



Forme Education 2018

Student Handbook

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Introduction

An introduction from the Managing Director

At Forme Education our vision has always been clear and simple. We believe in delivering holistic online learning, where learners are supported, encouraged and assisted throughout their entire course.

Forme Education was built for you, the learner. We have evolved as an online college of choice. Unique in our approach, we are dedicated to the success of our learners. We believe in working with you and for you.

More than just educators, we are mentors. We appreciate that all learners are unique and we encourage that. Our flexible learning options, ongoing support, open channels of communication and immense resources, ensure all learners complete their studies feeling confident, skilled and equipped to succeed in their chosen industry.

Success for us is inspiring others to achieve greatness. Whether that's attaining an accreditation, landing a dream job, getting into university or simply completing the course, we are with you every step of the way.

From initial contact, our Course Consultants listen and assist with selecting the best possible course for you.

Our Educators offer both group workshops and one-on-one training sessions. Contactable via our learning Plat.forme, phone, email, or text, learners feel comfortable knowing they are not alone.

Upon your approach to graduation, your Career Development Mentor helps to prepare you for employment or promotion, assisting with a resume, professional LinkedIn account, job interviews and job pursuit. Our team goes to great lengths to ensure you achieve your unique goals.

As head of this dynamic organisation, I am here to ensure that Forme Education remains a first class college for you, the learner. We want to continually deliver exceptional service and support through to graduation and beyond. We at Forme Education are a great group of people, helping people to succeed. We are here to assist. This is why we exist.



Maria Mesaric
Founder Director
Forme Education



Welcome

Congratulations on continuing your education and considering our successful training programs. We are committed to providing you with a quality learning experience and helping you achieve your learning goals.

This handbook is designed to help you understand the policies that Forme Education follows in ensuring that you receive quality training services and outline your rights and obligations as a learner with us.

Forme Education is a Registered Training Organisation, national provider number 31744. You can access the RTO details on the national register of training providers at <https://training.gov.au>

Forme Education (Forme) previously Tri Training was established in 2008 by Director and Lead Trainer Maria Mesaric and repositioned in 2016 as Forme Education.

Forme Education now boasts a network of highly qualified educators committed to continually updating their qualifications, skills and knowledge, thus ensuring they are current with the more up to date industry practices and best practice in Vocational Education and Training.

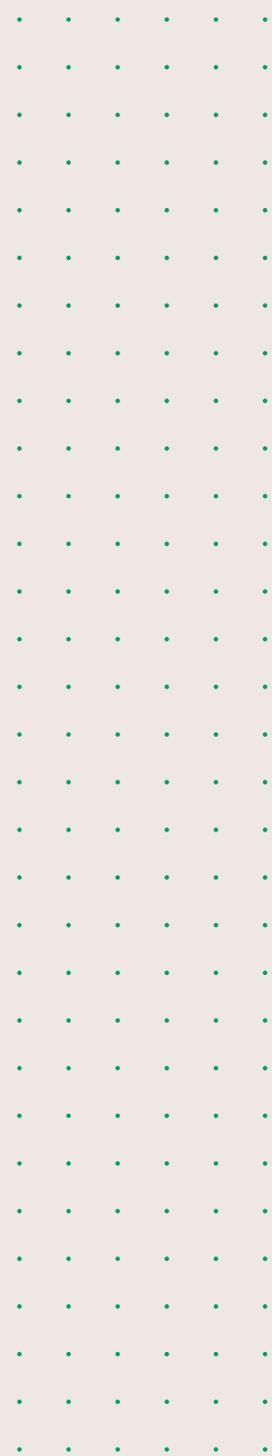
We are dedicated to seeing you succeed in your chosen course of study. We offer a range of study options to suit your schedule, your work/life circumstances and your budget. The personalised training and support you will receive from our team will help propel you into the career or promotion you are seeking and we look forward to joining you on this journey.

Our study options also include an eLearning platform so that we are able to offer our courses throughout Australia. Enrolment is a simple, uncomplicated process and we are proud to provide extremely competitive pricing, making online study a very attractive option for many learners.

