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Introduction

Foundation Education is a Registered Training Organisation (RTO Code: 22557) under the Australian Skills Quality Authority (ASQA); this ensures we comply with the standards of the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015 at all times.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our course policies and procedures meet the requirements and stipulations of all Commonwealth, State and/or Territory Legislation relevant to our scope of operation.

As an RTO, Foundation Education is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

- Client information
- Confidentiality/Privacy
- Complaints and appeals
- Training standards
- Access and equity

This document outlines important information regarding your course, the terms and conditions of your enrolment, your rights and responsibilities, and our obligations to you. Please read the information within your Student Handbook carefully, as it is a condition of enrolment that you have read, understood, and accepted this information. In accepting the following terms and conditions, you are also ensuring that the information you provide to Foundation Education is true and correct.
Course information

SIT40313 – Certificate IV in Hospitality

Total number of units = 21
9 core units
12 elective units

For a full unit listing, please refer to our website www.foundationeducation.edu.au

Course currency

For details on the currency of this training product, please click here.

Entry requirements

There are no entry requirements for this course.

Course information

This qualification reflects the role of skilled operators who use a broad range of hospitality skills combined with sound knowledge of industry operations. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. Many individuals have supervisory responsibilities and plan, monitor and evaluate the work of team members.

This qualification provides a pathway to work as a team leader or supervisor in hospitality organisations such as restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

Your program will be delivered in a flexible mode through on-line learning with support from Student Support Officers between 8am – 7pm Monday to Thursday and 8am – 5pm Friday, as well as qualified and experienced Trainers and Assessors. The duration of your course will be 24 months from the date of enrolment.

Special conditions for this course

This course contains a unit, HLTAID003 Apply First Aid, which must be completed through an external RTO. Please note that the cost of this external training is not included in any of your course fees. Upon completion, you will need to submit a certified copy of your first aid certificate in order for us to process a Credit Transfer against this unit on your student record.

This course will require you to complete a minimum of 36 service periods / shifts in at least one workplace. These hours will be recorded in a logbook which can be downloaded from your learning platform allowing you to demonstrate competency over time whilst in the hospitality industry. You are required to source this placement independently, however where you cannot arrange experience relevant to the unit, Foundation Education will do all that they can to assist with the placement. We can’t guarantee such arrangements but every endeavour will be made to enable you to access a suitable placement.
Course Support

Foundation Education is dedicated to supporting students throughout their theory and practical studies, and one of our student support team will make contact with you upon your enrolment. You will be able to access support via email and online; please note, it is your responsibility to contact Foundation Education if you require support or assistance. Depending on your chosen course you have options of distance, online and blended delivery.

You are provided with access to the student portal through our industry leading eCampus, and this is only for your personal use. You are authorised to print a copy of any information contained on this portal for your personal use. Without limiting the foregoing, you may not without our written permission on-sell or commercialise information obtained from this student portal. Legal action will be taken if a student is found to be in breach of these terms.

Barriers to Course Completion

Before you commence your studies, it is important that you identify potential barriers that might prevent you from successfully completing your course. Some to consider are:

- Access to a computer, internet and an active email address
- Computer competency
- For certificate courses, Year 10 or equivalent level of reading, writing and comprehension
- For diploma courses, Year 12 or equivalent level of reading, writing and comprehension
- Access to suitable resources (e.g. video camera) depending on the course you are studying
- Time to complete the assessment items
- Financial stability to full fill your financial commitments.
**Student Support**

You have now become part of a **REAL** education team with Foundation Education, one of Australia’s leading Registered Training Organisations.

**Your support team**

**Your Student Support Officers**
We have a dedicated team to assist you with your learning needs. Our student support officers (SSO) provide assistance around accessing your learning platform along with maintaining regular contact with you. Their job is to help you graduate and we will find a solution for any situation to ensure this can happen. Make sure you stay in touch with them too!

**Your Technical Advisors, Specialists and Assessors**
We have a specialised group of people that can help you with completing your units. Our technical panel have extensive experience in the industry and can assist you with your learning needs. We offer one-on-one coaching sessions via phone or skype to assist you. We are here for you!

