



AFWE

Australian Future Wellbeing Education
RTO 45553 CRICOS PROVIDER 03811G

Domestic Student Handbook

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Welcome to AFWE

Welcome to Australian Future Wellbeing Education (AFWE) ! This handbook provides you with everything you need to know about studying with us. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.

About us

Located in 73 Scarborough Street, Southport, Queensland. AFWE provides courses in the areas of health and business. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, AFWE is a wise choice for your learning and future.

AFWE is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: <https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>.

Our obligation to you

As a Registered Training Organisation, AFWE registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the **Complaints and Appeals** section of this handbook for information on how to do so.

Contact Details

Name of Registered Training Organisation (RTO): Australian Future Wellbeing Education Pty Ltd (AFWE)

RTO Number: 45553

CRICOS Number: 03811G

Telephone: 07-5532 7112

E-mail: admin@afwe.edu.au

Campus location: 73 Scarborough Street, Southport, QLD 4215

The Agreement between AFWE and the Student

Our commitment is to deliver quality training and assessment as provided by AFWE in the following, upon receipt of the signed Offer Letter and Student Agreement of a place in the course and the course fee (1st instalment/deposit) AFWE agrees to:

- Provide a receipt (tax invoice)
- Provide **confirmation of the course enrolment and confirm the course commencement date**
- **Provide training as described in the marketing information**
- **Provide support for special needs of students**
- Provide trainer and administration support to students throughout the enrolment
- Mark, provide feedback and results on the submitted assessment tasks
- Support students to achieve their goal of completion of the qualification with reasonable adjustments
- Issue results and a Qualification or Statement of Attainment/s upon satisfactory completion of the course requirements (if applicable)

Acceptance of course enrolment and the terms and conditions form the agreement by the student:

Upon accepting the offer of a place in the course, signing the agreement and making the first payment, the student acknowledges their understanding of the agreement entered into with AFWE and agrees that:

- Details provided on enrolment are correct
- Course enrolment is complete when the 1st confirmation instalment is paid and the money is deposited in the AFWE's account
- The terms and conditions of enrolment are accepted including fees and refund policy
- The course entry requirements are understood and accepted and met by the student or the student has declared support needs with AFWE at the application stage and accepted the policies on support
- AFWE will provide the date for course commencement and this date will be known as the agreed course commencement date
- Course duration is effective from the agreed course commencement date
- Students are responsible for their own attendance, progress and submission of work including assessments, Poor attendance may result in disciplinary action and/or impact the achievement of satisfactory results in some units of competency
- Students will communicate with the trainer and administration if there are issues or barriers to completion of the course where we may be able to help to support the student

Courses on offer

AFWE delivers the following qualification courses:

Course	Duration	Delivery	RPL	Location
HLT52021 Diploma of Remedial Massage	64 weeks	Face to Face	✓	Southport
BSB50120 Diploma of Business	76-78 weeks	Face to Face	✓	Southport
HLT52015 Diploma of Remedial Massage (Superseded)	64 weeks	Face to Face	✓	Southport
BSB40520 CerIV in Leadership and Management	52 weeks	Face to Face	✓	Southport
CPP41419 CerIV in Real Estate Practice	52 weeks	Face to Face	✓	Southport
SHB50121 Diploma of Beauty Therapy	104 weeks	Face to Face	✓	Southport



What is Nationally Accredited Training

Vocational Education and Training (VET) is “education and training for work” and part of a broader educational network in Australia that includes schools, universities and adult and community education.

Qualifications can only be delivered by an organisation that has met the required standards of registration for a Registered Training Organisation (RTO). The Australian Skills Quality Authority ASQA audits Registered Training Organisations (RTO's) to ensure compliance against these standards. These standards ensure you are provided with the highest quality training and assessment.

The Australian Qualifications Framework (AQF)

This is a framework which sets out all nationally agreed education and training qualifications in Australia. The vocational education and training sector delivers eight qualifications under this framework, ie Certificate I to Vocational Graduate Diploma.

RTOs such as AFWE offers VET certificates within the Australian Qualifications Framework (AQF). The AQF is Australia’s system of nationally accredited vocational education and training. This framework provides the standards for Australian qualifications. It describes the outcomes for students in each level and type of qualification and the pathways to and through formal qualifications. For more information, access the AQF website at <http://www.aqf.edu.au/>

The scope of training that AFWE as a registered training organisation (RTO) is able to deliver is listed at <http://www.training.gov.au> , the database on Vocational Education and Training in Australia.

As a RTO, we comply with the VET Quality Framework (VQF), which comprises:

- The Standards for Registered Training Organisations 2015
- The Australian Qualifications Framework (AQF)
- The data provision requirements
- The Fit and Proper Person Requirements, and
- The financial Viability Risk Assessment Requirements

VET Quality Framework

AFWE is a Registered Training Organisation which means our courses are accredited under the VET Quality Framework (VQF). The regulatory authority audits RTOs to ensure compliance against these standards. These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system. You can find the current version of these conditions and standards at <http://www.asqa.gov.au>.



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Enrolment

Pre-Enrolment

AFWE marketing and advertising policy outlines information provided to students prior to enrolment that enables students to make informed choices. AFWE identifies and assesses student needs through analysis of information supplied on the enrolment form and at the Entry interview. The interview includes analysis of language and literacy needs and individual student opportunities for Recognition or Credit Transfer. Candidates are not offered a confirmed place in the program until the interview has been conducted and the enrolment form is lodged.

