



Apprentice & Employer Handbook

FCIA
TRAINING ACADEMY PTY LTD
RTO Provider 45668

Welcome

Dear Apprentice and Employer

Welcome to FCIA Training Academy!

The FCIA Training Academy team of professionals have been working in the training area and flooring industry for a number of years and have the appropriate skills, knowledge, experience and qualifications to ensure your training is delivered at the highest standard.

Your training and assessment will be a mix of theory and practical and will be conducted onsite at your workplace and on jobs that will be applicable to the unit of competency (subject) you are studying at the time. When setting your training dates, your trainer/assessor will ensure you are given enough notice to schedule this into your and your employers' calendar.

To ensure you complete on time, it is vital you attend these training sessions and do all required work prior to the trainer/assessors visit.

If you have transferred to FCIA Training Academy from another training provider, please ensure your certificate or USI transcript has been forwarded to our office to ensure the relevant credits may be arranged if applicable.

If you have any questions about the above documents or you would like further information on your training or apprenticeship, please contact Suchitra Ahlawat on sahlawat@fcia.org.au or 0478 315 658.

We wish you every success with your training and look forward to seeing where this amazing industry and training will take you.

Yours faithfully

FCIA Training Academy Team

1. Introduction

- Who is FCIA Training Academy?
- What is an apprenticeship and what are the benefits?
- Government Incentives
- Duration of training
- Apprentice Support, Welfare and Guidance
- Fees and Charges
- Concessions
- Apprentice Safety and Security

Who is FCIA Training Academy?

FCIA Training Academy (FCIATA) is the first industry based Registered Training Organisation- specifically created to support the flooring industry.

Our mission is to deliver the highest quality accredited and non-accredited training programs designed and targeted to meet the specific skills needs of employers, employees and contractors within the Australian Flooring Industry.

FCIA Training Academy 's goals and objectives are:

- To deliver an industry driven apprenticeship model that is supportive and specifically targeted to the needs of the Retailers, Contractors, Manufacturers, Suppliers, and installers in the Australian flooring industry.
- To significantly increase the take up rate of traditional apprenticeships in the Certificate III in Flooring Technology.
- To address looming skills shortages in Flooring Technology due to a lack of new tradespeople entering the industry, an aging workforce, and attrition rate of more than 1000 experienced installers per annum.

FCIA Training Academy is a wholly owned subsidiary created by its parent company The Floor Covering Institute of Australia (FCIA).

As an industry body, FCIA represents manufacturers, suppliers, retailers, contractors and installers of the Australian flooring industry and strives to enhance the reputation of the industry for the benefit of everyone involved.

What is an apprenticeship and what are the benefits of completing an apprenticeship?

What is an apprenticeship?

An Apprenticeship is a structured training program typically lasting around 4 years. It combines practical experience at work with off-the-job training which compliments the practical on the job learning. An apprenticeship can be full-time, part-time or school-based.

Benefits

- You get paid to learn.
- An apprenticeship will lead to a trade qualification in flooring which is nationally recognised. You will learn industry skills by industry people.
- You get to practice what you have been taught every day.
- An apprenticeship is competency-based training, which means you can complete your training quicker if you reach the required skill level.

Government Incentives

Apprentices and employers might be eligible for Government Incentives.

For more information, please visit www.australianapprenticeships.gov.au or contact FCIA Training Academy.

Duration of Training

The duration of training through an apprenticeship program is outlined on the Course brochure, on the FCIATA Website, your training plan and discussed at the information session. In most states, the duration of the MSF30822 Certificate III in Flooring Technology is 4 years but this does vary in some states.

Time management is essential in completing your training. It is important that you set aside time to work on gathering the required evidence which may include completing assigned written questions / answers, work related projects, portfolio of work-related evidence. If you need help with planning your time, ask your trainer or supervisor.

Apprentice Support, Welfare and Guidance

All apprentices enrolled through FCIA Training Academy will be allocated to a trainer/assessor who will support them through the training program.

FCIA Training Academy has the following services for apprentices. To take advantage of these services please contact our friendly staff, whose details are provided in this document, and we will outline the process for getting assistance with the following services:

- Language, Literacy and Numeracy assistance and referrals;
- Additional study support (in situations beyond the apprentices' control);
- Mentoring

In the event that the required support extends beyond FCIA Training Academy's capabilities, we will source information for relevant organisation/s that supply required support services.