**Your Support Plan**
We have a plan to stay in contact with you. Why? Because we care and we want to make sure you succeed. The purpose of your support plan is to ensure you are progressing through course. You will hear from our Student Support Officers soon! If you don’t we may have incorrect details for you so please contact us on the details below.

**Your Study Plan**
To assist with our progressing through your course you will receive a study plan as a guide to how long it will take to complete each unit. We find that students love this plan as it keeps them on track but there is flexibility in there for a holiday.

**Your Learning Platform**

At Foundation Education, we are committed to providing leading edge education and training to our students.

The Foundation Education learning platform is a centralised learning environment where all course materials and assessments are online and all assessment items are completed and stored within the learning management system (LMS). Through eCampus’ advanced tracking and reporting functionalities, Foundation Education can better monitor your progress in order to determine areas of success and areas you are requiring assistance. The best part about eCampus is the interactive learning resources which makes doing your course even more fun!

**Our contact details**

Phone: 1300 13 01 57
Email: student.services@foundationeducation.edu.au
Terms and conditions

Student requirements

As a student of Foundation Education, you agree that you have the following:

- Pre-requisite units and entry requirements as applicable to your qualification
- Appropriate level of computer literacy – the ability to use a word processing application, email and Internet. Foundation Education does not provide IT technical support for students.
- Appropriate computer software – Microsoft Word (or the Open Office equivalent) and a PDF Reader. Please note that your course is not supported on IOS/Android tablets and mobile phones.
- Google Chrome Internet Browser
- PC Requirements – Windows XP Service Pack +2, Windows Vista, Windows 7, Windows 8 or Windows 10
- Mac Requirements- Mac OS X 10.6 or later
- Regular allocation of time over the length of your enrolment to complete your course
- Active email address and internet connection
- Mobile phone with voice mail capability
- Willingness to receive correspondence via mail / email / text message
- Willingness to respond to communication in a timely manner
- If you have opted to pay for your course upfront or via instalments (referred to as a payment plan), the capacity to meet these payments as per your contract.
- Capacity to engage with coaching sessions, including any language, literacy and numeracy support, as needed to complete the requirements of your course.
- Willingness to receive information on future courses or other training products with Foundation Education.

Eligibility

All participants must be over the age of 18 to participate in a course with Foundation Education, unless express verbal or written permission from a parent or guardian is supplied.

In accepting this enrolment, you are warranting that you are at least 18 years of age; or

If you are under 18 years of age, you must ensure your parent or guardian has read and understood the terms and conditions contained in this booklet. By providing signed or verbal approval of your enrolment, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of all course fees.

Student rights and obligations

As a student enrolled with Foundation Education it is important that you are aware of the services and support available to you during your studies. All students have the following rights while enrolled:

- Fair and equitable treatment at all times, including access to all programs available on scope (subject to the relevant entry and LLN requirements).
- Access to the required support, training and assessment in order to successfully complete the training, regardless of location or mode of delivery.
- Access to any records held by us, including personal details, course progress, and payment information.
As a student of Foundation Education, you are obligated to:

- Ensure that the work you submit is your own; any discovery of plagiarism will be dealt with as outlined in the policies and additional information section.
- Advise us as soon as you become aware of any issues which may affect your study, including language, literacy and numeracy needs.
- Abide by the terms and conditions outlined in this document, and the code of conduct policy in all dealings with Foundation Education.
- Meet your assessment obligations; where this is not possible, you must advise Foundation Education as soon as possible.
- Make your course payments by the agreed due dates; further information on fees is outlined later in this document.
- Keep your contact information up to date by advising us as soon as possible.