Prior to enrolment, AFWE will provide prospective students with the following information:

1. Information and advice about the training product, ensuring its appropriateness to meeting their needs and taking into account the individual's existing skills and competencies
2. In print or through referral to an electronic version, current and accurate information that enables the student to make informed decisions about undertaking training with AFWE and at a minimum includes the following content:
 - The code, title and currency of the training product to which the student is to be enrolled, as published on the National Register
 - The training and assessment, and related educational and support services AFWE will provide to the student including the:
 - Estimated duration
 - Expected locations at which it will be provided
 - Expected modes of delivery
 - Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on AFWE's behalf; and
 - Any work placement arrangements
 - AFWE's obligations to the student, including that AFWE is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF certification documentation
 - The student's rights and obligations, including:
 - AFWE requirements for the student to enter and successfully complete the program
 - Materials and equipment that the student must provide
3. Where AFWE collects fees from the individual student, either directly or through a third party, AFWE provides or directs the student to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - All relevant fee information including:
 - Fees that must be paid to AFWE; and
 - Payment terms and conditions including deposits and refunds
 - The student's rights as a consumer
 - The student's right to obtain a refund for services not provided by AFWE in the event AFWE fails to provide the agreed services
 - Where there are any changes to agreed services, AFWE advises the student as soon as practicable, including changes to any third-party arrangements or a change in ownership

AFWE Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. AFWE staff will provide timely and accurate advice to all potential and enrolling students. AFWE Staff and management will at all times respond in a responsible manner to all reasonable requests for information about AFWE's Training and Assessment services.

Enrolment Procedures

1. Student lodge an Application for Enrolment Form to AFWE, which can be done online, through e-mail, in person or by post
2. On receiving the enrolment, AFWE staff will contact the applicant to arrange an enrolment entry interview
3. The purpose of the interview is to ensure students have made an informed decision before formalising the enrolment, by conducting the following:
 - a. Confirming the course, its structure and related fees
 - b. Providing a student handbook
 - c. Highlights of important policies including refunds and complaints
 - d. Explaining students' rights and obligations, contained in the student handbook



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- e. Identifying special needs
 - f. Providing information on AFWE resources, student support and services
 - g. Access or making references to related forms, documents, policies and procedures
 - h. Provide information on RPL and Credit Transfer
4. Enrolment officer will decide whether student is suitable for study the applied program and whether any special needs or considerations need to be discussed / addressed first.
 5. Acceptance of enrolments will be confirmed with Offer Letter and Student Agreement, which includes enrolled course details (start date, duration, location etc), a payment plan
 6. Once student accept the offer and signed on the Student Agreement, followed by payment, AFWE Enrolment Officer will issue the Enrolment Confirmation notice to student.
 7. All students will also attend an Orientation Program on the commencement of their studies – normally on the first day of their study.

Student Orientation

New students will have an orientation session at the commencement of programs of study. At this time, students are given comprehensive information regarding their programs of study, delivery and assessment methods and due dates, and are made familiar with the policies and procedures (e.g. complaints and refunds) which relate to your study.

Students Rights and Obligations

The rights and obligations of students are summarised as follows.

AFWE respects the rights of all students, especially in terms of the following:

- To learn in a safe and friendly environment
- To provide feedback for the product and services they have received
- To obtain products and services as per related descriptions
- To exercise their legal rights as consumers, including lodge complaints and claims against

AFWE

- AFWE expects students should also be responsible for the following:
- Respects the rights of other students, regardless of their backgrounds including age, race, religion and health status
- Maintain communication with AFWE, especially:
 - Advise AFWE for changes on personal details, course enrolled and other changes and issues that may affect their studies at AFWE – form available on request
 - Report any workplace safety risks and incidents at AFWE and related workplaces (e.g. placement venues)
 - Any special needs that AFWE can address / be assist of to optimise students learning outcomes
- Maintain academic progress and competency to the best of their capacity, attend all training and assessment activities as required, and report to AFWE for any difficulties
- Smoking is not permitted in AFWE premises or anywhere else in the building. If you wish to smoke, you must leave the building; this is only permitted during breaks. From 1 September 2016, smoke free buffer is 5 metres at all non-residential building entrances
- Maintain payment as agreed
- Follow all policies and procedure as required, especially code of practice / conduct, legislations and regulations, licensing requirements, and workplace requirements in the related industries and sectors during studies



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Student Support Services

AFWE has written policies and procedures that:

- Identify and meet the needs of students
- Deliver training and assessment services
- Document delivery and assessment arrangements
- Keep track of administration and student records
- Set the standards for trainers and assessors
- Set down how AFWE operates and complies with legislation

Training is available for people without discrimination and the focus is to assist people in professional and personal development. AFWE is audited and required to meet and sustain compliance with the legislation that is managed by the regulator, Australian Skills Quality Authority (ASQA).

To maximise the chance of students successfully completing their training, AFWE will try the best to identify and determine the support needs of individual students and where possible provide them access to the educational and support services necessary for the students to meet the requirements of the training product as specified in training packages.

This includes and not limited to:

- Language, Literacy and Numeracy (LLN) support
- Learning pathways and possible RPL opportunities
- Assistance in academic related difficulties
- Provision of special needs for students with physical disabilities
- Additional assistance in applying technology related to training packages (e.g. e-learning system)

AFWE will identify students support needs by conducting pre-enrolment assessment as part of the enrolment process.

Where specific needs of students are identified prior to enrolment, if AFWE is not capable of offering an environment suitable to meet their needs, AFWE will inform the student accordingly and will not process their enrolment.

An LLN assessment is carried out as an assessment of academic support needs unless sufficient evidence of the required LLN level can be provided. If required, a student action plan can be developed by AFWE. AFWE has a range of LLN student support strategies. Possible support activities may include but not limited to:

- Provide translations support during and after training sessions, and during preparation for assessments
- Provide Literacy support during and after training sessions, and during preparation for assessments
- Additional tutorial sessions
- Referrals to external language support organisations such as language schools etc

AFWE will inform and discuss with students if such support activities incur any additional fees and charges.

AFWE offers students additional reference books to read on-site or borrow. Computer facilities, internet access and photo copying service are available in AFWE campus. Training rooms are fully air-conditioned and well equipped with comfortable seating, white-boards, data projectors and training facilities. Kitchen and recreation facilities including complimentary tea and coffee are accessible to all students in campus.

All enrolled students will attend an orientation session where study resources are distributed and detailed explanation are given to students about training facilities, available resources, welfare and support strategies on-site and online to assist in their study.

