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Dear FLI student,

A very warm welcome from the Focus Learning Institute (FLI) team!

Before you embark on this amazing learning journey with us, we would like to share a few things with you. This student handbook contains everything you need to know about studying in FLI. We want to make sure that you understand the terms and conditions of the course you are taking and that you can apply them in a practical, working environment.

Here at FLI, we want to provide the best learning experience for all of our students and we believe that everyone deserves an equal opportunity to pursue their chosen career. That is why we strive to give the best learning experience by continually finding ways to improve on our methods and techniques. In addition to that, eligible students can enrol in a flexible payment plan that is convenient and affordable.

FLI also offers great course selection at all levels (Certificate II, III, IV, Diploma, or Advanced Diploma) which can accommodate your varying interests and fields of study. So whether you are looking for an entry-level or managerial position, you will be equipped with the appropriate skills.

FLI eCampus is the gateway to your qualification. It contains helpful resources such as your current workbooks, great eLearning modules, fun additional reading materials, as well as an online forum so you can engage with other students! And since all courses are done online, you have the flexibility to schedule classes at your desired pace, wherever you are.

At FLI, you can always upgrade your qualification. We call this ‘FLI Higher’. FLI graduates can simply pay the difference between their existing qualification the higher qualification of the same type. For example, if you have a Certificate IV in Accounting from FLI and want to upgrade to a Diploma of Accounting, just pay the difference and away you go.

We encourage you to get the most out of your experience here at FLI and use this opportunity to kick-start your dream future! If you have any questions about our courses or anything related, feel free to ask us or email us at info@fli.edu.au.

We hope that you will read this handbook carefully and use it to help you finish your course. We wish you all the best as you start your journey to success!

With much warmth and support,

The FLI Team
Introduction

Focus Learning Institute (FLI) offers Nationally Recognised Qualifications that allow students to enrol in a certificate or diploma course to improve their skills and to help them advance their professional career.
FLI offers a wide variety of courses suited to the diverse needs of every student. The courses are carefully selected and designed to be comprehensive and relevant to today's industry. All of our courses are conveniently delivered online so you can take control of your schedule and have all the resources available to you whenever and wherever you are.

All students can take advantage of our reasonable payment plans so finishing your course is made more affordable. For any inquiries or assistance about our payment plans please contact 1 300 278 839.

**Enrolment Policy**

By completing FLI's enrolment form and formally applying to enrol in a course, you agree to the terms and conditions as outlined in FLI's Student Handbook. FLI recommends that you retain a copy of this document for your records and refer to it prior to contacting our team.

**Student Selection**

FLI publishes entry and eligibility requirements for all courses offered. Potential students must meet the entry requirements to enrol with the institute.

FLI reserves the right to refuse any potential student entry to a course if they do not meet the requirements outlined throughout this handbook or in any of FLI's Policies or Procedures.

**Enrolment Process**

To enrol in an FLI course you will be required to complete an enrolment form. This form is available at www.fli.edu.au or requested in hard copy from FLI.

Upon successful enrolment in your course, you will be emailed a confirmation of enrolment. Until you have received this confirmation, FLI cannot guarantee your place in the course.

**Recognition of Prior Learning (RPL)**

During your lifetime, you have gained knowledge and developed skills. You may have previously worked either full- or part-time or in a voluntary capacity. This work may have involved some training (either formal or informal). You may also have attended other training courses.

Your current knowledge and skills may be relevant to the course in which you are wishing to enrol. Each unit you study is made up of various elements and competency outcomes. Each consists of a range of performance criteria. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

When you apply for RPL, your knowledge and skills are measured against the equivalent unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course. This may enable you to complete your studies in less time, however will attract the same costs as completing the full unit.
Applying for RPL

To apply for RPL you must notify your course advisor prior to enrolment. Your course advisor will determine if you are eligible to apply for RPL. They will then forward to you an RPL assessment kit that you must complete and send back for assessment.