Fees and Charges

FCIA Training Academy reserves the right to change or alter the course fees. As there are different requirements for each state, please contact us for further information on 0478 315 658

info@fcia.org.au

All fees include, unless otherwise stated:

- course materials
- training conducted on the job and access to trainer / assessor between training visits
- all assessments.

Concessions

If the apprentice is in receipt of a government benefit (concession or pension cardholder), a reduction of the government tuition contribution fee (applicable to all funded courses) is available. The concession fee will be charged as per the State Funding Body fee guidelines.

Apprentice Safety and Security

As training and assessment is taking place at your employers' site (or job site), you will be required to follow all safety and security procedures outlined by your employer. Your employer will conduct a relevant security and safety induction for you. To help us create a safe and secure environment we request that you follow all emergency, safety and security procedures and instructions relating to our training facilities always.

2. Enrolment Information

- Enrolment Process
- Apprentice Privacy and Confidentiality
- Eligibility
- Enrolment Forms
- Pre-training Review
- Language, Literacy and Numeracy (LLN)
- Unique Apprentice Identifier (USI)
- Recognition of Prior Learning (RPL)
- Credit Transfer (CT)
- Training Plan Information

Enrolment Process

To enrol, prospective apprentice needs to undertake a mandatory Pre-Training Review and Language, Literacy and Numeracy Assessment prior to completing an Enrolment Form.

In the event your employer is organising your training then your employer will work with our office and yourself to ensure all enrolment related documentation is completed. You the apprentice will then be required to sign off on enrolment related documentation to complete the enrolment process.

An FCIA Training Academy representative will assess your application along with evidence you need to provide and enrol you into one of our nationally recognised qualifications.

Apprentice Privacy and Confidentiality

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all apprentices. FCIA Training Academy is required to submit aggregated statistical information to our regulatory bodies (for example, state funding bodies, NCVET, ASQA). Except as required by regulatory bodies, government contracts or by law, information about a apprentice will not be disclosed to any third party without the consent of the apprentice. More information is available on our website.

Eligibility

Apprentices accessing Commonwealth or State/Territory funding must meet eligibility criteria prior. These criteria will be provided to you prior to enrolment or information can be accessed via our website with links to relevant state/territory funding bodies.

Apprentices not eligible for Commonwealth or state/territory funding will be advised of the fee prior to enrolment or this information can be accessed via our website.

Enrolment Forms

All apprentices enrolling with FCIA must complete an enrolment form prior to enrolment or on the day of enrolment for all qualifications and accredited short courses.

Enrolment forms must be signed by the apprentice and if under the age 18 must be signed by a parent or guardian.

Pre-Training Review

The National Standards for RTO's 2015 v2.2 October 2019 and State Funding Contracts require each Eligible Individual, to complete a Pre-Training Review of current competencies including literacy and numeracy skills prior to enrolment in training. The Pre-Training Review must:

- a. Identify any competencies previously acquired
- b. ascertain the most suitable (as defined in the Quality Charter and at Clause the VET Funding Contract) qualification for that apprentice to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
- c. ascertain that the proposed learning strategies and materials are appropriate for that individual.

Language Literacy and Numeracy

You may require language, literacy or numeracy support to achieve your learning goals. FCIATA is committed to providing training and assessment programs that cater to specific individual needs where required.

During enrolment, we work with you to identify any special requirements you may have to successfully complete the course and achieve your learning goals.

If you require further support, FCIA Training Academy will discuss with you and your workplace the options available. This may include but not limited to:

- reasonable adjustment of assessment activities
- a workplace translator to provide assistance
- alternate delivery and assessment methods
- access to audio resources

Unique Apprentice Identifier (USI)

All apprentices enrolled in an AQF qualification or nationally accredited Unit of Competency, must provide their USI number at the time of enrolment.

Where the apprentice is unable to create their own USI, FCIA Training Academy can create a USI on their behalf. The apprentice must complete USI Application Form and provide the required documentation outlined in Part A- Personal Identification.

Where the apprentice is unable to locate their USI, FCIA Training Academy can locate the apprentices USI on their behalf. The apprentice must complete USI Application Form and provide the required documentation outlined in Part A- Personal Identification.

What is a USI?

The USI is a reference number that gives students access to their training records and results. It is a requirement for all students undertaking nationally recognised training delivered by registered training organizations (RTOs) in Australia.