AFWE offers payment options for students with financial hardship.

Students enrolled in training package courses with special circumstances may apply for course extension with provision of sufficient evidences. AFWE would consider the course extension or special arrangement on case-by-case basis.

Students with Special Needs

This policy has been designed to describe variations in arrangements for students who have physical disabilities or learning difficulties. The policy also applies to, but is not limited to, students who may be intellectually, physically, or culturally challenged, and those who have specific language, literacy and numeracy needs.

In essence, the policy seeks to remove barriers within training and assessment processes and practices which place individuals with special needs at a disadvantage in relation to individuals without special needs.

Students with special needs may require standardised learning and assessment practices to be varied in order to meet the specified standards. AFWE will maintain consultation relationships with professional bodies interested in learning and development opportunities and provision of professional services available to assist persons with specific disabilities and learning difficulties.

Students are encouraged to contact their trainers and admin staff members at AFWE as soon as such a need arises.



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Deferment, Suspension or Cancellation of Enrolment

If you wish to defer, suspend or withdraw from a training program or a unit of competency this may be negotiated with you and the AFWE. Deferment may be granted up to 6 months or upon AFWE management team's decision with reasonable adjustment of each individual request and administration fee may apply when a AFWE Deferral of Study form is lodged. Withdrawal form is available at AFWE's office; all refunds requests related to withdrawals are subject to AFWE's refund policy.

AFWE may suspend or cancel an enrolment, or refuse to re-enrol a person/student for the following reasons:

- Non-commencement of studies where the student does not commence studies in a program when they are due to commencing and they have not notified AFWE in writing
- Where the student requested deferment, but there were no compassionate or compelling reasons for granting a deferment
- Misconduct (see also Student Disciplinary Policy, Academic Misconduct and Plagiarism Policy)
- Failure to satisfy the minimum academic/entry requirements for courses chosen, including failure to provide sufficient supporting documentation
- Failure to commence classes within 30 days of the course start date
- Failure to meet agreed payment schedule and complete enrolled course within provided schedule. AFWE will contact and send formal warning letter via provided email address with proposed duration for adjustment prior to cancel an enrolment
- The student has gained admission to AFWE by misrepresentation, falsification of documents or other fraudulent means;
- Failure to fulfil the normal admission or enrolment requirements
- Other reasons as deemed by the AFWE Management

Some Tips for Your Studies

- **Participate:** attend classes as scheduled, as this will give you opportunities to practice, and obtain feedback from trainers—people often have better learning experience when they have some face-to-face discussions with the trainer
- **If you want answers, you need questions!** Interaction is the key, it is important to feel free to ask questions, there are no such things called dumb questions; trainers are trained to answer all sorts of enquiries and concerns you may have
- **Self-Discipline:** self-study forms an essential part of your enrolled program, so it is important you put a number of hours aside per week and “stick to it”. Sometimes home may not be a good place for doing self-study as there are a lot of temptations; libraries or cafés are better choices, or please contact AFWE if you need to use our training room for self-study
- **Peer Support:** learning something new alone can be daunting, find a couple of learning partners (preferably your classmates) to form a study group, gather regularly to study, exchange ideas, and getting support from each other
- **Resources Required:** students should prepare a set of tools required as follows:
 - **Essentials:** Students should have their own set of
 - Stationery
 - Clean massage towels and pillows (massage oil with bottles will be provided) for HLT52015 & HLT52021 Diploma of Remedial Massage program - for example
 - Bring laptop to class as required by AFWE
 - **Optional:** While the following resources are also available on-campus, students may prefer to have the following at home
 - Computers with Office software (e.g. Microsoft Office) and internet access
 - TV with DVD player
 - Massage bed for practicing in students' own time (for example, HLT52021 Diploma of Remedial Massage program)

Payment and Fees

Course fees

Course fees are available on the AFWE website and will be stated on your Offer Letter and Student Agreement, Payment Plan (if applicable) and Tax Invoice will not change during the student's course once accepted. However, if a student does not make payment arrangements before the required date then fees are subject to change during the year.



Payment Method

AFWE accepts the following methods of payment for fees and charges:

- Payment can be made by cash in person, online bank transfer or EFTPOS at AFWE campus. Card payments on EFTPOS incur a 1.50% surcharge
- Direct Deposit Payment

Protection of student fees

Domestic Students

AFWE will not require, either directly or through a third party, a prospective or current student to prepay fees in excess of a total of \$1,500.00 (being the threshold prepaid fee amount).

AFWE adapts “Option 2” in Schedule 6 under Clause 7.3 Standards for Registered Training Organisations (RTOs) 2015, by maintaining a tuition assurance scheme (TAS) to safeguard domestic students in the event of it becoming insolvent and unable to return fees that have been paid in advance.

The tuition assurance scheme will source similar training to allow the effected participants under this condition to complete their studies without further financial burden. However, if the student cannot be placed, the tuition assurance will make refunds. Currently the TAS provider of AFWE is Independent Tertiary Education Council Australia (ITECA).

AFWE offers payment plans for students where payment terms will be arranged according to AFWE’s policy and subject to approval, additional fees or different schedule of fees may apply.

Other fees (* All fees and charges are subject to change.)

