party

A. Appoint and cooperate with mediator/ independent party

A complainant or appellant may request that an independent party is involved in the resolution of the matter. The independent party may use the RTO's selected mediator or may seek their own at their cost.

The CEO may also decide that an independent party is required to resolve particularly complex matters or in situations where there may be bias.

Contact independent mediator to arrange mediation/ review.

Fran Capelli Academy will co-operate fully in the process of the external party reviewing and investigating matters. This will include providing access to the relevant information surrounding the complaint or appeal and the internal complaints records were permitted to do so by law. All staff must cooperate in such instances and give an accurate account of the events as they understand them.

External complaint or appeal

A. External complaint or appeal

If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal.

If requested, Fran Capelli Academy will respond as necessary. Fran Capelli Academy agrees to respond to and cooperate in good faith with any complaints handling the mechanism or process established by ASQA or the Department from time to time for the purpose of resolving student complaints or other issues in relation to the delivery of services.

All records will be kept on file.

Fully co-operate with the external party to respond to the complaint as required.

Discuss the external process and its outcome at the next management meeting to consider whether there are any improvements to be made to prevent recurrence.

Complaint and Appeal form

Your Details	
Date:	
Your Name:	
Contact Details:	Phone: Address: Email Address:

Please indicate if you are lodging a complaint, appeal or an assessment appeal.

Complaint

Appeal

1. Please outline the reasons for your complaint or appeal in as much detail as possible. (Please provide a detailed account of the issue, including dates, locations, and any individuals involved.)

2. Please list and attach any supporting documents, emails, or communications.

3. Please explain what resolution or outcome you are seeking?

I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that my complaint/appeal will be handled confidentially and in accordance with Fran Capelli Academy's policies.

Return the filled form to student.support@francapelliacademy.vic.edu.au or post at 355 Burwood road, Hawthorn, VIC, 3122.

Signed:

Date:

/ /

Printed name:

Fee and Refund Policy

Information about fees and charges

- FCA protects the fees that are paid in advance by students.
 - FCA does not require a student to pay more than \$1000 prior to the commencement of the course. Moreover, FCA does not require a student to ever pay more than \$1500 in advance for services not yet provided at any stage. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the statement of fees as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
 - Fees for Skills First programs in line with the Department's Guideline about Fees.
- The Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

2. Fees and charges for Skills First students Tuition

Fees

- Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.
- Tuition Fees will not be charged for any units that have a Credit applied.
- The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.

Concessions

- Concession fees apply to Skills First students who enrol in a course at Certificate IV level or lower and can provide evidence of entitlement to concession.
 - To be eligible for concession rates, the student must, on the date of enrolment:
 - Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
 - Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
 - Be a holder of a Veterans Gold Card
 - A copy of the card must be provided to our office prior to the commencement of training.

- Concession fees will be 20% of the normal Tuition Fee.
- Concession rates are only applied to Tuition Fees and do not apply to other fees such as admin fee.
- Concession fees also apply to any Skills First student enrolled under the Asylum Seeker VET Program.
- Concession fees will also apply to students who are Aboriginal or Torres Strait Islander and students that enrol under the Asylum Seeker VET program, enrolling at any level course.
- Job Service agencies referring Job Seekers to participate in a Skills First course with FCA will be required to pay the difference between the normal Tuition Fee and the Concession Fee if the Job Seeker is eligible for concession.

Fee Waivers

- Tuition Fee waivers will be granted to the following individuals, meaning that no Tuition Fees need to be paid for these students:
 - A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
 - A student who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
 - A student who is referred with a standard Young People Transitioning from Care Referral Form.
- Tuition fee waivers as outlined above will only be granted where FCA is provided with the appropriate evidence as required by the Department.

Statement of Fees

- All Skills First students will receive a Statement of Fees at enrolment which is an individualised quote for the course they are enrolling in. This will include:
 - the code, title and currency of the training product in which the student is to be enrolled including:
 - estimated duration
 - expected locations at which training and assessment will occur
 - expected modes of delivery
 - the hourly tuition fees relevant to the individual enrolment taking account of any applicable concessions or waiver/exemptions
 - any other applicable fees.

Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment.
 - Course fees include all learning materials. There are no mandatory textbooks for FCA courses as all learning materials are developed inhouse and provided to students at no additional cost.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re- issuance or additional copies of these documents will attract a fee of \$50 per document.

- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Stationery such as paper and pens.
 - Re-assessment if required, as outlined above.
 - Re-issuance of AQF certification documents – a cost of \$50 per document applies.
- FCA cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by electronic transfer
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- FCA reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service students

- A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
- A full refund of any fees paid (including the deposit) will apply if FCA is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that FCA or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where FCA or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where FCA ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
 - Where FCA needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, FCA will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by FCA to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and*

Procedure.

- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

Refunds for Skills First students

- A full refund will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to our head office.
- A full refund will also apply if FCA is required to cancel a course due to insufficient numbers or other unforeseen circumstances.
- Skills First students who withdraw from a course and wish to seek a refund must request this in writing using the *Application for Refund Form*. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply to the Tuition Fees paid for any units that have not been commenced.
- The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

Recording and payment of refunds

- Refunds will be paid to the Fee Payer, the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Publication

- FCA will publish in a prominent place on its website the following:
 - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods or administration fees. The following caveat will be displayed with all fees: *The student tuition fees as published are subject to change given individual circumstances at enrolment.*
 - Costs for fee for service programs.
 - This Fees and Refunds Policy.