The USI is a 10-character code made up of numbers and letters, such as the example provided: **3AW88YH9U5**. This identifier is unique to each student and helps to streamline and enhance the accuracy of training records.

The USI system allows students to access their training records and results online. It consolidates all nationally recognized training information undertaken by a student from January 1, 2015, onward into a single account. Students can access their records and results through their USI account, providing a comprehensive overview of their training history.

Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

How to get a USI

The following steps show how students can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

Step 2 Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select 'Student Entry' and then Select 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes.
Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

Step 7 The student should then write down the USI and keep it somewhere handy and safe.

More information

For more information please visit: usi.gov.au or contact USI Department via email: usi@education.gov.au

Phone: 1300 857 536

Recognition of Prior Learning (RPL)

RPL in simple terms involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. RPL assesses this unrecognised learning against the requirements of the qualification, in respect of both entry requirements and the outcomes to be achieved.

By removing the duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge, through structured education and training, towards formal qualifications and improved employment outcomes.

The RPL process consists of the following steps (further information and guidance will be given to you by your trainer/assessor):

1. Initial discussion with FCIA Training Academy
2. Identify and gather evidence required
3. Complete an application form and attach evidence
4. Submission and recommendation
5. RPL assessment/interview scheduled
6. Determination by assessor if RPL can be granted
7. Feedback to applicant
8. Appeal process available if appropriate.

Credit Transfer (CT)

Credit Transfer assesses the extent to which your previous qualification or unit of competency is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

For example, if you have completed a unit of competency in the same program at a different training organisation then you can apply for a credit in the unit/s that will be listed on a Statement of Attainment from the previous training organisation.

If you believe you have completed relevant units or other formal training, discuss with your trainer / assessor before training commences. You will be required to provide a certified copy of the original Certificate, Record of Results (Academic Transcript) and or a Statement of Attainment or a USI transcript when applying.

Training Plan Information

A Training Plan is developed in consultation with the National RTO Manager or trainer/assessor, employer and apprentice. A course brochure will be issued to assist in the selection of units of competencies.

All apprentices enrolled (as well as employers and trainers/assessors) in an AQF qualification will be provided with a Training Plan.

3. Training and Assessment

- What is a Unit of Competency?
- Resources and Facilities
- Training Delivery
- Apprentice Charity Workshops
- The Assessment Process
- Methods of Assessment
- Assessment Outcomes
- Feedback
- Cancelling of Training Sessions

What is a Unit of Competency?

A unit of competency is a subject (or topic) within a qualification. It defines the skills and knowledge that are needed to perform a particular task or job function.

Units of competency are essential building blocks in VET programs, helping learners acquire specific, measurable skills relevant to their chosen field.

Resources and Facilities

FCIA Training Academy provides learning and assessment workbooks (via hard copy or online) throughout the training.

Workplace Resource Requirements for on-the-job training may include but are not limited to:

- access to manufacturer's instructions, Australian standards etc
- access to workplace processes, policies and procedures
- access to third parties to complete on the job observation reports (ie Supervisors)
- access to relevant equipment in relation to the qualification being studied
- access to relevant tools and products in relation to the qualification

Training Delivery

Program delivery is a combination of on-the-job and on-line training. The training ensures that where possible organisational policies and procedures are integrated into the units of competencies that the apprentice is completing and is supported by workplace mentoring and coaching and regular meetings with the RTO trainer/assessor.

Apprentice Charity Workshops

Apprentice charity workshops are an adjunct to the apprentice's training and are integrated with the formal part of their Certificate III in Flooring Technology apprenticeship training. They are conducted annually in most states of Australia.

The apprentices' training plan is matched to the jobs and tasks available at the charity workshop to ensure it is a complete and practical learning experience for all students.

During these charity workshops, apprentices will learn to apply practical, hands-on skills- from sub-floor testing and preparation (including self-levelling compounds) to the installation of hard underlay, LVT planks, sheet vinyl, commercial vinyl, dual bond carpet, and carpet tiles. Where appropriate and in accordance with assessment conditions, some students may be assessed at the workshop or evidence can be collected for assessment at a later date.

The Assessment Process

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. 'Competency' is demonstrated through the application of knowledge and skill to the standard of performance required in the workplace and the ability to transfer and apply skills and knowledge to new situations and environments, consistently over a period.