Items	Fees (A\$)	
Reissuing Certificates	\$50.00	Per copy of each document requested
Reissuing Academic Transcript	\$20.00	
Reissuing Attendance Records	\$20.00	
Reissuing Certificates of Enrolment	\$20.00	
Reissuing Statement of Attainment	\$20.00	
Reissuing Record of Results	\$20.00	
Reissuing Letter of Completion	\$20.00	
Reissuing Student ID Card	\$20.00	
Extension of Enrolment	Assess case by case	
Surcharge on late payment of fees (payment plan)	2 calendar weeks late 5% of amount due 3 calendar weeks late 10% of amount due 4 calendar weeks late 15% of amount due	
Replacement on damaged or missing workbook	\$20.00	Per workbook
Late Assessment Submission Fee	\$15.00	Per Unit
Re-Assessment Fee	\$50.00	Per Unit
Photocopying/printing service	Black & White: \$0.15/ single sided \$0.20/double sided Coloured: \$0.25/Single sided \$0.30/double sided	
Administration Fee Charge for Course Cancellation/Withdrawal	\$100.00	Each Incident
Administration Fee Charge for Change of commencement date/deferral of the course	\$100.00	Each Incident

- Reissuing means student has initiated requests for AFWE to issue replacement or extra copies of the documents regardless of reasons.
- Above reissuing fees are only applicable for re-issuing of documents; there will be no fee for first-time issuance.
- Additional fees (e.g. postage or bank fees) may payable, however all additional fees will be confirmed with student before proceeding.
- No additional charges if students pick up requested documents in person at AFWE admin office; otherwise postage and bank fees will be extra if applicable.
- There will be an additional charge occurred if an international student requests to change his/her program after the Confirmation of Enrolment (CoE) has been issued, the student is required to complete and provide Deferral/Withdrawal of Study Form to AFWE.
- Late Submission Fee charges by each unit and applies when students submit their assessment overdue for more than 14 calendar days. If complete assessments can't be received by the due date and not received within 2 calendar weeks after the due date, late submission fee may still incur.
- Re-Assessment Fee charges by each unit and applies when students fail at their 3rd attempt of submitted assessment. Any partial submission will be counted as ONE attempt of the unit.

- Late payment of Fees:

Should fees remain overdue within 5 business days AFWE will send a reminding letter requesting payment; for more than 2 calendar weeks AFWE will send warning letters requesting payment with extra surcharges, and the final letter sent will inform the student of AFWE's intention to cancel their enrolment.

Whilst student fees are outstanding students may not be permitted to attend their scheduled class until such time as the outstanding fees have been paid. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.



Refund Policy

All Students

1. Tuition fees are defined as fees payable for tuition as officially published or provided by AFWE. Course fees are tuition fees plus any enrolment fee and learning materials fee where applicable
2. Enrolment fee \$200 is non-refundable whether you have completed your course or not
3. Payment can be made by cash in person, online bank transfer or EFTPOS at campus. Card payments on EFTPOS incur a 1.50% surcharge
4. Requests to change course such as course deferment will be subject to a \$100 administration fee. No charge will be made if initiated by AFWE. Administration fee will be paid upfront before the changes is made.
5. All refund requests must be submitted in writing. Students are required to complete the "Change of Enrolment" form and submit it either in person at the AFWE campus office or via email to AFWE at admin@afwe.edu.au. The date of receipt of the form will be considered as the request date.
6. Refund may be available under below circumstances:
 - Provider Default: Where AFWE fails to provide agreed services, or terminates the contract early, or amends the training product and is unable to reach a new agreement with the student, a full refund is payable
 - Compassionate and compelling circumstances: where a student is able to provide evidence of legitimate hardship, which renders the student unable to complete the requirements of the training product, AFWE may, at its sole discretion, offer a full or partial refund of tuition fees paid
7. Refund is NOT available under below circumstances:
 - Student default: no refund will be given if a student has given false or misleading information; fails to comply with the conditions or enrolment; is in breach of student code of conducts; and/or withdraws after the commencement date of the course
 - Government changes: where a training product has been superseded on the national register, or is otherwise amended by government regulations, AFWE will negotiate with students in order to determine whether they complete their training in the original or upgraded training product
 - Medical issues: in cases where a student is suffering from an illness and adequate documentation being provided, the student's enrolment may be extended for a maximum of six (6) months upon application in writing. Student remains liable for all agreed payments under the original offer and payment plan
8. For an approved refund application, refunds will be paid within 20 calendar days after receipt of a written application to withdraw/cancel applied/enrolled programs. All refunds will deduct the \$200 enrolment fee, the \$100 administration fee and bank charges if applicable. The residual will be paid to student's nominated bank account, in Australian dollars.
9. A refund of 80% of paid tuition fees, less all non-refundable items as listed in Non-refundable fees will be given only if a refund request is received no less than 28 calendar days or 4 weeks prior to commencing date. If the request is made less than 28 calendar days or 4 weeks prior to the commencing date, only 50% of the paid tuition fees, less all non-refundable items as listed in Non-refundable fees will be refunded. No refund will be given to the student if the refund request is received on or after course commencement date.
10. Anything in the offer, and the right to make complaints and seek appeals of decisions and actions under various processes, does not remove your rights to take action under Australian Consumer Law if the Australian Consumer Law applies

Liability

AFWE, AFWE staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law. AFWE will not be liable in the event that any service contracted to be supplied by AFWE becomes impossible to supply for any reason or any cause outside the control of AFWE.

Student ID Cards and Unique Student Identifier (USI)

To receive your ID card, you will need to attend the orientation that you will be informed prior to your course commencement. You will also need to have a Unique Student Identifier (USI) which only you can use to access your academic records. If you do not have a USI, you will be required to apply online by yourself or during the induction session with assistance from AFWE Staff. All students enrolling in a qualification with AFWE will be required to supply the College with a Unique Student Identifier (USI). A USI account will contain all your nationally recognised training records and results. The benefit of this system is easy access for you to your training records and results. Follow the steps below to create your USI account.

Step 1 – Get at least one form of ID from the following list

- Australian Driver's licence
- Medicare card



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- Australian Passport
- Australian Birth certificate
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard

Step 2 – Go to <http://www.usi.gov.au/Pages/default.aspx> and click on Create your USI

Step 3 – Agree to terms and conditions

Step 4 – Fill in your personal and contact details

Step 5 – Enter the requested details as shown on your form of ID

Step 6 – Set your USI account password and questions for security

Step 7 – Your USI will now be displayed on the screen

Step 8 – Write down your USI in a safe place or enter into your phone

Step 9 – Your USI will also be sent to you by email, phone or to your mailing address

Step 10 – Email your USI number to AFWE at time of enrolment, or provide it with your Application for Enrolment form

Recognition

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

An application can be made for RPL when the student believes that they have already attained the necessary skills and competencies elsewhere (work, other study etc.) or have an equivalent qualification or part of a qualification.