**Foundation Education's rights and obligations**

Foundation Education has an obligation:

- Not to tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexuality and/or disability (physical or intellectual).
- To inform you, the student, of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.
- On payment of all course fees, to provide support, training and assessment services in the chosen training program in compliance with the *RTO Standards 2015*, and as summarised in the enrolment documentation you will receive. This guarantee continues for the period of enrolment to ensure students have the opportunity to successfully complete the training.
- To inform you if any part of the agreed services, including training and assessment, are to be delivered by a third party.
- To issue you with AQF certification documentation upon request and at the end of your enrolment, whether completed or terminated, providing you have met the requirements of the qualification or unit(s) of competency.
- To abide by our published policies and the information contained in this handbook.
- To provide you with information on the implications of government funding entitlements and subsidy arrangements for any future qualifications you may wish to undertake. For more information on the requirements in each State, please see the following links:
  - Queensland
  - New South Wales
  - South Australia
  - Victoria
  - Western Australia
  - Tasmania
  - Northern Territory

Foundation Education reserves the right:

- To cancel an enrolment in line with our published cancellation policy.
- To collect fees as per your preferred payment method and the contract you have agreed to upon enrolment, and in accordance with the policies outlined in this document.
Withdrawal Policy

Foundation Education aims to provide high quality service at all levels of its operation, and is committed to providing an effective, efficient, timely and fair cancellation and withdrawal procedure for all students. Please refer to our Withdrawal Policy for specific information.

Fee information

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 Education Team. Upon enrolment, you will receive an email summarising the tuition fees for your chosen course.

Incidental fees

- If you elect to pay for your course via a payment plan, you will be charged additional fees by a third party (EzyPay). A copy of their terms and conditions will be emailed to you as part of your enrolment, and can be provided again upon request.
- If you misplace any AQF certification documentation issued by Foundation Education (i.e. your certificate or statement of attainment), you may purchase a replacement for $30 plus postage.

Cooling off period

1. Solicited consumer agreements

Where you have invited negotiations for the purchase of a Foundation Education training product (e.g. you have expressed interest in our courses or have contacted one of our sales people directly), you are considered to be a ‘solicited consumer’.

All courses contain a five (5) day cooling off period, effective after you confirm your enrolment and accept the terms and conditions as contained in the Student Handbook. The cooling off period is calculated using actual days, so weekends and public holidays are included. Please see table below for reference.

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<thead>
<tr>
<th>If you enrol on a...</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
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<td>...then your cooling off period expires at 11:59pm on...</td>
<td>the Saturday of that same week.</td>
<td>the Sunday of that same week.</td>
<td>the Monday of the following week.</td>
<td>the Tuesday of the following week.</td>
<td>the Wednesday of the following week.</td>
<td>the Thursday of the following week.</td>
<td>the Friday of the following week.</td>
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This cooling off period exists for you to ensure that your chosen qualification suits you, and to provide you with sufficient opportunity to review these terms and conditions. It is also your responsibility to identify potential barriers to your learning and to advise us during this period. Once the cooling off period expires, you will be bound to honour your contractual arrangements in full. Please note that even if you have chosen to delay the commencement of your course, your five (5) day cooling off period is effective after you confirm your enrolment, and accept the terms and conditions, as contained in the Student Handbook.
2. Unsolicited consumer agreements

Where you have not invited negotiations for the purchase of a Foundation Education training product (e.g. one of our sales people telephones you uninvited or approaches you in a place other than our place of business), then you are considered to be 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 Foundation Education (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 the contact details as given in the ‘Withdrawal policy’ section below.

For ‘unsolicited’ agreements negotiated by telephone, the cooling-off period begins on the first business day after you have received the enrolment documents confirming your enrolment over the telephone. For other agreements, 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. 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 we may have supplied you.

Refund of course fees

If you are solicited consumer and, for any reason, you decide to cancel your enrolment within the five (5) day cooling off period you will be eligible for a full refund minus a $370.00 administration fee.

If you are an unsolicited consumer and, for any reason, you decide to cancel your enrolment within the ten (10) business day cooling off period you will not have any fees deducted whatsoever, and will not be liable for any fees associated with that course.

After the cooling off period, no refunds or termination of ongoing fees is available (except in cases where formal, out of policy arrangements have been made).

Please note that a change of mind towards your chosen qualification, the online learning delivery mode, or preference for another training provider and career path, are not legitimate reasons for a refund.