Methods of Assessment

On the Job Assessments:

- Observation of workplace performance
- Demonstration of specific skills/knowledge
- Work related projects
- Written questions
- Third Party report from qualified supervisor and or technical expert in the workplace.

The rules of evidence guide the collection of evidence to ensure that it is valid, sufficient, current and authentic.

Assessment Outcomes

FCIA Training Academy delivers competency-based training which means apprentices will be assessed as "Competent" or "Not Yet Competent". If a "Not Yet Competent" result is issued the assessor will:

- discuss any skill gaps
- implement further training required
- set a schedule to gather further evidence until you can demonstrate competency.

Feedback

FCIA Training Academy seeks opportunities for improvement through open communication and on-going feedback from apprentices. This gives apprentices the opportunity to be pro-active in ensuring the training and assessment outcomes are meeting their needs. Feedback forms are issued at enrolment, mid-way and at completion. The data is analysed and where required discussions are held to determine a solution to any issues raised in the feedback form.

Quality Indicator Employer and Quality Indicator Learner Surveys are issued near completion of training in line with Australian Quality Skills Authority requirements.

Cancelling of Training Sessions

Whilst it is understood that there may be times that apprentices will need to cancel their training session, we do ask that it is kept at an absolute minimum. Cancelling sessions can cause apprentices to fall behind and lose momentum with their training. If an apprentice does need to cancel a training session, they will need to contact the trainer/assessor at least 24 hours prior to the scheduled session.

4. Rights & Responsibilities

- Apprentice Rights
- Apprentice Responsibilities
- WHS Responsibilities
- Employer/Supervisor Responsibilities
- Trainer/Assessor Responsibilities
- FCIA Training Academy Responsibilities

Rights and Responsibilities

Apprentice's Rights

All apprentices have the right to:

- be treated fairly and with respect by FCIA Training Academy staff
- not be harassed, victimised or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- receive adequate withdrawal from routine work duties to undertake structured training activities
- have their personal details and records kept private and secure according to FCIA Training Academy' privacy policy
- timely access to any information FCIA Training Academy holds about them
- have their complaints dealt with fairly, promptly, confidentially and without retribution
- make appeals about procedural and assessment decisions
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course, training and assessment arrangements and their progress
- access the support they may need to effectively participate in their training program
- provide feedback to FCIA Training Academy, on the client services, training, assessment and support services they received.

Apprentice Responsibilities

All apprentices have the responsibility to make every effort to acquire the skills and knowledge needed to successfully complete their training. Your responsibilities include:

- accepting instruction and training in the vocation given by the employer or by a workplace supervisor
- notifying your trainer if you are unable to attend any scheduled training assessment session
- attending and actively participating in scheduled training delivered by your trainer/assessor
- completing assignments, projects and other assessment tasks set by your trainer /assessor in a timely manner
- giving the Third-Party Report to your supervisors at the commencement of a unit of competency to ensure they have sufficient time to observe tasks relevant to the unit prior to next training visit
- seeking from your workplace supervisor and trainer, the knowledge and skills in relation to the training and your organisation
- notifying FCIA Training Academy if there are changes to your personal details such as name, home address, postal address or if you have any concerns about completing your course
- discussing any concerns with your workplace supervisor and/or trainer/assessor.

WHS Responsibilities

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- To not wilfully nor recklessly interfere with, or misuse anything provided by FCIA Training Academy in the interests of health, safety and welfare.
- To cooperate with health and safety directives given by FCIA Training Academy trainer / assessors.
- To ensure that you are not, by the consumption of drugs and / or alcohol, in such a state as to endanger your health and safety or that of others.
- Must not meet with trainer/assessor outside of your work location unless under exceptional circumstances and previously agreed upon by you, the employer and the trainer/assessor. A supervisor **MUST** be present during this meeting.
- More information is available on our website.

Employer / Supervisor Responsibilities

- Will ensure you give the apprentice the required 3 hours a week or a day a month to work on their assessment work.
- Will ensure your workplace has the appropriate facilities and equipment available, so the apprentice can complete training and assessment activities.
- Will participate in the development of your apprentices training plan.
- Will provide your apprentice with the coaching / mentoring support required to develop their skills and on the job knowledge.
- Will allow FCIA Training Academy access to your apprentice at agreed times.
- Will assist in linking the training done off the job to your apprentice's current job role.
- Will complete third-party reports to verify your apprentices on the job application of the skills and knowledge.
- Will ensure that your apprentice has sufficient time to gather the required evidence as required by the training / assessor.
- Will inform your trainer/assessor of any concerns or issues that may arise during the program, as soon as possible.
- Will participate in regular feedback sessions with FCIA Training Academy.