AFWE will inform all enquiring and enrolling individuals about the opportunity to apply for RPL/CT in either print or electronic form. The application should be lodged prior to or immediately after formal enrolment but prior to the facilitated delivery of units to ensure that they do not miss any class / workshop opportunities offered should they be unsuccessful in the RPL process. Students will then be informed as to the results of their application and if any further evidence is required after the written request is lodged with evidence.

AFWE recognises the AQF qualifications and Statements of Attainment issued by any other RTOs and grants credit for these towards an award, where applicable. Further information on Credit Transfer is available from your trainers, The RTO Manager and in the Credit Transfer Policy. Opportunities and the process involved to obtain Credit Transfer will be discussed at the pre-enrolment interview.

Competency-based Training (CBT)

To be eligible to achieve your qualification, you must satisfactorily complete all the requirements of your unit of competency within the provided timeframe. This means that you will be assessed in terms of being able to do the job to industry standards.

Competency based training (CBT) focuses on what a student can do as a result of participating in training. At the end of training, a student needs to be able to demonstrate their competency in a new skill. There will also be situations where a student doesn't need to do any training before they can demonstrate their competency. They may have learnt how to do the task in any other number of ways.

Unit of Competency

A unit of competency is like a subject or unit of study. It is made up of elements and their associated performance criteria. There are a number of units of competency in the training program or training programs you will study.

Competencies are subdivided into elements and elements are further subdivided into performance criteria. You will need to successfully demonstrate the skills contained in both the elements and the performance criteria.

Results

Assessments will be marked satisfactory or not yet satisfactory. You need to be satisfactory in all tasks to be marked competent at the unit level. At the completion of your training program or individual unit your qualification will be issued showing the units of competency in which you have achieved. If you do not complete your training program you will be eligible for a Statement of Attainment for any units of competency achieved. If you complete all the units in the course you will receive a Certificate / Qualification within 30 days of completion from AFWE. AFWE will maintain a record of all qualifications/Statements of Attainment issued for a period of 30 years. Replacement fee will incur when requested in writing.

Assessments

Assessment of competencies for modules will take place using a variety of approaches including but not limited to:

- Written assignments (e.g. short answer, multiple choice and portfolio) or verbal interviews
- Observation and Participation (in classes or workplaces)
- Project or simulated workplace tasks (including but not limited to – Case Study and Role Play)
- Student Clinic Log books for programs required practical sessions in AFWE's student clinic



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Students are required to complete all prescribed assessments (as outlined in unit outline which will be distributed throughout the training program) before a decision can be made on their competency (i.e. the results).

- If a student submits assessments 14 calendar days later than the advised submission date, there will be a late submission fee involved. (See *Payment and Fees* Section)
- If a student fails to submit all required assessments more than 2 months of scheduled due date, the student will be graded No-Submission (NS) and will be required to repeat/re-enrol the unit concerned.
- Any incidents of plagiarism and/or cheating in supervised assessments will result in students being required to repeat the unit concerned
- Where there requires re-assessment if a student failed at his/her 3rd attempt of submitted assessment, a re-assessment fee will occur by each unit. The student will be required to repeat/re-enrol units if he/she still fails at the re-assessment process

All assessment tasks are validated and moderated to ensure that the tasks and hence the results are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

A student may be excluded from achieving competency for any of the following reasons:

- Unauthorised absence from class and clinical practice sessions
- Non-submission of assessment tasks
- Academic misconduct
- General misconduct

Trainers and assessors have a responsibility to:

- Prepare and present material at an appropriate standard
- Inform you of assessment requirements
- Assess your work fairly, objectively and consistently
- Provide constructive feedback in a timely manner
- Be available if you require extra assistance or clarification of tasks

General Guidelines for Working on Assessments

Written Assessments

- All instructions are to be given in the assessment tools, please feel free to check with your assessor if you had any questions
- Please follow all instructions carefully, as every step you follow counts towards your results (i.e. competency)
- While hand-written assessments are acceptable, students are strongly encouraged to produce their written assessments in word processed format (e.g. Microsoft Word documents)
- Make sure you keep a backup of all your works: a copy of all your computer files or photocopy of your work if they are hand-written

Practical Demonstrations

- Practical Demonstrations means students are required to demonstrate their skills by performing a particular set of tasks with no or minimum assistance from their assessor. (e.g. conducting an actual / simulated massage session)
- A copy of observation checklist will be distributed to students for each observation activity before the session takes place
- Students are NOT required to fill out any section of the checklist prior to the assessment session, but please prepare for the observation session by reading through each checklist item and ensuring that they can understand and demonstrate the skills as required. Please note that the assessor will use the same observation checklist to assess your competency, so preparation is the key
- Arrangements such as time and place will be confirmed by your assessor beforehand
- On the day of the observation session, students should arrive on-time and be prepared for the session, and perform the tasks as instructed by the assessor
- Your assessors may have additional interview questions to ensure that you have the necessary knowledge to carry out the tasks. After the demonstration, your assessor may confirm your competency and provide you with feedback

Vocational Placement arrangement – Where applicable

As part of the assessment, students may need to undertake supervised vocational placement such as clinical sessions. Students will be informed where qualification specific, Vocational Placements are required via course brochure and AFWE web page.

Student Academic Requirements



If students are unlikely to complete their studies within the time period allocated an extension may be granted. An extension may be granted on the basis of compassionate or compelling circumstances such as medical condition or an approved suspension of study. The CEO or RTO Manager will be responsible for permitting an extension based on the circumstances presented.

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer/assessor about their knowledge, ability, or the amount of original work they have done.

The Student must:

- Avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
- Not present work done in collusion with another person or persons as solely their own work.
- Not engage in any situation whereby the student knowingly attempts, or assists another student to attempt, to gain an unfair advantage
- Submit written assessment pieces, including Clinical Practice Logs with the assessment booklet signed by the student(s) to attest that the work submitted is their own and that they are aware of the relevant policy and procedure on plagiarism, collusion and cheating.