We expect all students to honour their contractual agreements, except in cases where a formal out of policy arrangement has been made, or where the provider has defaulted on delivery. Where genuine hardship can be evidenced, and has resulted in the permanent inability of the student to complete the requirements of their course, decisions on refunds may be made at the discretion of the CEO or delegate. In cases where students are suffering from a medical ailment and are able to provide adequate documentation of such, upon application in writing, the student’s enrolment may be extended for a period of no more than six months. No refund of course fees apply and the student will remain liable for all payments as agreed under their payment plan.

Modifying payment of fees

You may, during the course of your enrolment, require an adjustment to your payment plan. Requests should be submitted in writing, along with evidence of genuine hardship and relevant documentation,
and will be assessed in accordance with the applicable policies. Any variation to standard policy must be approved by the CEO or delegate. In all cases, students will still be required to pay their course fees and honour their contractual obligations.

**Extensions policy**

Students are required to complete their course within the timeframe set for their chosen option. 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. Foundation Education is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date. If an extension is not purchased Foundation Education reserves the right to withdraw the student without notice. In order to purchase an extension, please contact us 1300 616 197.

**Provider default**

If, for any reason, Foundation Education (or any of its agents) cancel or delay your course, you will first be offered a transfer to another course in order to continue your study. If a transfer is not available or no suitable options can be agreed upon, a full refund will be given. Please note this condition does not apply if you have elected to delay the commencement of your course.

**Payment defaults**

During enrolment, students can elect to pay for their course via a payment plan. To be eligible for a payment plan you must confirm a set of fixed weekly or fortnightly amounts and agree to pay off the course within the set timeframe. A verbal authority, signed enrolment form or application form submitted online is verification of consent to all terms and conditions associated with that loan or payment plan, as provided to the student.

- If you default on a payment, your assessment will not be marked until the account is paid to date. This may mean making a ‘catch up payment’ for the missing amounts as well as any third party fees.
- Students will be unable to participate in any other related support until their account is paid to date.
- Course fees must be paid in full for your certificate to be issued.
- If your account remains unpaid, access to resources via your online learning platform will cease until the payments are brought up to date. Course extensions will also not be granted to students that are behind in their payments.
- If a student has enrolled under an upfront payment plan and later defaults on the remainder of the fees, they will be transferred to an eight (8) month payment plan. This plan incurs additional course fees compared to the upfront payment plan. You will also be charged further fees by a third party (EzyPay) and a copy of their terms and conditions will be emailed to you, should your payment plan be adjusted in this manner.

**Credit card payments**

If you have paid any part of your course fees via credit card, you are acknowledging that the card belongs to you or that you have express permission from the owner to use the card. If a third party (family member, friend or employer) will be paying for your course fees, please note that it is **your responsibility to get permission** from the card holder to add their name and credit card to your student account.
Debt recovery

If, for any reason, a student has defaulted in their payment to Foundation Education then the remaining balance may be referred to either our solicitors or a debt collection agency for recovery proceedings. The student shall be liable for all costs associated with the recovery of their debt including; collection fees, commissions and legal costs.

Policies and additional information

Complaints and Appeals Policy

Foundation Education aims to provide quality service at all levels of its operation, and is committed to providing an effective, efficient, timely, fair and confidential complaints handling procedure for all students. It is Foundation Education’s intent that all complaints are taken seriously and used as a mechanism for continuous quality improvement. Complaints will be dealt with in a professional and timely manner and the student will be kept up to date throughout the process. If, after being advised of a decision, the student is not satisfied with the outcome, they have the right to appeal that decision as described below.

The following principles, which Foundation Education adheres to, apply to all stages of this complaints procedure:

- The student and any involved parties will have the opportunity to present their case at each stage of the procedure.
- The student and any involved parties have the option of being accompanied / assisted by a third person (such as a family member, friend or counsellor) if they wish.
- No parties involved will be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints and appeals will be recorded in writing. If requested, a full written explanation outlining decisions and actions taken as part of this procedure can be provided to all parties.
- Records of all complaints and appeals will be kept for a period of five (5) years. These records will be kept strictly confidential and stored electronically. Access to these records may be requested by emailing the Quality Officer at quality@foundationeducation.edu.au.
- A student shall have access to the internal stages of this grievance procedure at no cost.
- Costs for mediation will be shared equally by Foundation Education and the student.
- Students are entitled to make a complaint about any parties involved in the delivery of their course. This includes:
  - The conduct of Foundation Education
  - Our trainers, assessors or other staff
  - A third party providing services on the Foundation Education’s behalf, its trainers, assessors or other staff.
  - A learner of the Foundation Education
- Students are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the student’s place of residence or their mode of study.
- This policy does not replace or modify policies or any other responsibilities which may arise under other policies, statute or any other law. Also, the dispute resolution procedures outlined in this document do not circumscribe an individual’s rights to pursue other legal remedies.
If a student chooses to access this policy and procedure, Foundation Education will maintain the student’s enrolment while the grievance and appeals process is ongoing.

Making a complaint

In the first instance, it is best to try and resolve any issues with our Student Support team (student.services@foundationeducation.edu.au) as this will ensure the quickest response. This is preferable where the complaint is relatively minor. If the complaint cannot be resolved with our Student Support team, then you should submit it in writing to the Quality team at quality@foundationeducation.edu.au. The complaint will be investigated objectively, and you will be advised of the decision or outcome within ten (10) business days.

Making an appeal

If you are not satisfied with the response to your complaint, or any decision made in regards to your studies, you may lodge an appeal in writing to the Quality Coordinator at quality@foundationeducation.edu.au or the CEO at PO BOX 303, Lutwyche, Qld, 4030. All necessary consultations will be held and Foundation Education will make a determination of the appeal. You will be advised in writing of the outcome of your appeal, including the reasons for the decision within ten (10) business days.

Mediation

If you are not satisfied with the outcome of your appeal, then an independent mediator will be sourced through LEADR, the Association of Dispute Resolvers. You may request that your grievance is referred to the independent mediator by writing to the CEO at PO BOX 303, Lutwyche, Qld, 4030. Costs of such mediation will be shared equally by Foundation Education and the student. Foundation Education agrees to be bound by the recommendations arising from the external review of the complaint and the CEO will ensure that any recommendations made are implemented within 30 days of receipt of the recommendations.

Assessment Appeals

All appeals relating to an assessment decision must be lodged with your Student Support officer within 21 days after you are notified of the assessment result. On receipt of the appeal the assessment will be reviewed to confirm if it was a fair decision and whether the evidence presented is current, authentic, valid and sufficient. Foundation Education will contact you within ten (10) business days to advise of the outcome.

Code of Conduct Policy

The Policy is designed to represent the expectations of Foundation Education and clearly establish behaviour guidelines, investigative procedures and consequences for inappropriate behaviour. The Student Code of Conduct is designed to uphold the dignity of all staff, all students and persons associated with Foundation Education. The Student Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Student Code of Conduct is to outline for students and staff their rights to work and study in a positive, secure and orderly environment and show care, courtesy and respect for the rights of others at all times.
Behaviours

Acceptable behaviour

- Being courteous, respectful and well-mannered at all times.
- Making responsible and thoughtful choices.
- Being truthful, fair, caring and considerate through actions and behaviours at all times.
- Being professional in all dealings with staff and other students
- Participating actively and positively in learning at all times.
- Respecting the rights of others to learn in a non-threatening environment
- Completing all assigned assessment tasks to the best of their ability.
- Being on time for sessions.

Unacceptable behaviour

- Swearing
- Plagiarism
- Fraud or any breach of the law
- Racial, religious or sexual slurs towards staff or other students
- Threatening behaviour towards staff or other students
- Abuse
- Misuse of equipment
- Actions that lead to putting yourself, staff or other students at risk

If a student is in breach of the code of conduct this will be investigated and they will be asked to give a written response to these allegations. If it is found that a student has breached the code of conduct they may be given a warning and, depending on the severity of the breach, may be terminated from the course without notice and receive no refund of fees. The CEO will make the final decision on any actions resulting in termination.