Information about our training courses and services can be found at our web site: www.forme.edu.au and of course if you have any queries, you can also contact us at:

Forme Education Contact Details:

Phone: 07 5646 5142
 Email: hello@forme.edu.au





Enrolment

Forme Education will enrol all eligible learners who:

- have made an informed decision about their course of learning through information provided via our course consultants, flyers or program brochures, or website, and;
- agree to abide by Forme Education's policies and procedures, code of conduct and WHS obligations.

Prior to our enrolment process, you will be contacted by one of our educators to ensure you understand all aspects of the program you wish to enrol in, and is not limited to:

- the qualification and the training and assessment requirements;
- the course duration;
- participation and progress requirements;
- assessment requirements;
- work placements (if applicable);
- the use of learning resources;

Our educators will also discuss with you:

- your suitability and eligibility to enrol and complete the course;
- whether you hold any current or past qualifications which may entitle you to a transfer of credit;
- if you want to apply for RPL;
- any support you may require to assist and complete your study.

Learners' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- information provided by you on the enrolment form;
- discussion with our educators;
- formal assessment of your language, literacy and numeracy skills;

- gathering information about your previous study, prior formal and informal learning.

Forme Education will develop an individual training and assessment record and plan for you during the initial stages of a qualification.

Learning Support

Depending on the learner's needs this includes:

- mentoring from appropriately qualified educators;
- provision for additional phone and email contact;
- industry experience program assistance for those participating in courses that require practical experience;
- online support and learning activities;
- referral to external support services as necessary.

Additional Support Services

Forme Education is committed to ensuring that all learners receive adequate learning support to ensure their full potential is reached. Therefore, Forme Education ensures that:

- you are aware of how to access and utilise the services you may require to successfully complete your training and assessment program;
- data is collected about Forme Education's provision of support services and the feedback is systematically collated, analysed and used to improve training services and check that the services are being used.

Forme Education recognises that all people learn differently and acknowledges that some learners may require additional support, which may attract additional costs. External providers may be used in these instances.

Additional support may be provided for any learners experiencing:



- language barriers;
- language, literacy and numeracy issues;
- employment issues;
- access to facilities or equipment due to a disability;
- any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable you to participate in the same way as any other person regardless of whether support services have been required.

Where there is a perceived difficulty in achieving learning goals, the educator will discuss these issues with you. Reasonable adjustment may be required and needed for learners who have a disability.

You will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on your individual needs.

Fees & Charges Withdrawal and Refunds

You can find our Fees & Charges, Withdrawal and Refund Policy here:

<https://forme.edu.au/wp-content/uploads/2018/05/fees-and-charges-withdrawal-and-refund-policy-version-7.pdf>

Online Learning

Online Learning, as offered by Forme Education, provides learners with a greater level of flexibility and interactivity by being able to access online course materials and learning activities at any time, from any location

via an Internet browser.

Forme Education assists learners to engage and remain on track by providing a detailed training plan, and inviting learners to participate in live online monthly workshops.

Are you ready for online learning?

Forme Education offers the following tips to help you ensure your online learning experience is both positive and successful.

Develop a study plan

You will need to log on to your online program regularly to complete readings and learning activities. Set regular times for study and know when to study particular units.

Forme Education will be continuously monitoring your progress and will only provide you with access to a manageable number of units at any time; when you have successfully completed those units, additional units will be provided.

Know what you are expected to do for assessment tasks in the unit - ask your educator for clarification if needed. Talk to yourself - self-check progress as you study.

Actively participate in online discussions or workshops. It is the way to connect with your educator and other learners and the learning opportunities can be valuable.

Find out early how and where to get help if you are having difficulties with the technology, the unit content, study skills or personal issues.

Prepare your environment and:

- Log in to LMS (Learning Management System) using details provided on enrolment supplied to your personal email
- Create an LMS profile



- Send a test email to your educator
- using the elearning portal;

Plan and prepare Work Health Safety strategies and:

- set up your desk/ study area to meet safe ergonomic practices;
- ensure your computer keyboard and screen are correctly and comfortably positioned;
- do not sit at and use your computer for prolonged periods of time;
- take regular breaks or do simple exercises during your breaks.

Training & Assessment

As a nationally registered training organisation, training and assessment services provided by Forme Education are developed to meet the requirements of the VET Quality Framework.

Nationally recognised training programs such as Certificates and Diplomas are competency based which means that training and assessment activities or recognition of your skills and knowledge focuses on your ability to apply relevant knowledge and skills to actually demonstrate your performance of workplace tasks to a standard specified by that industry.

The specific knowledge and performance evidence required for workplace application are set out in the individual Units of Competency, which are packaged together by Forme Education using the specified core units and electives for your qualification, according to industry requirements, to make up a nationally recognised qualification, based on Forme Education's consultation with that industry area.

Nationally recognised qualifications are specified in Training Packages and these can be found at www.forme.edu.au.

As well as industry technical skills and knowledge, each qualification also includes skills which describe the competencies that are important for effective and successful participation in the workforce, such as:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

To be considered competent in any Unit of Competency you must be able to demonstrate the necessary knowledge and performance evidence to complete work tasks in a range of situations and environments. This may include written assessments and projects, demonstrating your skills in real work situations or in simulated environment that replicates workplace conditions, over a period of time. Your assessor will collect and compile evidence to make a competency determination.

Competency based training & assessment

Competency based training and assessment is all about providing you with every opportunity to develop competencies. If your evidence (assessment) does not satisfy the assessment requirements of the unit of competency, your assessor will provide feedback and possibly additional support, such as allowing you the opportunity to provide additional evidence, do more research or practice the skills before you demonstrate them again, and may negotiate additional or alternative assessment for resubmission or re-assessment.



Assessment

You will be provided with assessment information including how, where and when assessment will be undertaken.

Assessment activities may include a combination of (but not limited to):

- questioning, including oral and/or written
- case studies / scenarios and discussion
- observation of performance in the workplace
- short assignments
- integrated projects
- demonstration of skills in simulated environment
- practical tasks or activities
- video recordings

You must be able to demonstrate:

That you:

- can do the job or task to the required standard;
- understand why the job should be done in a particular way;
- can handle and resolve unexpected issues or problems;
- can work with others 'in a team';
- can do more than one thing at a time;
- know the industry or workplace legislation, rules and procedures.

Forme Education will allow up to

2 additional opportunities for re-submission, after your initial assessment submission, for you to demonstrate your competency. If you are unable to meet the requirements of the unit of competency after the 2 additional opportunities, Forme Education will discuss options with you, which could include extension of time, additional research or study, or extra practice to improve your skills. Additional costs may apply.

Recognition

Recognition of Prior Learning (RPL) is available to all learners.

If you consider that you have, and can demonstrate current skills and knowledge in the qualifications or individual units of competency in the program, whether achieved through prior training (formal or informal) or through relevant work history and work or life experience, you may apply to have your knowledge and skills 'assessed' via an RPL process.

The RPL process at Forme Education may vary depending on individuals' specific needs. Refer to our Schedule of Fees for RPL cost.

If you think you may have skills that can be recognised, please talk to Forme Education directly for more information or to receive an RPL Kit.

Credit Transfers

Forme Education defines credit transfer as recognition of skills achieved through formal learning and assessment as evidenced via Statements of Attainments or Academic Transcripts received on completion of previous, recent training undertaken.

Forme Education recognises qualifications and /or Statements of



Attainment issued by other Registered Training Organisations (RTO).

Credit Transfer allows a learner to be awarded a unit of competency towards completion of a qualification, based on successful completion of the unit previously completed under another RTO.

To apply for credit transfer, you are required to present your completed application form and statement(s) of attainment or qualification(s) for examination by Forme Education. To verify the statement of attainment or qualification, Forme Education will contact and confirm with the issuing Australian RTO.

Whilst you may apply for credit transfer at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide you down a more efficient path to competence.

You will not incur any fees for credit transfer.

Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek RPL.

Completed and signed credit transfer applications are retained on your file with accompanying documentation.

You will be notified in writing of the outcome of your application. All credit transfer approved will be recorded on the training plan issued to the learner.

Privacy

Forme Education complies with the Privacy Act 1988 (Commonwealth) and subsequently with the thirteen APP's outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection)

Act 2012, which prescribes and mandates the way organisations must collect, manage, use, secure, disclose and dispose of personal and sensitive information. All Forme Education employees must comply with the Act.

As a nationally registered training organisation, Forme Education is required to collect personal information for mandatory statistical data as prescribed by government regulators. As part of the enrolment process, Forme Education will collect personal information that is required for the purposes of delivering the program to you, or in meeting government reporting requirements and it will only be used for the specific purposes for which it is collected. Such information includes contact information, organisation, position, residential address, telephone, and email, emergency contact, employment and educational histories, referees reports, date of birth and marital status.

Sometimes information collected may be regarded as sensitive such as 'Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin). This information is specified in NCVER statistical data elements and is collected for national data reporting requirements.

Forme Education strongly encourages you to identify in your enrolment form or advise your course consultant or educator directly if you do have any issues (such as literacy, language or numeracy, physical or learning issues) that may impact on your training or assessment. By knowing this information, Forme Education will be able to support you with appropriate resources, or make reasonable adjustments to the program to assist you. If you choose not to provide this information during enrolment, Forme



Education may not be able to provide the necessary services to you.

Disclosure of personal information

Forme Education will not disclose your personal information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- Forme Education believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or of another person;
- the disclosure is required or authorised by or under law; or he disclosure is reasonably necessary for the enforcement of the criminal law or;
- a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure. A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Unique Student Identifier

Forme Education is only able to issue qualifications or statements

of attainment to learners who provide their USI (Unique Student Identifier) unless they have applied for and received an exemption.

What is a Unique Student Identifier (USI)?

A USI is an individual's account or reference number that allows you to access all of your training records, entered in the national vocational education and training (VET) data collection.

What is the purpose of the USI?

The USI will make it easier for you to find, collate and authenticate your VET achievements into a single transcript and:

- link information about your VET achievements, regardless of where you studied;
- enable you to easily access secure digital transcripts of your achievements;
- give you access to, and more control over, your educational information;
- Ensure that your VET records are not lost.

What are the benefits?

You will be able to conveniently obtain a complete record of your VET enrolments and achievements from a single online source. Training organisations will be able to verify your identity via your USI and confirm your achievements to determine pre-requisites, credit transfer and Recognition of Prior Learning (RPL).

When do I give my USI information?

If you have a USI you will need to provide Forme Education with your USI on enrolment.

If you do not yet have a USI, Forme Education can apply for one on your behalf with your consent, or you can visit the website to create your own USI:

<http://usi.gov.au/Learners/Pagesstepstocreate-your-USI.aspx>

What is the cost?

The USI is available online and is no cost to you. A USI will stay with



you for life and will reflect any nationally recognised VET course that is undertaken from 1 January 2015

Will a qualification or statement of attainment be issued directly to me?

Yes. As long as you have provided Forme Education with your USI or consented to them attaining on your behalf, or have been provided an exemption, and you have paid all outstanding fees you will receive your qualification or statement of attainment directly from Forme Education

Managing Your Information

Forme Education commits to taking all reasonable care to ensure that information we hold, use and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- your current address, your qualification will be sent to this address, so it is important to ensure it is correct;
- current phone numbers;
- current email address.

You may access your information, including records of your learning progress at any time via the online system. If you find any errors in your records, please advise us immediately so that the corrections can be made.

Our educators continuously monitor your participation and progress in the online learning programs, and are available for regular contact with you, usually via email to ensure you are progressing, answer any questions you may have, or provide educational support to help you with your learning, so it is important to ensure your contact details are maintained.

Legislative Information

Forme Education has a legal obligation to maintain adequate, current and appropriate insurance and comply with all legislation and regulations, both state and federal, relevant to operation of its business including (but not limited to):

- National VET Regulator Act 2011 (Cwlth)
- The VET Quality Framework including the;
- Standards for Registered Training Organisations (RTOs) 2015
- Work Health and Safety Act 2011
- Privacy Act 1988 & Privacy Amendment & (Enhancing Privacy Protection) Act 2012 (Cwlth)
- Anti-Discrimination Act 1991
- Disability Services Act 2006
- Higher Education Support Act 2003
- The Australian Consumer Law (ACL)

LEARNER ENGAGEMENT

Forme Education is committed to providing and promoting non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone to achieve their learning outcomes.

All staff and contractors employed or engaged by Forme Education are obliged to comply with this policy.

To ensure that the learning environment is free from harassment, discrimination and victimisation, Forme Education will ensure that it:

- uses the same recruitment and admission process for all applicants;
- bases admission to courses and programs solely on availability of places and the applicant satisfying course/qualification and funding



entry requirements if applicable);

- provides all learners with adequate information and support to enable them to select the most suitable program for their needs;
- considers issues relating to access and equity when specifying course entry requirements and prerequisites;
- offers flexible course design including recognition or qualifications and statements of attainment from other RTOs and recognition of prior learning;
- takes into account the requirements of learners with a disability when designing courses;
- provides inclusive and non-discriminatory learning materials;
- ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification;
- adapts assessment where necessary and possible to meet learner needs;
- provides learners with the right to appeal an assessment or recognition decision;
- gives all learners an equal opportunity to demonstrate competence including

through making reasonable adjustments for learners with a disability or special need according to individual circumstances. This may mean providing the appropriate services and/or facilities for learner learning and assessment including:

- the use of adaptive/ assistive technology;
- educational support;
- alternative assessment methods;
- extra time to complete a course or assessment learning support for basic literacy or numeracy difficulties.

Forme Education is committed to ensuring that you have a reasonable chance of achieving a qualification. For this reason, we may advise you to consider alternative career or course choices if there is reasonable doubt about your aptitude to manage the course work with reasonable additional support, attitude to meet industry requirements or a genuine interest in pursuing a career in this field.

Manage Learner Engagement

To ensure good practice in training and assessment practices and maintain consistency, quality and compliance with all

regulatory requirements, Forme Education applies current processes in relation to managing learner engagement and continuing enrolment.

You will be provided with sufficient support and regular contact to maintain academic progress according to your course of study. Whilst online learning is a flexible option, if you do not complete units within each designated semester you will be required to complete all enrolled units prior to re-enrolling in the following semester. This may impact your subsequent study period and census date. You will need to negotiate directly with Forme Education and may need to undertake an increased study load that will meet the course completion due dates;

If you do not commence your learning, actively engage in the program or respond to Forme Education communication you will be withdrawn at the end of the semester. You will be contacted by Forme Education and must confirm your continuation of your enrolment, otherwise you will be withdrawn from the course effective from the end date of the semester. This will include removal of your access to the learning resources and you will be required to return any provided resources.

If you are withdrawn you will be advised of the requirement to make a new application, which may include additional fees if you wish to re-commence the program



after this time.

You must complete your program by the designated completion date. As an active learner, you will be offered one (1) opportunity to apply for a course extension. You must submit your application for extension 4 weeks prior to the completion date and the extension will not exceed twelve weeks. Each application will be considered on an individual basis.

Returning Learner Course Material to Forme Education

Upon any type of withdrawal, cancellation or completion of an enrolled course, you may be required to return all learner 'course material' issued to you by Forme Education.

Learner Expectations

All individual learners enrolled with Forme Education can expect:

- To be treated with courtesy and respect;
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- To be able to freely communicate and voice alternative points of view in a rational debate;
- To participate in a learning environment free from sexual, racial, gender-based, or other forms

of harassment

- To rely on the protection of your personal information
- To be able to access your personal records;
- To be provided with timely and accurate information as it pertains to course(s), enrolment, and all administrative matters;
- That assessment with in course(s) will be equitably and appropriately implemented;
- That the facilities and equipment you use are safe, and comply with workplace health and safety guidelines.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from staff. They are here to help and assist where possible. Behaviour contrary to the code of conduct, including academic misconduct such as cheating and plagiarism (see below re copyright) will not be tolerated. Sanctions (penalties) may be imposed on people who breach this code of conduct including:

- suspension or exclusion from Forme Education programs; or
- withholding of results.

You should appreciate that serious offences such as sexual harassment, racism, physical or verbal assault or unlawful activities are highly likely to attract a suspension or exclusion. Such suspensions may be applied immediately, obviously impacting on your ability to continue

or complete your studies. Please be aware that external authorities, such as the police, will be alerted where a learner's conduct breaks the law.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied, including suspension, for consistent minor breaches of the code of conduct.

Code of Conduct

Forme Education's Code of Conduct outlines standards of acceptable behaviour required by all learners.

Within the RTO environment, including online, staff and learners have both rights, responsibilities and obligations. These expectations and responsibilities are intended to assist us in providing you with access to educational resources that will enable you to successfully complete your program of study.

Responsibilities

As learners within a training environment you will be expected to:

- Treat others with respect and courtesy;
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital



- status, age, or political conviction;
- Respect the opinions and views of others, even though they may differ to yours;
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating;
- Participate in learning, maintain consistent levels of study, and submit assessments on time;
- Take personal responsibility for your own learning and maintain reasonable study progress with your Training Plan;
- Familiarise yourself with, and abide by Forme Education's policies and procedures;
- Maintain high standards and a professional approach to your study program
- Adhere to Work Health and Safety Legislation; and
- Retain a copy of any and all assessment materials submitted. Forme Education is required to retain all submitted assessment for a minimum of 6 months or up to as much as 7 years depending on the contractual requirements of government agreements.

Copyright and Academic Integrity

Forme is committed to upholding a high standard of training and assessment and expect our students to present their work in the same way. Part of this includes referencing as a standard way of acknowledging sources of information and ideas that you have used for writing assignments. The sources that are to be referenced include interview, books, journals, newspapers, videos and internet sites. We believe that by referencing your sources of information you are upholding academic integrity and avoiding the risk of plagiarism. Our academic integrity policy includes the following points

- Participate in learning and training and conduct research with honesty and integrity; where necessary, acknowledge and seek permission to use the work of another
- Understand that all academic work you submit for assessment must be your own work and in no way falsified or be completed by another person;
- Always protect your work to ensure other learners are not able to copy your work.

While there are many different referencing systems, Forme prefers the Harvard referencing system, a copy of which can be found on the Forme website in our Policies and Procedures area.

We believe that referencing your writing and work serves many purposes. These purposes include:

- To acknowledge and give credit to the original writers of works and ideas that you have used.
- To add fact and weight to your stance, and give justification to the argument you are making.
- To allow the readers of your writing to delve deeper into your ideas and writing.
- To demonstrate that you have researched at a deeper level of your content discussing.

Definition of plagiarism

Plagiarism can be defined as the act of taking and using another person's work as one's own. This includes practices specifically but not limited to:

- Word for word copying of sentences, or paragraphs, from one or more sources, which are the work or data from other persons that can be found in books, articles, thesis, and unpublished works.
- Closely paraphrasing sentences or paragraphs from one or more sources without appropriate acknowledgement in the form of



a reference to the original work.

- Using another person's ideas, works, or research data without appropriate acknowledgement.
- Copying computer files in whole or in part without indicating their origin
- Submitting work which has been colluded from another students' work

Penalties for plagiarism

As an enrolled learner with Evidence of academic misconduct will be investigated and dealt with, with the utmost professionalism, by both the Forme Administration and Education departments via the following process:

1. The educator will advise you in writing of the identification of plagiarism or collusion.
2. Assessments will be sent back unmarked with notes of the identification of plagiarism with the options for the student to correct the work and resubmit the assessment. A record of the circumstances and 'warning' will be retained on your file.
3. If there is a second instance of collusion or plagiarism, the educator will notify you and the Lead Educator of Forme, and another warning letter will be issued. You will be given a second opportunity to correct the assessment and resubmit.
4. Should a third offence of collusion or plagiarism be identified, you will be

excluded from the course and be issued with a Statement of Attainment for completed units. No refunds of fees or re-credit of debt liability will be applicable.

Any learners disqualified from a course with Forme will not be eligible to apply for re-enrolment.

For details on the Harvard referencing system and the best way to reference different sources please refer to the Student Referencing Guide on the Forme website.

Confidentiality

As an enrolled learner with Forme Education, you may be required to attend practical work experience placements as part of your studies. In the course of these placements, you may access information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement.

Learning Engagement

Forme Education wants you to achieve the best outcomes in your studies. At times you may have difficulty in keeping up with your learning activities, completing assignments, or demonstrating competence in assessment activities. There can be very good reasons for this, which are sometimes beyond your control. Forme Education continuously monitors your engagement in the online learning systems, and will provide regular contact and support to ensure you have every opportunity to complete your studies. However, you are also

expected to ensure you make satisfactory progress in your studies. If you are having difficulties in the progress of your study, you are expected to take all possible steps to improve your performance and follow the guidelines below:

If you are having difficulty maintaining acceptable progress, you must discuss the situation with your educator and/or Forme Education administration as soon as possible. In certain circumstances, for example if you are a carer, fall ill or have a disability, you may need to negotiate a reduced study load over a more extended period of time or make application to defer your studies for period of time.

Approval for requests for extensions for any assessment is at the discretion of Forme Education and should be made in writing. Requests for extensions will only be considered if they are received prior to the scheduled end date of the enrolled unit, and if all fees have been paid.

If you are not intending or not able to continue the program, you should advise us as soon as possible.

Further assistance and feedback

If you have concerns about any aspect of Forme Education's training or services, or suggestions about improving our services, we would like to know about them. Phone, email or contact us via the website. If you have any questions or concerns about the matters covered



in the Student Handbook, you should ask your educator or another Forme Education staff member for assistance.

Opinions, Issues & Improvements

Forme Education is fully committed to constantly improving how its business is conducted and maintaining its continuous compliance with the VET Quality Framework. Your feedback about your experiences with Forme Education is very important in enabling us to do this effectively.

We will regularly ask for your opinion in the form of formal (surveys) and informal (conversations) feedback.

As an RTO, Forme Education is also required to collect Learner Engagement feedback (via a survey) about your experience with us, and report the outcomes to the national regulator annually.

We would request your participation in this process, as it is a valuable source of information for us to identify areas for improvement.

It is also important that if you have an issue or a problem with Forme Education staff or its operations, services or training or if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it.

Complaints & Appeals

Forme Education's full Complaints and Appeals Policy is published on the Forme Education website or is available for you to access on request.

In brief, if you have a complaint, please discuss it first with the relevant person, or a Forme Education staff member. If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint by an email, letter or via the website or contact a Forme Education staff member who will formally record your complaint

details. Forme Education will commit to working with you to investigate and resolve the issue. Full details of Forme's Complaints and Appeals Policy are available on our website www.forme.edu.au

Further avenues for resolving complaints or appeals

Should you not be satisfied by Forme's decision in relation to your complaint or appeal, avenues appropriate if you wish to further your case;

Certificates

Forme Education will issue nationally recognised Certification (which could include qualifications or statements of attainment), according to the Australian Qualification Framework (AQF) requirements for vocational programs on its scope of registration.

After you have completed the course and have been assessed as competent in meeting the training package requirements, submitted your USI and paid all outstanding fees you will receive a Testamur (a qualification document which could be either a Certificate or a Diploma) and a Transcript of Results within 30 days of the date of achieving competency.

If you do not complete the full course, but you are assessed as competent in some units, submitted your USI and paid all outstanding fees you will be issued with a Statement of Attainment for the units in which you have achieved competence. If you require additional copies of Certificates or Statements of Attainment, a \$25 administration fee will apply. Please allow two weeks for the processing of replacement Certificates and Statements of Attainment.







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