Trainer / Assessor Responsibilities

- Will outline the holistic outcomes of the qualifications and the relevance to your role.
- Will release apprentice from routine work duties to work on training and assessment activities.
- Will outline the training and assessment process including Recognition of Prior Learning.
- Will help you identify your current skills and knowledge.
- Will deliver structured training according to the training plan.
- Will discuss relevant work-related projects against the competencies.
- Will schedule regular visits throughout the training program (every 10- 12 weeks).
- Will be available via e-mail, Zoom, Skype, Facetime, SMS or phone to clarify questions you may have between visits during work/business hours.
- Will assess you in a fair and flexible manner.
- Will provide you with feedback on your progress throughout the course.
- Will check your progress and ensure you are ready for assessment.
- Will provide you with the opportunity to re-assess if you are deemed not yet competent.
- Will ensure the evidence you provide is in line with the rules of evidence gathered, i.e. the evidence is sufficient, current, authentic and valid.
- Will discuss with your supervisor any skill gap that requires further development and re-assessment.
- Will not meet with you outside of work hours unless approved by FCIA National RTO Manager and Employer.

FCIA Training Academy Responsibilities

- Ensure trainer/assessors hold the relevant training and current vocational qualifications and current experience.
- Provide training and assessment resources.
- Records in the apprentice management system your progress throughout the training program.
- Handle complaints and appeals in a fair manner.
- Issue certificate upon successful completion of qualification or statement of attainment if only one or more units are completed.
- Assist with apprentice enquiries related to their training or CANVAS.

5. Completion

- Issuing Certificates
- Recognition of Certificates from other RTO's
- Withdrawals/Suspensions

Issuing Certificates

On completion of the requirements defined in the Qualification Training Package, you will receive a Nationally Recognised Certificate and a Record of Results.

A Statement of Attainment will be issued if you successfully complete one or more units of competency from a nationally recognised qualification but not the entire qualification.

FCIA Training Academy will issue your qualification within thirty (30) days of all required paperwork being signed off as competent and all course fees have been paid.

Re-issuing of qualifications is possible where a Certificate, Statement of Attainment or a Record of Results has been misplaced or damaged. Contact FCIA Training Academy via email at info@fciatrainingacademy.org.au to order a replacement. An administration fee of \$50 plus GST applies.

Recognition of AQF Qualifications Issued by other Registered Training Organisations

FCIA Training Academy will always abide by the mutual recognition agreements formed between all states/territories of Australia, in the recognition of other RTO's training and certification therein awarded.

FCIA Training Academy will recognise Nationally Recognised Training through the provision certification showing all requirements as detailed within the Australian Qualification Framework (AQF) and communicate with the issuing RTO'S for the provision of confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

Withdrawals/Suspensions

If for any reason the apprentice wishes to withdraw from the course, it is essential that the apprentice notify the National RTO Manager or their trainer/assessor to obtain the relevant Withdrawal Form.

If the apprentice is sick or has other concerns and needs to suspend their apprenticeship until they are in a better state, they are to contact Training Administration or their trainer/assessor to obtain the relevant Suspension Form.

If the apprentice wishes to withdraw from training, it is their responsibility to complete a Withdrawal form. These forms are available from your trainer/assessor or by contacting FCIA Training Academy.

If the apprentice withdraws:

- within 5 days of enrolment, FCIATA will charge a \$300 administration fee. In case of concession/exemption fee, where the amount is less than administration fee, no refund will be issued.
- after 5 days but before 6 months of enrolment, FCIATA will refund 50% of the 2nd Instalment amount.
- after 6 months of enrolment, FCIATA will not refund the fees paid.

Please refer to our website for information relating to Fees, Charges and Refunds.

6. General Information

- Who will see your information?
- Commonwealth Legislation
- State Based Legislation
- Gaining Access to your Records
- Record Keeping
- Access and Equity
- Ethical Marketing and Advertising
- Complaints and Appeals
- Disciplinary Procedures
- Contact Details

Who will see your information?

FCIA Training Academy aims to meet all legislative requirements of the State and Commonwealth Government.

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry for which we are conducting training.