Student Plagiarism

Plagiarism means the inclusion of another person’s work whilst representing it as your own or the act of copying and using another person’s expressions or ideas, without due acknowledgement. Intentional plagiarism involves the deliberate act of presenting someone else’s work and ideas as if you wrote them yourself. Unintentional plagiarism arises due to student confusion over how and when to reference another author.

Any of the following acts constitutes plagiarism, unless the source of each quotation or piece of borrowed material is clearly acknowledged or referenced. This can include:

- 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 it’s entirely has been copied from written material or electronic material including the internet
- Paying a third party to complete your work on your behalf

Plagiarism is not acceptable. If plagiarism is suspected it will be determined if the case warrants more than a warning. If so, the student will be informed in writing of the nature of the complaint and informed of the code of conduct and actions to be taken. The student will be given the opportunity to respond to the allegations in writing.
Access and Equity Policy

Foundation Education’s access and equity policy ensures there is equitable access to all available programs on scope. In no instance will there be discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexuality and/or disability (physical or intellectual).

Consent to Image Release

Foundation Education may, at times, take photographs, record videos and develop various marketing campaigns for use in promotional activities. These images and records remain the property of Foundation Education and will not be sold to any third party.

By enrolling in a course with Foundation Education, you are agreeing to allow Foundation Education to use and make reference to any images and recordings you have participated in. This may include but is not limited to photographs, video recordings, voice recordings and text extracts.

Privacy Policy

Our Privacy Policy (available at http://www.foundationeducation.edu.au/wp-content/uploads/2015/08/FE-Privacy-Policy-31-07-2015.pdf) sets out how Foundation Education protects the privacy of personal information that is collected through our website (www.FoundationEducation.edu.au), from industry partners, contractors to the a Foundation Education Group or directly from you. We are committed to ensuring that your privacy is protected. Please read this Privacy Policy carefully.

Language, Literacy and Numeracy (LLN)

As an RTO, Foundation Education will ensure that potential students have the required language, literacy and numeracy to undertake the course they are enrolling into. Any required support will be identified prior to enrolment, and monitored throughout the student’s course progression. Foundation Education will offer referral or support services to students upon request. Referrals will be made to Commonwealth ACE providers or community literacy providers.

Foundation Education has documented strategies in place for trainers/assessor to follow in regards to special needs and student welfare.

Should a student demonstrate the need for assistance, detailed assessments are to be made. These assessments will identify the determining methods, areas in need and suggestions for appropriate support. On enrolment it is your responsibility to advise the Careers Advisor that you may require support in this area.
Recognition of Prior Learning and Credit Transfer Policy

Recognition of Prior Learning (RPL) and Credit Transfer are both offered across all of Foundation Education’s courses. RPL is a process by which you provide evidence of pre-existing skills and experience in order to determine whether you are already competent in one or more units. Credit Transfer can be applied if you have previously completed a particular unit or units which make up part of the course you are undertaking with us.

Once you have enrolled, Foundation Education will assess your application if you believe you may be a candidate for this process. If successful, you will be eligible for exemption from undertaking certain assessments within the course. Please note that the terms of your contract (including tuition fees payable) will not be affected by the units of competency achieved via this RPL or Credit Transfer process.

RPL is intended for individuals who can demonstrate that they have current industry competencies or experience, which reflect performance criteria in the unit(s) for which they are applying for RPL. Please note this process can be lengthy, and is solely relied on your evidence and information that you submit. It is your responsibility to work through the unit/s of competency that you wish to be assessed and provide relevant evidence. You are required to submit (i) at least ONE Formal Qualification or where there is no formal qualification, (ii) two different pieces of evidence to demonstrate your competence.

When submitting your evidence, please keep in mind that your evidence needs to be:
- Current – Does the evidence reflect your current skills?
- Relevant – Is your evidence relevant to the Unit you are applying for?
- Authentic/Valid – Does your evidence prove/demonstrate that you have the skills/knowledge/attributes/competency for Unit applied for?
- Sufficient – Is your evidence sufficient to provide and demonstrate that are competent in the skills relevant to the Unit applied for?

Once you are enrolled, and expressed your interest in this process, you will be supplied with an RPL application kit, specific to your chosen qualification of study.