To achieve competence using an RPL assessment kit, you will need to compile evidence to prove to your assessor that you have the required skills and knowledge to meet a range of performance criteria and satisfactorily achieve the unit of competence. It is important that before commencing this process, you are aware that the RPL assessment requires a range of evidence collection and assessments to be completed.

If you would like further information on RPL please speak to your course advisor prior to enrolment.

Credit Transfer

Credit transfer can be applied when a student has completed the exact Unit of Competence previously through another Registered Training Organisation. If you have previously completed any Units of Competence outlined on your course summary, you may receive Credit Transfer for your course. If this is the case, you will not be required to re-complete the unit, nor will you be charged to enrol in that specific unit.

To apply for Credit Transfer you must notify your course advisor prior to enrolment. You will need to submit a certified copy of your prior qualification/s (which indicates completion of the Unit of Competence you are applying for Credit Transfer for) as well as a copy of your Curriculum Vitae (CV) or letter from your employer to prove currency of your skills and knowledge.

Fair Treatment and Equal Opportunity

FLI applies access and equity principles across all policies and procedures to promote full and equal participation of students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

FLI publishes on its website the ‘Fair Treatment and Equal Opportunity’ policy which may change from time to time. To access the latest version of this policy, please visit the website http://fli.edu.au/policies.php

Language, Literacy and Numeracy (LLN)

Students undertaking a course with FLI are required to maintain satisfactory Language, Literacy and Numeracy (LLN) skills. Students who require assistance or are unsure if they meet the LLN requirements for their course are encouraged to speak to a course advisor prior to enrolment and must outline this on their student enrolment form. FLI staff are well equipped to assist learners with additional LLN requirements. FLI may recommend that students undertake a pre-enrolment literacy and numeracy course prior to enrolment. This course will be at the student’s expense.
Computer Literacy
As a large portion of your course will be delivered and/or accessible online it is a requirement of FLI that you have both access to a computer and internet and a basic level of computer literacy to access your course materials and content. Students who require assistance or are unsure if they meet the computer access and literacy requirements for their course are encouraged to speak to a course advisor prior to enrolment and must outline this on their student enrolment form. FLI staff are well equipped to assist learners with additional computer literacy support needs. FLI may recommend that students who have poor computer literacy skills undertake a pre-enrolment computer literacy course prior to enrolment. This course will be at the student’s expense.

Evaluation of Training
FLI is serious about the quality of our training. We always strive to improve our courses, resources, training and assessments. Throughout your enrolment you may be asked for feedback on various elements of the course. Your responses will be used to improve our current offering for our future students. We encourage your constructive feedback and appreciate your honesty. We would like to thank you in advance for providing us with constructive feedback.

Should you ever have a complaint, please refer to the ‘Complaint and Grievance Handling Procedure’ in this handbook.

Copyright and Intellectual Property
FLI owns and/or has the right of use of all course materials, content, assessments, online courses, handbooks, policies, procedures, business practises, and other intellectual property you will be exposed to throughout your course. FLI will provide you access to relevant materials prior to, throughout and after your enrolment with FLI. All materials are to remain for the explicit use of the enrolled student and must not be distributed to any other parties. Upon completion of your course, you are to dispose of or delete any intellectual property or documentation provided by FLI. All documentation, logos, slogans, pictures, courseware and other materials provided by FLI are copyrighted by FLI or one of FLI’s partners.

Students are only permitted to use their course materials and content for the purpose of completing the course they are enrolled in. No student is to provide content to any third parties or re-produce any part of their course.

Course Sequence
Throughout your enrolment with FLI you will undertake one or more ‘Units of Study’. FLI may require you to complete particular Units of Study in specific sequences. For example, if your course is structured into two semesters, you may be required to complete semester one prior to commencing semester two.

Code of Conduct
All students are expected to conduct themselves in a courteous and professional manner at all times. It is expected that students will treat staff, fellow students and members of the public with respect and courtesy at all times.
Misconduct

Student enrolments may be reviewed if a student conducts themselves in a way which:

- Tarnishes FLI’s name and/or reputation
- Is illegal
- Is considered negligent
- Is threatening, discriminatory, harassing or abusive
- Is deceiving or is falsely represented
- Unduly disrupts staff or students of FLI

Suspension

FLI may, at its discretion, suspend a student from his/her course if they are found to be conducting themselves in a manner that breaches this student handbook. Students may also be suspended for:

- Not paying any fees by the due date
- Providing false or misleading information during enrolment
- Not completing required documentation as requested by FLI

Academic Progression

FLI is dedicated to assisting all students with successfully progressing through their studies as they work towards gaining a qualification. As such, we strictly enforce an Academic Progression Policy. The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress. For further details, please refer to our Academic Progression Policy which can be found on our website http://fli.edu.au/policies.php

Review of Enrolment

FLI reserves the right to review any student’s enrolment whose conduct or progression is not of an acceptable standard and/or if the student breaches any policies or conditions stated within this handbook. If a student is found to have breached the terms in this student handbook, FLI may suspend or withdraw a student from their course.

Semester / Unit of study Extension

Some students may wish to extend their semester / unit of study end date (also referred to as semester or course end date). If you wish to apply for a unit of study extension you must follow the procedure as outlined in the Semester Extension Policy which can be found on our website http://fli.edu.au/policies.php

Withdrawal

Should you wish to withdraw from your course, either prior to or after the cooling off period ending, you must follow the procedure as outlined in the Withdrawal Policy which can be found on our website http://fli.edu.au/policies.php
Course Fees

FLI publishes on its website (http://fli.edu.au/) all course fees relevant to all available courses and Units of Study available at FLI. These fees may change from time to time and all changes will be published on FLI’S Website. Any student affected by changes to course fees will be notified in writing.

Refunds

FLI offers a Refund Policy for students enrolling in its courses. For further details, please refer to our Refund Policy which can be found on our website http://fli.edu.au/policies.php

Personal Information and Privacy

FLI keeps all student information private and confidential. For regulatory requirements FLI may be required to supply your information to regulatory bodies or government agencies from time to time. These may include, but are not limited to:

- The Australian Skills and Quality Authority (ASQA)
- The Department of Education
- The Department of Employment
- The Australian Taxation Office (ATO)
- The State Training Authorities
- The National Centre for Vocational Education Research (NCVER)
- The Australian Council for Education Research (ACER)

From time to time FLI may be required to release information about your academic progress to other parties, such as: employers, Job Services Australia providers, third parties delivering services on behalf of FLI (such as Educational Agents).

FLI publishes on its website its ‘Personal Information Procedure’ which may change from time to time. To access the latest version of this policy, please visit http://fli.edu.au/policies.php

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual to see all of their training results from all providers including all completed nationally recognised training units and qualifications.

You will need to give your USI to your training organisation when you enrol to study.

If you do not have the USI, you can create your USI for free. Please go to http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx for more details.

Alternatively, FLI can create a USI on your behalf. More information about creating the USI on your behalf is available on our enrolment form.

Further information about the USI can be accessed at www.usi.gov.au.
Complaint & Grievance Handling

FLI is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus or online campus at which the grievance has arisen, the complainant’s place of residence or mode of study.

Grievances should be formally lodged with FLI to ensure they are handled in the appropriate manner. To access FLI’s grievance procedure, please follow this link: http://fli.edu.au/policies.php

Access to Records

Students can request access to their records at any time throughout their enrolment. Students should submit their requests in writing to FLI’s RTO Administration Manager.

Fee Assurance

FLI’s education partner, Management Consultancy International, maintains currency in a registered Tuition Assurance Scheme (TAS). Further details of this scheme can be found at: http://fli.edu.au/policies.php

Austudy/Abstudy/Youth Allowance

Students studying with FLI may be eligible for student benefits from the Department of Human Services (Centrelink). FLI does not guarantee any students eligibility for the benefits. To find out if you are eligible, contact Centrelink.

Online Access to Course Materials

Where a student is enrolled in an online course, or provided with online course materials, only the named student is permitted to access the eCampus. Students must not share their username and password with any other parties or permit anyone else to access their account.