The legislation that particularly effects your participation in Vocational Education and Training includes, but is not limited to:

Commonwealth Legislation

- The Racial and Religious Tolerance Act 2001 (Cth)
- Age Discrimination Act 2004
- Equal Employment Opportunity (Cth Authorities) Act 1987
- Child protection legislation in Australia and New Zealand 2009
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Work Health and Safety Act 2011
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- National Vocational Education and Training Regulator Act 2011
- Australian Consumer Law (set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth))

State Based Legislation

- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Children and Young Persons Act 1989
- Equal Opportunity Act 1995
- Workers Compensation Act 1987
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulations 2017 (OHS Regulations)
- Education Training Reform Act 2006 (Vic)
- Disability Act 2006 (Vic)
- Working with Children Act 2005 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Protection (Working with Children) Act 2012
- Child Protection (Working with Children) Regulation 2013

Gaining Access to your Records

You can access your own records at any time by forwarding a written request to FCIA Training Academy (Records that have been securely archived may take longer to access).

Record Keeping

FCIA Training Academy manages a hard copy file for individual current trainees/apprentices. These files are stored in a locked storage area and are maintained on site for a period of **TWO** (2) years and off-site for another **FIVE** (5) years or as required by external reporting bodies.

An electronic version of individual trainee/apprentice/s is created in the Student Management System (VETTRAK) which is compliant with AVETMISS reporting requirements. Electronic copies of certificates will be kept for 30 years.

Access and Equity

FCIA Training Academy in line with obligations under State and Commonwealth legislation is committed to promoting a fair and equitable environment for staff and clients that is free from discrimination, harassment and vilification.

Apprentice selection decisions comply with Equal Opportunity legislation. All apprentices complete a mandatory pre-training review to determine their capacity to meet the pre-requisite and requirements of the qualification.

Appropriately qualified staff assesses the extent to which the applicant is likely to achieve the stated competencies of the courses, based on qualifications and experience.

Our Access and Equity Policy is available on our website.

Ethical Marketing and Advertising

It is our policy to always market and advertise our services in an ethical and accurate manner, we do this by:

- developing and implementing our marketing and advertising materials based on feedback from our stakeholders;
- ensuring our marketing and advertising materials on our website and other mediums we use will only sell and market what we are registered to deliver. We also ensure that we do not mislead our stakeholders through any marketing and advertising mediums we use; and
- we constantly review and update our marketing and advertising materials and modes to ensure they meet consumer protections laws and our regulating and funding body requirements.

We endeavour always to have ethical and accurate marketing practices which transparently show what and how we offer our courses. Your rights as a consumer are always protected.

If you would like to discuss or help us improve our marketing and advertising materials, please contact FCIA Training Academy.

Complaints and Appeals

For the successful operation of FCIA Training Academy and for your own successful development, it is important that we are aware of any complaints you or your employer may have. Informal complaints are encouraged to be discussed with your Trainer or the National RTO Manager.

Should you feel your complaint is not being resolved adequately, you may wish to approach the National RTO Manager of FCIA Training Academy by seeking an appointment. FCIA Training Academy has adopted a fair and responsible complaint procedure, which aims to resolve any problem or perceived problem from within the workplace.

This may range from the information session conducted before enrolling, the enrolment process, resources, program content, assessments, trainer/assessor or other FCIA Training Academy staff, issuing of qualification or statement of attainment or the way in which you have been treated.

Please refer to our website for further information.

Disciplinary Procedures

FCIA Training Academy adheres to the principles of adult learning and the learning environment shall facilitate the learning of all apprentices without interference or disturbance from others and encourage apprentices to respect and protect the rights of others.

Apprentices will uphold the standards of FCIA Training Academy and their employers (where relevant) when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to the good order and discipline.

These forms of misconduct will not be accepted:

- wilful damage or removal of property
- assault or harassment (physical or verbal)
- cheating or attempting to cheat or assisting any other apprentice to cheat by any means (Apprentices who are caught cheating, plagiarism, stealing and / or will face disciplinary action)
- negligent or disorderly conduct towards a staff member or apprentice
- being under the influence of alcohol or drugs
- smoking in the building
- infringing copyright
- consistently missing classes

Contact Details

For further information relating to apprenticeships or training in the MSF30822 Certificate III in Flooring Technology course please contact:

Suchitra Ahlawat
National RTO Manager

Email sahlawat@fcia.org.au

Phone 0478 315 658