Some methods for avoiding plagiarism include:

- Developing referencing skills
- Giving credit whenever you quote from someone's actual spoken or written words or use another person's ideas, opinions, or theories in an assessment or make use of statistics, graphs drawings etc
- Using quotation marks around everything that comes directly from a text or article
- Summarising ideas and arguments in own words - don't just rearrange a few words here and there
- Checking that original ideas are correctly paraphrased and acknowledged

Completed assessment items may not be accepted if tuition fees are outstanding.

In the event that a student has difficulty in completing assessment items by the due date, they should, prior to the due date, make an appointment with the trainer (outside normal class time) to discuss alternative arrangements.

The student has full responsibility to make arrangements for a re-submission or 3rd attempt or follow trainers' requirements. Any re-submission or 3rd attempt may be completed outside normal class time. Re-assessments will not be given a marking priority. Trainers are instructed to mark initial assessment items and initial examinations prior to marking re-assessments.

For units that incorporate assessment through formal examination, students must supply a written statement if they are unable to attend the scheduled examination. A doctor's certificate and/or other supporting evidence must be attached. The written statement must be received by AFWE prior to the examination or other arrangements made. Failure to provide this information will result in an automatic failure for the unit. Only one opportunity will be granted to sit for the second examination.

Students are encouraged to tell their trainer or contact AFWE's Student Services staff if they are experiencing difficulties in their studies.

Academic Intervention Strategies

Students are expected to meet all the academic progression requirements for their enrolled courses with AFWE to maintain enrolment. If you are having difficulties in managing satisfactory academic progression, you should discuss the matter with your trainers. AFWE will also monitor your academic progression. If you identified as at risk of poor academic progression, AFWE will discuss with you about your opinions to improve your performance and an Intervention Strategy will be developed for you. An Intervention Strategy is an individual study plan which provides specific details and/or advice of how the student can be further supported to improve their course progress.

The intervention strategy may include the following:

- Arranging extra learning support and advice on study habits and time management
- Being aware of class attendance and assessment submission due dates
- Arranging for counselling assistance with personal issues
- Providing opportunities for students to be re-assessed or to re-enrol subjects
- Arranging to reduce the study load for the academic term
- Providing advice on whether the enrolled course is suitable for the student, and transfer to an alternative course where appropriate



Note that under legislation and funding agreements, AFWE will also be obligated to report academic progression issues to employer (if you are an apprentice or trainee), and other relevant government agencies (e.g. the Department of Education and Training).

Reasonable Adjustment

AFWE will support students to achieve their goal of completion of the qualification with reasonable adjustments. AFWE may customise certain aspects of training and assessment to permit equity. The decision will be made upon individual basis to meet the unique needs of the student. The adjustments will be recorded in the student file checklist.

For a student who cannot attend classes due to injury, sickness or other valid reason, special arrangements will be made to enable them the opportunity to complete the course. AFWE has a commitment to ensure equity in training and assessment where it is reasonable as determined by the respective trainer/assessor and school principal, or their delegate. This may include adjusting the physical environment, learning materials or the manner that a theory task is completed.

AFWE is committed to ensuring that people with particular learning styles and people with a disability are able to participate in study effectively. Contextualisation of the qualification and reasonableness of delivery modes, resources and assessment tools will ensure the individual needs of students are met.

The student is required to inform the Trainer/Assessor if any problems arise relating to Reasonable Adjustment in a timely manner. Where a concern is raised about the reasonableness of an adjustment, the matter can be referred informally to the RTO Manager.

Feedback

Feedback from you is pivotal in our efforts to continue to improve the programs that we offer. When you are asked to complete a survey, please take time to give a considered response.

Facilities and Resources

Prescribed Study Resources for Students

Study resources will be distributed to students during the whole study period in the digital format, normally one week prior to the unit commenced. These include Learning materials, multimedia contents, and the assessments tasks.

Other Resources Available

AFWE has on-campus resources which available for training and assessment purposes:

- Training rooms
- TV with DVD player
- Additional reference books available to read on-site or borrow.
- Furniture including tables and chairs.
- Course specific equipment
- Computers with internet access for research purposes

Training rooms are well equipped with comfortable student seating with white-board and training facilities. All training rooms are air-conditioned. Students are invited to contact AFWE if they want to use those resources on-site for study purposes.

Public transport

Bus services are available to and from stops near the campus which connect to other major suburbs, shopping centres and train stations. Timetables for buses to our campus are available at:

- <http://www.translink.com.au>
- Gold Coast City Council (GCCC) Customer Service Centres

Parking

AFWE Campus: No Onsite Parking

Adult proof of age card (18+ Card)

The Adult proof of age card is an age identification card. However, this card can be used as a general identification.

This card is available from Queensland Transport.

For more information visit: <https://www.qld.gov.au/transport/licensing/proof-of-age>



Complaints and Assessment Appeals Policy

Any person wishing to make a complaint against AFWE concerning its conduct as a RTO or appeal an assessment decision shall have access to the complaints and appeals procedure. Separate interviews will be held with both the person making the complaint and the person the complaint is about. The complaint hearing is at no cost to the student and written statement of the outcomes will be available to the complainant.

All assessment appeals should in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. If re-assessment is not granted, the student must make contact with the RTO Manager who will investigate the matter. If the student is still not satisfied they will have the opportunity to make a formal appeal using the complaints/appeals procedure.

The complaints/appeals procedure and relevant documentation is available on the website where the steps in lodging an informal complaint or appeal and a formal complaint or appeal are outlined.

Complaints Policy

All complaints will be dealt with in a constructive and timely manner.

Management will consider complaints as a matter of priority and within the guidelines of legislation and following procedures. All internal avenues for resolution will be pursued. Complaints are an opportunity to improve client services.