Cheating/Plagiarism

Cheating and/or plagiarism is a serious offence. Any student found cheating or plagiarising will be suspended from their course and may be withdrawn at the student’s expense (i.e. no financial refund or reimbursement). If a student
is found to be cheating or plagiarising on more than one occasion, the Institute may withdraw the student from their course and refuse any future enrolments.

Any student using work produced by someone else (quotes, paraphrasing, ideas or other material) must formally reference the author. Failing to reference an author may be considered plagiarism.

Bullying and Online Conduct
FLI will not tolerate any bullying or online misconduct. Students will have an opportunity to work and communicate with fellow students throughout their course and through online forums and chat. It is expected that all students treat their peers and staff of FLI with respect. Any misconduct or bullying that occurs online will be taken seriously by the Institute and any student found to be misbehaving may be suspended or withdrawn from their course.

Online Resources
Students who are provided with online access to course materials and assessments will be provided with access to these materials shortly after commencement. Access will be restricted upon completion of the Unit of Study and/or at the end date of the student’s enrolment in that Unit of Study.

Submission of Assessments
Students will be required to submit their assessments as outlined during their course. Upon submission of assessments the student will be assessed and deemed either ‘Competent’ or ‘Not Yet Competent’. If a student is deemed ‘Not Yet Competent’ they will be required to re-complete and submit their assessment. Students have a maximum number of attempts at each assessment. If a student is unable to successfully complete an assessment after the maximum allowable number of attempts, they may be required to re-enrol in that particular unit of study. For clarification on the number of attempts your course allows please liaise with your mentor or course sales owner.

Students are advised to always keep copies of any assessments submitted in case the original goes missing.

Work Health and Safety (WHS) & Security
FLI has in place Work Health and Safety and Security procedures. It is expected that any student attending an FLI campus conducts themselves in a responsible manner and complies with any reasonable WHS request from staff.

Drugs and Alcohol
No student is permitted onto premises where FLI conducts classes or other business whilst they are under the influence or in possession of any illegal drugs or alcohol. Any student who breaches this condition will have their enrolment reviewed.
Change of Details
Students are required to notify FLI in writing of any changes to their personal or contact information. Changing personal details and not notifying FLI will be considered an inadequate excuse for not receiving communication.

Testamurs
Upon completion of a course, students will be issued with a formal Nationally Recognised Qualification. This will be issued by Management Consultancy International (RTO: 91088) and sent via mail to the student’s postal address provided on their enrolment form (or as updated from time to time).

Students who withdraw prior to the completion of their course may request a Statement of Attainment indicating any Units of Competency the student completed while studying with FLI.

Students who withdraw prior to payment of course fees or students who do not make payment of their course fees will not be entitled to any Statement of Attainments or formal Qualifications.

If a student loses or misplaces their testamurs, they may request re-prints in writing to FLI. Re-prints of any Qualifications or Statement of Attainments will incur a $100 administration fee.

FLI and Management Consultancy International Pty Ltd
FLI has chosen to partner with Management Consultancy International Pty Ltd. Any student enrolling in FLI is a student of Management Consultancy International Pty Ltd.

Legislation
FLI’s partner, Management Consultancy International, is subject to a range of legislative requirements as a Registered Training Organisation and VET FEE-HELP provider. Legislation is continuously being updated and amended. Should any legislative requirement which would have an impact on your enrolment with FLI change throughout your enrolment, you will be notified in writing via email.

Contacts
Phone: 1300 2 STUDY (1300 278 839)
Students can address their written communications via mail or email to the following addresses:
Mail: GPO Box 1794, Sydney NSW 2001
Email: info@fli.edu.au

Disclaimer
FLI has taken appropriate measures to ensure the information published in this Student Handbook is accurate at the time of printing and/or download. Due to a range of circumstances information may change from time to time. FLI’S management team apologises for any inaccuracy in information supplied that may cause confusion. FLI’S management
team reserves the right to make changes when required. Any changes will be published in updated versions of the Student Handbook and circulated to all currently enrolled students via email.