Procedure for a complaint:

1. Discuss the issue with a member of staff or trainer involved	In the first instance, the complaint should be discussed with the relevant member of staff – in administration or training. Anyone with a complaint is encouraged to talk directly to the person involved to see if the matter can be resolved at this level. The complaint or appeal should be brought to the attention of the related parties within ten (10) days of the issue having taken place.
2. Discuss the issue with a Manager	Where step 1 is not appropriate, the complaint can be discussed with the RTO Manager in person or by phone. An immediate resolution of the matter will be sought.
3. Fill in the complaints and appeals form and it will be considered by the CEO	If the complainant is not satisfied with the suggested resolution, the complainant should complete the Complaints and Appeals Form and return to the office. The form can be obtained by email or in person from the Administrative Assistant. Information should be provided as listed below: <ul style="list-style-type: none"> • A description of the complaint or appeal • State whether they wish to formally present their case • Steps taken thus far to deal with issue / complaint • The outcomes they would like to achieve • Any suggestion for future improvement The CEO or the authorised manager will consider the written complaint. Where the matter may involve the CEO or the authorised manager and agreed third party will be used to consider the complaint and the resolution proposed. This will make the process fair and transparent.
4 Notification of the complaint resolution	A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant will be informed within ten (10) working days of receipt of the written complaint of the AFWE's decision related to the complaint.
5. Final decision of internal complaints resolution process	If agreement still cannot be reached, and the complainant wishes to pursue the matter, AFWE will offer a mediation service and will appoint an independent external person to resolve this issued if required. The complainant will be given the opportunity to formally present their case. The time frame for this process should not be longer than 21 days. All relevant parties involved will receive a written statement of the outcomes, including reasons for the decision within the 21 days period. This is the final step in the internal complaints resolution process.
6. External Complaint Process	When the complainant has been advised that all AFWE internal complaints processes have been exhausted, the complainant will be advised of external complaint processes. This includes providing: Contact details for; <ul style="list-style-type: none"> • Office of Fair Trading • The Australian Skills Quality Authority (ASQA) • Queensland Training Ombudsman



Assessment Appeal Policy

All assessment appeals will be dealt with in a constructive and timely manner.

The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Management will consider assessment appeals as a matter of priority and within the guidelines of procedures. They are an opportunity to improve training, assessment and client services.

Procedures for an assessment appeal:	
1. Discuss your results with the Assessor who marked your work	For all assessment tasks but in particular for final assessment tasks, if the student appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.
2. Request a re-marking by the same Assessor or another Assessor	If agreement cannot be reached, the student has the right to request a re-marking where the work is assessed again by the same Assessor, or another Assessor undertakes the marking of the submitted work for assessment. This must be done within 14 days from the result date.
3. Fill in and send a written assessment appeal form that will be considered by the Director of Studies	If the assessment decision remains Not Yet Satisfactory or Not Yet Competent after the re-marking and the student is still not satisfied, then the Director of Studies shall discuss the assessment decision with the student and the Assessor. The request must be submitted in writing within 28 days of the date of the remarked results.
4. Written notification of the decision	A meeting or phone conference may be offered to the student who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of AFWE's decision related to the appeal
5. Timeframe to submit assessment appeals	Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
6. External Appeals Process	When the complainant has been advised that all Australian Future Wellbeing Education internal appeals processes have been exhausted, the complainant will be advised of external appeal processes. This includes providing: Contact details for; <ul style="list-style-type: none">• Office of Fair Trading• The Australian Skills Quality Authority (ASQA)• Queensland Training Ombudsman

Access and Equity Policy

AFWE Management and staff provide assistance to all clients to identify and achieve their desired outcomes. AFWE is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy. AFWE is aware of obligations under anti-discrimination legislation and Standards for Registered Training Organisations (RTOs) 2015.

- The access and equity policy of AFWE is provided within the Code of Practice
- The access and equity policy of AFWE is explained within the staff induction procedure within all staff recruitments
- The access and equity policy of AFWE is described within the Staff Trainers manual
- Trainers are responsible for ensuring that access and equity guidelines set down by AFWE are implemented in the training and assessment environment
- Special client needs will be identified through initial contact with reception staff, receipt of application materials, and orientation events prior to the commencement of training and or assessment
- All AFWE staff in following AFWE access and equity procedures must follow the principles of fairness and flexibility in workplace assessment
- Where a conflict between other AFWE policies is recognised in applying AFWE access and equity policy, the staff member will report the conflict to AFWE Management. The RTO Manager will discuss the matter and resolve the issue internally with the people involved. If the staff member or student involved is not satisfied, they will be advised of the RTO's complaint handling process. The matter will be documented



Harassment and Victimisation

Harassment and victimisation is offensive, intimidating, uninvited and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes:

- Physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse
- Distributing or displaying offensive material (pictures, cartoons etc)
- Sending offensive telephone, SMS, email or Facebook messages and calls
- Telling jokes or derogatory comments about age, sex, race, cultural background or disability

Any member of staff, trainer or student may make a complaint if they feel they have been the victim of harassment, bullying or discrimination.

AFWE will seek to have complaints of harassment settled within the workplace wherever possible and will counsel and discipline anyone found to be participating in such inappropriate behaviour.

All complaints of discrimination, victimisation or harassment will be treated seriously, quickly, and privately and will be investigated fairly and impartially.

The Complaints Policy and Procedure will be followed when dealing with complaints of harassment or victimisation.

The parties involved have the right to take advice from relevant government bodies such as the Anti-Discrimination Commission or Ethnic and Communities Councils when an internal resolution has not been found.

Workplace Health and Safety

Workplace Health and Safety legislation requires employers to observe a Duty of Care for employees and a Duty to Consult with them to help ensure a safe working environment, free of the risk of harm to their health, safety and welfare, and has imposed penalties for failing to take the necessary precautions. It also reinforces the need to apply Risk Management to the identification, assessment, elimination, control and review of workplace risks.

AFWE will

- Observe its Duty of Care for employees, contractors and students and all other people lawfully on the premises by ensuring the workplace safety
- Observe its Duty to Consult with employees and contractors and encourage all staff to participate in identifying, assessing, eliminating and controlling the risks of hazards in the workplace, or in client workplaces where this is part of their role
- Ensure all policies, procedures and documentation comply with WHS legislation, regulations and codes of practice
- A regularly maintained first aid kit is kept in the Reception. Any incidents or accidents should be reported to the Office Manager and will be recorded on an Accident Report Form and filed in the Accident File.

In the event of a fire the following procedure is to be followed:

1. The person first sighting the fire should alert others in the immediate area.
2. The fire brigade should be notified by dialing 000.
3. Clearly state to the operator the address of the College (Gold Coast Campus: 73 Scarborough Street, Southport, QLD 4215)
4. If possible, advise the nature of the fire, i.e. Electrical, etc.
5. The designated fire wardens must be notified immediately after the fire brigade is called.
6. Any attempt to extinguish the fire should ONLY be made if it can be done WITHOUT danger.
7. In the event of an evacuation, all staff and students must calmly proceed out of the building. WALK - DON'T RUN. For evacuation Gold Coast Campus, NEVER use lifts to the designated assembly area: Outside of ANZ Bank
8. Prior to evacuating the building, switch off electrical equipment, power and air conditioners.
9. No staff or student of the College is to leave the evacuation assembly area until told to do so by a designated fire warden.
10. Under no circumstances must any staff/student member attempt to return to the building for any reason once an evacuation has been ordered.
11. Designated fire wardens must ensure that all staff and students including any visitors are accounted for according to a checklist.
12. Upon arrival of the fire brigade the designated fire warden should advise the officer in charge the result of the headcount and the exact location of the fire in the building.
13. The fire brigade has total authority once called to a fire emergency and all staff and students must follow any instructions issued by the fire officers.

AFWE is committed to implementing infection control procedures in all college and clinical activities.



- Promote infection control as standard practice.
- Know the risks in your workplace, how diseases are transmitted and how to implement controls.
- Have processes and protocols in place.
- Have appropriate facilities and consumables (allocate funds).
- Signage e.g. correct hand washing technique.
- Provide and take part in training sessions.
- Maintain records of training.
- Promote vaccination.
- Adopt a risk management approach to infection control.

Privacy and Access to Records

AFWE collects personal information on clients (companies and employers) and students. AFWE has procedures in place to ensure records management and care of personal information complies with privacy legislation and the RTO 2015 standards. This includes the following points from the Privacy Legislation and Access to Records Policy Data is collected on all students enrolling in a course.

- The collection of this data is necessary to establish the identity of the student so that certificates issued to that person clearly identifies that person as the recipient
- Names collected must be full names, (no nick names), and the certificate issued will reflect these details. This data is entered into the AVETMISS database
- Enrolment and results records are maintained for 30 years as required by Standards for Registered Training Organisations (RTOs) 2015
- Student enrolment and results data is maintained in hard copy or scanned copy as well as electronic data in the database. Hard copy records are secured in lockable steel cabinets and electronic records are password protected

Student Access to Records

- Unless it is unlawful to do so students can request access to their personal records
- Students can contact the office through the website or by email
- There may be an administration fee charged for locating and providing information within a defined number of days

For full details refer to the Privacy Legislation and Access to Records Policy

For More Information

Permission to Work

Make sure you apply for a Tax File Number from the Australian Taxation Office (ATO), as your bank and your employer (if you seek a part-time job later) will request it. If you do not have a Tax File Number (TFN), you will be taxed at the highest rate on any earnings. You can access for information on your employment rights and conditions, and how to resolve workplace issues through the Fair Work Ombudsman (<https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>) and the Fair Work Ombudsman Pay and Conditions Tool (PACT, website: <https://calculate.fairwork.gov.au/>) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

AFWE will comply with Commonwealth and State legislation and regulatory requirements relevant to its operations. All staff and students are to be informed of legislative and regulatory changes that affect the services delivered by the College. Legislation includes but is not limited to:

- Workplace Health and Safety
- Anti-Discrimination including equal opportunity
- The National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Copyright
- Privacy

Should you need any further information, please call us and we will be pleasant to send you any information that you require, or to discuss your specific requirements.

We hope you enjoy your study with us!

Zongjin Bai

CEO – Australian Future Well being Education Pty Ltd (AFWE)



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Version History:

Version	Release Notes
5.3	Update course progress
5.4	Update Registered qualification
5.5	Update minor errors
5.6	Update refund policy



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Appendix 1: Privacy Notice

Under the Data Provision Requirements 2012, AFWE is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by AFWE for statistical, administrative, regulatory and research purposes. AFWE may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).



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Acknowledgement Declaration

By signing below, I acknowledge that:

- I have read and understood and agree to comply with all the outlined policies and procedures of AFWE stated within the Handbook, and
- I consent to have my information provided to any relevant authorities where applicable

I have been informed of the following:

- Course details, duration and fees related to my qualification
- Fee and Refund policy
- Assessment requirements
- My rights and responsibilities
- The process for lodging complaints and appeals
- Services available to me
- **Details of my offer, and orientation:** that I have also received induction into my training program.

To be signed by the student, **ONLY** after the student have received all the above listed services:

Student Full Name

Student Induction Date:

Student Signature (Over aged of 18)

Date



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Authorisation to Release Information

AFWE regularly uses photographs, videos, and sound recordings of its students in its publications, promotional, and marketing material, and on its website and on other media to the general public for the purpose of promoting AFWE to the general public.

AFWE wishes to take and use the photographs, videos and/or sound recordings of you for the purpose above and request your consent to do so. If you do not wish to be photographed or videotaped, please make a note below.

Please note that any and all rights (including copyright) in photographs, videos and/or sound recordings taken of you will belong absolutely to AFWE and AFWE may use such photographs, videos and/or sound recordings for promotional and marketing purposes as AFWE requires.

Completing and signing this form will allow AFWE to use your photo for marketing purpose.

Name:

Contact address:

.....

Contact Phone:

Email Address:

I,..... hereby agree AFWE to use my image, videos and/or sound for marketing purpose.

Name:

Signature: Date: