

Student Handbook

Fluent Education (Datum College Pty Ltd)
RTO Number 32243

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Welcome

Thank you for considering Fluent Education to be your preferred training provider.

We are proud of our genuine education focus and will do all we can to ensure you graduate with the skills and knowledge you need to succeed in the game of sales and marketing.

The skills you will learn with us are in demand across all industries, and mastery of them will provide you with endless employment opportunities or empower you to drive your own business forward.

We look forward to you joining us and wish you the very best for your studies and future career.

Kind Regards

Aaron Hines

CEO, Fluent Education

Overview

Fluent Education is a specialist Sales and Marketing training provider, offering professional development courses and nationally recognised qualifications.

It is a condition of enrolment that you agree with all our terms and conditions, so please read this handbook thoroughly before enrolling.

Fluent Education may partner with organisations such as job service providers, recruiters, support services or other training providers. Any partners relevant to your enrolment will be advised to you at enrolment. If you have any feedback regarding our partners, please email us urgently at student.support@fluent.edu.au so we can take appropriate action.

Mission: Enhance the competency and professionalism of the sales and marketing industry via quality education.

Vision: To become a premiere provider of Australian focussed sales and marketing professional development programs.

Values: Respect Time, Quality and People

Delivery Modes

Depending on the program you enrol in, training and support may be provided via several formats. Please speak with the team during enrolment if you believe any adjustments to training and assessment methods and resources may be needed to accommodate any learning, physical or other challenges you may have.

Online:

The program is delivered entirely online, which may include live online “virtual” classrooms and chat sessions hosted by industry experts.

While attendance at live sessions is usually optional, we recommend you attend as often as possible to maximise your learning outcomes. Some sessions are recorded and available for viewing later.

Blended

The program is delivered primarily online, which may include live online “virtual” classrooms and chat sessions hosted by industry experts, but also has a face to face component which may comprise physical classroom or work experience requirements.

Face to Face

The program is delivered entirely via attendance at a specified physical location. Students may be required to complete some assessments online.

Enrolment Options

Fluent Education offer the following enrolment options:

- Per Subject
- Full Qualification

Both options can lead to full nationally recognised qualifications if that is your desire.

Per Subject

We offer a library of subjects which you can enrol in on a per subject basis. Many of these subjects are mapped to one or more formal Units of Competency taken from various formal qualifications.

If you are studying for professional development purposes only, you do NOT need to complete or submit the assessments included with each subject. If you do not complete the formal assessments, you can still attain recognition for professional Development hours.

If you want a nationally recognised outcome for the subject, including full qualifications, you do need to complete the formal assessment. Once you have been deemed competent for the assessment, you receive a formal Statement of Attainment for that subject which can then be used for credit transfer towards full qualifications.

There are no extensions on individual subjects. If you do not complete a subject within its stated duration you need to re-enrol in that subject if you still wish to complete it.

Full Qualification

This is a formal enrolment into a full nationally recognised qualification.

Your enrolment will have a specified duration of typically one year, and will require you to complete specified subjects, usually in a set order.

Each subject will contain a formal assessment which needs to be successfully completed before you commence the next subject in the qualification.

Extensions are typically available for full qualifications, on a rolling monthly basis.

Per Subject versus full Qualification

Price	Subjects are purchased per subject when you wish to start the subject. A full qualification enrolment requires payment (via a payment plan) for the entire qualification.
Formal outcomes	Per Subject suits those enrolling for Professional development study OR for formal qualifications, whereas full qualifications are for those intending to complete the entire qualification.
Duration	Enrolling per subject includes 3-months access for each subject, starting from when you enrol in the subject. You can enrol in your next subject whenever you wish, with no overall course duration being applicable. A full qualification enrolment has a set duration of typically 12 months, although extensions may be available for a monthly Extension Fee.
Self-paced	Per Subject is suitable for those who truly wish to study at their own pace, limited only by 3-month duration per Subject. Full qualifications have a formal duration, so you need to manage your study to ensure you allow sufficient time to complete before course expiry.
Extensions	There are no extensions available 'Per Subject'. If you do not complete within the subject duration you need to re-enrol to continue that subject. If you do not complete a full qualification within its formal duration, you can either take advantage of our Monthly Re-enrolment option, or you can enrol 'Per Subject'.
Resubmissions	Both 'Per Subject' and "Qualification" enrolments include one complimentary resubmission for each subject, after which a re-submission fee will apply if further attempts are required.
External Factors	Students who project potential external challenges impacting their study, such as work or family commitments, may be better enrolling per Subject so they can defer enrolling into their next Subject if necessary. Students who need to be formally enrolled for Centrelink, employer or other reasons need to enrol in the Full Qualification.
Flexibility	Enrolling 'Per Subject' allows you to easily change your mind re what and when you wish to study, and to match your study with your budget. Full Qualification enrolments represent an upfront commitment with less flexibility.

Course Duration

Each enrolment has a formal duration stated on the course information sheets, website and enrolment documentation. This duration is how long you have access to the course (and assessors) for within your initial enrolment.

You can complete faster than this formal duration depending on how much time and energy you commit to your studies, and what existing knowledge you already have.

You can also take longer than the formal duration, although this will incur additional costs via a Monthly Re-enrolment or Full Re-enrolment.

It is important to leave sufficient time after your last assessment submission to allow for assessing and any re-work that may be required. We recommend you submit your last assessment no later than four weeks before your enrolment expiry date if you wish to avoid potential Re-enrolment fees.

If any issues arise during your enrolment that may impact on your ability to complete before your enrolment is scheduled to expire, please inform us [at that time](#). This will allow us to take appropriate action such as providing extra support, reviewing your study habits and techniques, or potentially recommending withdrawing before you incur further costs.

Monthly Re-enrolment

We understand that sometimes life can get in the way of even the best laid plans! For this reason, we offer a unique Monthly Re-enrolment option if your full qualification enrolment happens to expire before you graduate.

This option allows you to re-enrol in the units/subjects you still need, but instead of paying for them in full, as an expired student you can access this option whereby you pay a low monthly re-enrolment fee only for as many months as you need to complete.

This option is limited to expiring Fluent Education enrolments, is limited to the specific units from your original enrolment that you did not attain before your original enrolment expired and is offered at a significant potential discount to normal unit prices.

If you did not complete any units during your original enrolment, you will not be eligible for a Monthly Re-enrolment and you will instead need to re-enrol via either the Per Subject or Full Qualification options if you still wish to attain the qualification.

Although we try to approve monthly re-enrolment requests, we cannot guarantee this due to various factors e.g. superseded Training Packages, internal delivery changes etc. Given this, please **always aim to complete within the formal course duration** as you cannot assume a monthly re-enrolment can be granted or for how long it may continue for.

Please note the following:

- Approval is at the sole discretion of Fluent Education
- Requests are to be submitted prior to your original enrolment expiring.
- The request must be on the Monthly Re-enrolment Application (on the website) and submitted to student.support@fluent.edu.au.
- The re-enrolment, if granted, will automatically continue on a rolling monthly basis until:
 1. You graduate.
 2. You notify us you wish to terminate the re-enrolment, or cease paying it, OR
 3. Fluent Education decline further renewals. If we are going to decline your Monthly Re-enrolment renewal, we will aim to provide as much notice as we can.
- The Monthly Re-enrolment fee is as per the schedule of Fees at the time of each monthly payment. This fee may vary over time with a minimum 30 days' notice.
- The re-enrolment fee is payable monthly in advance via direct debit from your nominated bank account or credit card. The link to make payment is sent with the notification your Rolling Re-enrolment request has been approved.

A Monthly Re-enrolment is a new enrolment, not an extension to your original enrolment, and only covers the subjects you did not complete during the initial enrolment.

If any subjects within the qualification are superseded, removed or otherwise varied on the National Training register, the “replacement” subjects will likely not be covered under the Monthly Re-enrolment unless they are fully equivalent units. If new subjects are required, they would need to be enrolled in on a Per Subject basis at the price applicable at that time.

The Monthly Re-enrolment fee represents a significant discount to the full enrolment fee, depending on how many months of Re-enrolment you need. If you do not intend to progress your course in a timely manner, we recommend you do not re-enrol.

Full Re-enrolment

Where a Monthly Re-enrolment is not available, desired or granted, you may be able to fully re-enrol if you still want to continue after your expiry date. This re-enrolment may be for the full qualification (or its replacement version), or on a 'Per Subject' basis just for those subjects you still need to attain a full qualification.

As a full re-enrolment may be personalised depending on what subjects you have already completed, or due to Training Package changes or other factors, please speak with a Course Consultant if you are considering re-enrolling.

Extension

To continue studying once your initial enrolment has expired, you will need to apply for either a Monthly Re-enrolment or a Full Re-Enrolment.

However, if you suffer a major disruptive event during a full qualification enrolment which impacts your ability to study, you may be eligible for a free one-month extension.

Eligible events are limited to a major medical event to you or your immediate family (spouse, children), or other significant disaster of some sort.

Please note the following:

- Only one free extension is available per qualification.

- The request must be submitted within 21 calendar days of the event occurring.
- The request must be on the Extension Application (available on the website) and must be submitted to info@fluenteducation.edu.au.
- You must have had reasonable course progression prior to the event.
- The extension will add one month to your enrolment expiry date, but it does not change any other scheduled timeframes e.g. payment plans.
- Approval is at the sole discretion of Fluent Education.

Please note extension eligibility does not extend to being busy or having work issues; is not for non-major or pre-existing issues; or for matters concerning those outside your immediate family. Monthly Re-enrolments are available for situations such as these.

Deferral

We do not offer mid-enrolment deferrals, however, if any issues arise during your enrolment that may impact your ability to complete within the formal duration, please contact us immediately so we can consider what options may be available to you.

If you are enrolling 'Per Subject', you can delay enrolling into your next subject if you need some time away from your study.

Course Entry Requirements

Please refer to the course pages on the website or speak with our Course Consultants for any entry requirements/pre-requisites for the individual courses we offer.

Some courses may have Fluent Education imposed entry criteria in addition to any Training Package requirements. Fluent Education imposed criteria may be relaxed on a case by case basis at the sole discretion of Fluent Education. If there is any relaxation, your enrolment is considered to be full acceptance by you of the variation and that it cannot be used for any claim against Fluent Education.

All courses except those delivered entirely Face to Face will require you to have ongoing access to an internet connected computer capable of running standard Office software. Face to Face students may require computer access to complete some assessments.

Making Application

Our application process will vary depending on the course and payment method but may include the following stages.

Pre-application

Some enrolments can be conducted fully online. For phone-based enquiries a Fluent Education Course Consultant will typically discuss your specific situation and needs, consider your previous experience and knowledge, and answer any queries you may have.

For formal qualifications, emphasis is placed on the following areas:

- Selecting the appropriate qualification; discussing:
 1. Your previous study and life/work experiences and qualifications, including Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) options where applicable.
 2. Any learning challenges you may face that may impact your ability to complete the course.
 3. Your motivation and drive to complete the study.
- Course information including any entry requirements, computer/internet access requirements, training content/processes, practice and assessment methods and possible vocational outcomes to aim for.
- Fees, charges and payments.
- Methods of training and assessment including any applicable locations or work experience requirements.
- Your rights and obligations, and support services available.

Selection & eligibility criteria

We may assess you on your ability to meet the requirements of the course, in conjunction with any prerequisite or entry requirements and Training Package guidelines.

For details on specific course entry criteria view the relevant course on the website.

Application

During the application process, depending on your enrolment type, you may be required to:

- Complete an Enrolment Application Form
- Complete a declaration acknowledging you have discussed and/or read and agree to abide by the terms and conditions outlined in the Student Handbook and other enrolment documents.
- Provide identification, noting the application cannot progress until verification of your identity.
- Parental Consent Form if you are under eighteen years of age.
- Complete a Credit Transfer (CT) and provide supporting evidence (if relevant).
- Create a Unique Student Identifier (USI).

The application process is non-committal however should your application proceed to enrolment in a nationally recognised course, we have an obligation to supply your information to the National Statistical Database (or their State/Commonwealth representatives).

Once all documentation has been received and eligibility criteria met, your application will proceed to enrolment. Student Services will process your enrolment and issue you your login information.

Fluent Education reserve the right to decline any enrolment application and/or fee payment method at our sole discretion.

Unique Student Identifier (USI)

For full details on the USI please refer to <https://www.usi.gov.au/about>.

The USI is a student reference number issued by the Commonwealth Government, linking all your nationally recognised training under one identifier. You only ever need one USI which is unique to you and is yours for life. Given this, please be careful not to set up a new one if you may already have one.

If you enrol in a nationally recognised course (in full or part) you will be required to provide your USI at enrolment. If you are already enrolled but have not yet provided us with your USI, you will need to do so before a qualification or Statement of Attainment can be issued.

To check if you already have a USI, or to set one up if you don't, please go to

<https://www.usi.gov.au/students> and follow the instructions there. If you have any issues, please speak with the Course Consultant during enrolment. There is no cost to obtain a USI.

Fees & Charges

Course tuition fees are detailed on the course pages on the website, or you can speak to a Fluent Education Course Consultant, noting your tuition fee may vary depending on your eligibility for Credit Transfers.

Other fees and charges may also be applicable depending on the course, payment option and other factors.

The actual and potential fees and charges applicable to you will be advised during enrolment and may include:

- Potential administration, re-enrolment, resubmission and other fees.
- Payment fees including admin, late and dishonor fees, credit card surcharges.
- Any other course specific fees will be advised at enrolment.

All costs associated with classroom sessions (e.g. travel, parking), work experience, computer access and the like are the responsibility of the student and are not included in tuition fees.

Where fees or charges are in arrears your enrolment may be suspended and eventually cancelled.

For further details also refer to the Schedule of Fees and the Payment Plan form on the website.

Payment Options

There are several options for paying tuition and other fees and charges. Full details on which options are available for which courses is detailed on our website.

Before entering into any payment plan, we recommend you complete a personal budget and obtain independent financial and credit advice from a licensed professional.

Upfront payment

For 'Per Subject' enrolments, upfront payment is required for the entire subject.

For full Qualification enrolments, Fluent Education can accept a maximum \$1,500 (incl GST) upfront payment, so this upfront option is only available where the course tuition cost is below that amount.

Upfront payment is via direct debit from your credit card or bank account, EFT by you, or corporate invoicing.

Payment plan

An interest free monthly payment plan direct with Fluent Education may be offered to eligible applicants enrolling in a full qualification.

Instalments are taken directly from your credit card or bank account and will incur a per payment administration fee. Dishonour and late payment fees will also apply.

Some courses may have content progressively released in proportion to the tuition payments received by Fluent Education. No qualification or Statement of Attainment will be issued until all fees have been paid in full.

Payment plan terms and conditions are detailed on the website and Payment Plan application.

Withdrawals, Cancellations & Suspensions

Expired Enrolment

An expired enrolment is where your enrolment expiry date is reached without you graduating, noting you may choose to do this voluntarily if you are studying for Professional Development purposes only and do not require a formal Statement of Attainment.

Once your course expiry date is reached your initial enrolment terminates and a Statement of Attainment will be issued for any eligible Units of Competency completed.

There is no refund for expired enrolments.

Withdrawal

Withdrawal is where you voluntarily exit prior to graduation or enrolment expiry. You can withdraw by emailing student.support@fluent.edu.au.

For withdrawals a partial refund may be available depending on the specific circumstances. **If a refund is payable, it is limited proportion to the time remaining in your enrolment at the time of the Refund Request**, subject to further conditions below.

Refund requests must be on the Refund Request Form available on the website and will be subject to an administration fee as per the Schedule of Fees.

Regardless of the time remaining in the enrolment, refunds will not be payable in the following circumstances:

- For any 'Per Subject' enrolment
- For any subject in a full qualification where course content has been provided or accessed (including textbooks, tools, subscriptions, platform access).
- For payment plans, any fees and charges due prior to the withdrawal date will not be refunded.
- Where there has been a breach of the Student Code of Conduct e.g. plagiarism, abuse of staff or other students, fraud against Fluent Education or its associates, copyright infringement or the like.

The only **exceptions** to this policy are:

- Where the student's application for enrolment is declined by Fluent Education.
- Where Fluent Education cancel a unit in which you have enrolled or where the commencement of a course is postponed for more than six weeks.

Cancellation

Cancellation is when a student is removed from their course by a decision of Fluent Education.

Reasons a student could be cancelled from their course include:

- Non-payment of tuition or other fees.
- Breach of the Student Code of Conduct or Academic Integrity e.g. collusion or plagiarism, abuse of staff or other students, fraud against Fluent Education or our partners/service providers, copyright infringement.

A student, before being cancelled, would first be suspended whilst an investigation takes place. If the matter is upheld, the student would then be cancelled.

There is no refund for cancellations. Students will also be billed for any unpaid fees owing at the date of cancellation.

Suspension

Certain events may result in a student being suspended from access to their course.

These events include:

- Non-payment of fees or charges
- Whilst under investigation for breaches regarding Academic Integrity, the Student Code of Conduct or other serious matters.

While suspended there is no access to online or physical classroom sessions, assessment services or other support services. Any payment plan in place must still be adhered to.

Any time lost due to suspension will not be added to your enrolment expiry date unless the issue is not upheld in full. Therefore, if you are suspended, you will need to adjust your study schedule to make up for any time lost.

Assessment

Assessments are not undertaken in all courses, but nationally recognised courses have formal assessments which need to be successfully completed if you wish to attain the relevant qualification or Statement of Attainment.

We know assessments can be nerve racking if you have not studied for a while, but please do not worry. Within the online platform we provide study techniques and tips, plus we have a passionate and skilled team here to support you.

Assessment and evidence requirements are completed in or uploaded to the online platform. We do NOT accept any other form of assessment submission unless specifically approved at enrolment.

Some courses have a strong practical component to ensure you have the skills required to work in industry. For these, you may be required to upload recordings of activities, perform tasks in the presence of an Assessor and/or use an approved supervisor (from within industry) to verify your skills. Information on this will be provided during your course where relevant.

Our Assessors for nationally recognised courses meet VET assessor requirements and will make a judgement of competency based on the evidence provided in accordance with the national criteria.

Our Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair.
- All evidence submitted is deemed valid, current, sufficient and authentic.
- Reasonable adjustment is used where necessary without compromising on the validity of the assessment.
- Assessment outcomes are recorded appropriately.
- Appropriate feedback on a not competent assessment outcome is given where applicable.

Fluent Education has a responsibility to you, our graduates, industry and the community our graduates will serve, to maintain the integrity of the qualifications we issue. Given this we implement an internal assurance process and reserve the right to question or refute decisions made by the Assessor and to request further clarification or evidence if we deem it necessary.

If competency is not awarded on your first attempt, some courses permit you to re-submit assessments.

Depending on your specific enrolment details, the resubmission cost may be included within your initial tuition fee else a resubmission may be charged. This will be detailed during your enrolment.

Please note any assessments submitted that have not been genuinely attempted will be returned unassessed. This includes submissions where questions have been missed or only partly answered, where the question is not being answered, where it has not been spelling and grammar checked, or where collusion/plagiarism has been identified. Such submissions will still be considered a first attempt submission.

Credit Transfer

Fluent Education recognise verified qualifications and Statements of Attainment issued by other Registered Training Organisations. This means if you have previously achieved a relevant qualification or Statement of Attainment, you may not need to complete all units in the new qualification if credit transfer (CT) from the prior qualification is possible.

Our Student Services team will help you complete a CT Application. You need to forward all evidence during the enrolment process, so the validity and currency of the transcript and the equivalence of competencies can be determined before your enrolment is finalised.

If you hold a qualification/Statement of Attainment that has been superseded and is no longer available or is not the version required by the qualification into which you wish to enrol, CT will not apply. In such situations, Recognition of Prior Learning may be an option.

Important note: The presentation of false qualifications, Statements of Attainment, resumes and other materials is a serious issue with potentially significant implications. Fluent Education reserve the right to investigate the validity of all materials presented to us, and where fraud is found we are required to notify relevant authorities, cancel enrolments and ban students from re-enrolling with Fluent Education.

Assessment Only

If you believe you already have the requisite knowledge and skills to attain the qualification without further study, you can enrol in the Assessment Only option.

This avoids you incurring the cost of paying for content and support, with access only provided to the assessments for the subjects/units you wish to attain. The Assessment Only price per subject will vary depending on the size of the subject. Full details are provided on our website.

If you believe you are eligible for Assessment Only, please discuss this with a Course Consultant BEFORE enrolment.

The Fluent Education Recognition of Prior Learning process requires you to complete the same assessments as if you did the course, but for some of those assessments you may be able to leverage materials from your prior experience.

Resubmissions

Fluent Education for some qualifications allows you to resubmit an assessment if you are found “Not Yet Competent” on your first attempt.

This first resubmission is typically included within your original tuition fee, however poorly attempted first submissions or any further attempts after the first re-submission, if permitted by Fluent Education, will result in a Re-submission Fee as per the Schedule of Fees at the time of the re-submission.

Fluent Education reserve the right, at our sole discretion, to disallow any further re-submissions after two attempts. This approach is necessary as it becomes debatable that Competence was demonstrated if a student was permitted virtually unlimited attempts.

If you are not approved for further re-submissions and you still wish to complete the course, you may need to re-enrol in the relevant module(s) or unit(s) if approved by Fluent Education, else you will need to enrol at another institution. This would incur another enrolment fee.

Should you wish to appeal against an assessment or RPL decision, please refer to Complaints and Appeals.

Transitioning of Qualifications

Every few years qualifications are updated by Industry and Skills Committees to reflect current industry practice and updated legislation.

Superseded qualifications are typically allowed a twelve-month transition period which means in most cases an existing enrolment will not be impacted, although it does limit the time available for re-enrolments or Extensions.

Where a course is superseded, you will most likely still complete the version you are enrolled in, but for some courses we may be able to offer you the option of transitioning, or in rare instances we may require you to transfer to another RTO. Units of competency completed under the old version will where possible be recognised under the new version. If you voluntarily elect to transition or transfer, additional fees may apply. Where the updated qualification is deemed to be equivalent to the superseded version, the newer version should automatically be added to Fluent Education’s scope of registration.

If the superseded qualification is not deemed equivalent to the new version, Fluent Education will decide whether the new version will be added to our scope of registration. If we do not add the new version, students that cannot complete within the stipulated remaining timeframes will be issued with a Statement of Attainment for any unit(s) of competency they do complete. This will typically only impact students who fail to complete their course within the official course duration.

Where a qualification has been deemed to no longer be industry-relevant and will not be upgraded, students will be required to complete their course within two years of the qualification being deemed non-current. Students that do not complete within the two-year timeframe will be issued a Statement of Attainment for any units of competency that they have been awarded competency.

Student Services & Support

For all students, the first port of call for help is via the online learning platform.

The Welcome Course, accessible from your dashboard in the online platform, includes sections on seeking support as well as tips on how to study. We recommend you read through the Welcome Course BEFORE you commence as it may save you considerable time and energy later.

Fluent Education endeavours to provide welfare and guidance services via mentoring support and access to our Student Support team. However, at times you may need support we are not able or qualified to provide, in which case please refer to the support, welfare and guidance agencies listed in the Welcome Course. Any cost associated with third party assistance will be your responsibility.

You can access most information regarding your course and progress online. Where you cannot access your online record or if you require additional information, contact our Student Services team. Verifiable forms of identify must be provided before access can be granted to personal records.

Identification checks

At the discretion of Fluent Education, you may be subjected to random identification checks when you upload assessments or have other dealings with the team. Generic information can be discussed and disclosed without the need for formal identification checks.

Updating your details

Should you change your details (e.g. name, address, phone number) during your course, please notify Fluent Education via a change of details form available at www.fluent.edu.au/forms

Language, Literacy & Numeracy (LLN)

To enrol for some courses, you may be required to complete a government approved or internal core skills assessment.

If you require additional LLN assistance, Fluent Education may refer you to specialist services for further support. Any associated costs will be your responsibility.

As most courses are online in part or full, you also need to have reasonable computer literacy.

Online Platform

User Guides, videos and tips and tricks on using our online student portal are all provided in the platform Welcome Course. If you are having any difficulties logging in please contact us at student.support@fluent.edu.au

Access and Equity

Fluent Education is committed to offering opportunity for everyone to access and participate in learning. All Fluent Education team members carry out their duties and responsibilities in a fair and equitable manner, following organisational policies relating to access and equity, discrimination and equal opportunity. As an organisation we endeavour to adhere to all relevant policies, regulations and legislation.

Harassment, intimidation or discrimination toward any group or individual, including, among other things; age, gender, ethnicity, disability, sexuality, is not tolerated. These principles are integrated into all Fluent Education services delivered to students encompassing but not limited to student recruitment, training and assessment, support services, student application and administration services.

Your Trainer/Assessor moderates all classroom and online interactions and is responsible for monitoring and addressing any issues of harassment, discrimination or intimidation.

Should you feel a fellow student, Fluent Education team member or third-party partner is in breach of these policies; please notify us immediately so we can deal with the matter promptly. If the matter is not addressed sufficiently or continues, please refer to Complaints and Appeals.

Issuance of Certification

Upon full completion of one or more units of competency, receipt and verification of your Unique Student Identifier (USI) and full payment of course fees, a qualification or Statement of Attainment can be issued. Fluent Education do not email certificates, diplomas or statements of attainment. These documents are only issued by mail.

Partial completion of a qualification

Should you wish to exit your course after being deemed competent in one or more units of competency, and if you are within enrolment and payment terms, you will be entitled to receive a Statement of Attainment. Please note that due to the flexibility of Training Packaging Rules, some Fluent Education qualifications may include import units of competency that may/may not lie within a qualification or explicit unit of competency on our scope of registration.

Should you complete and be deemed competent in an imported unit(s) of competency not on our scope, and where you elect to withdraw from the course, you will not be able to receive a Statement of Attainment for any affected import units.

Completion of a qualification

Full completion of all course requirements will result in issuance of a qualification. Successful completion of a unit(s) within a course; but not full completion of the course requirements will result in issuance of a Statement of Attainment only.

Replacement certification

If you require a replacement qualification or Statement of Attainment, please complete the Application for Replacement Certification Form and submit this along with payment to student.support@fluent.edu.au.

Complaints & Appeals

Fluent Education maintain a Quality Notification Register which documents formal complaints, appeals and the resulting outcomes. This register feeds into our continuous improvement processes so action can be taken to mitigate the likelihood of reoccurrence.

COMPLAINT PROCESS – ASSESSMENT

If you have a query regarding an assessment result, please contact the Faculty via Inbox in your student portal.

If you are not satisfied with the Faculty response to your query, please refer to the Appeals Process below.

COMPLAINT PROCESS – OTHER MATTERS

Where you have a minor grievance, please contact student.support@fluent.edu.au to raise the matter and see if it can be resolved quickly and informally.

If you are not satisfied with that outcome or wish to make a formal complaint, complete and email the complaint form located at www.fluent.edu.au/forms

Your complaint/feedback will be acknowledged in writing, recorded in the Quality Notification Register, added to your student record and forwarded to the relevant Faculty and/or departments for investigation. We will endeavour to finalise the complaint as soon as practicable and notify you of the outcome in writing. Where resolution may exceed 60 days we will provide periodic updates including reasons for the extended timeframe.

If you are dissatisfied with the outcome of your complaint you may Appeal as follows.

APPEALS

An appeal should only be submitted if you are dissatisfied with the outcome of the complaints process above and must be lodged **within ten business days** of the complaint response being provided by Fluent Education. The appeal process must be followed **in sequential order**. There is no fee associated with Step One of the appeal process, however, if you appoint another party to support you during the appeal process any related costs will be your responsibility.

We will endeavour to finalise the appeal process as soon as practicable. Where resolution may exceed 60 days we will provide periodic updates including reasons for the extended timeframe.

Your appeal submission(s) will be acknowledged in writing, recorded in the Quality Notification Register, added to your student record and forwarded to the relevant person, faculty and/or departments for investigation.

STEP ONE:

Lodge an appeal directly with Fluent Education by completing either the Appeal Form or the Assessment Appeal Form available at www.fluent.edu.au/form and emailing it to student.support@fluent.edu.au Depending on the nature of the appeal, it will be reviewed by an internal committee or senior manager not involved in the original decision, or by an alternate Assessor. Their decision will be communicated in writing as soon as practicable.

If you are dissatisfied with the outcome of the internal appeal, only then proceed to step two.

STEP TWO:

If you are dissatisfied with the outcome from Step One of the appeals process, you have **ten business days** within which to notify student.support@fluent.edu.au that you wish to have an external review undertaken. On such notification Fluent Education will organise for a suitably qualified person, external to Fluent Education, to review the appeal. Their decision will be communicated in writing as soon as practicable. You will be required to pay the cost charged by the external reviewer before the review is conducted. This cost will be reimbursed by Fluent Education if the matter is fully upheld in your favour.

If you are dissatisfied with the outcome of the independent review, only then proceed to step three.

STEP THREE:

If you are dissatisfied with the outcome from Step Two of the appeals process, you can lodge a complaint to the relevant external party, such as the Department of Training Ombudsman.

Note: Any student who has undertaken fraudulent acts against Fluent Education or our partners will forfeit the right to access Fluent Education complaints and appeals processes and we may initiate civil legal proceedings initiated against them. Any matters identified that constitute a breach of Australian Law may be referred to relevant authorities.

Code of Conduct

Fluent Education is committed to providing a quality service to our students, clients and stakeholders.

We adhere to a set of nationally agreed standards (Standards for Registered Training Organisations (RTOs) 2015) to ensure the quality of Vocational Education and Training (VET) services.

IMPORTANT NOTE: RESPONSIBILITY

Fluent Education is committed to helping you succeed in your studies and career. We will do what we can to ensure you leave with the required skills and knowledge, but we cannot do it for you. The decision to enrol, to incur the related costs, to progress and graduate, and to adhere to Academic Integrity requirements is yours alone. You have enrolled as an adult responsible for your own decisions and behaviour, and Fluent Education will treat you as an adult. If you are not engaging in or progressing your studies, the onus is on you to request help or to withdraw from your enrolment.

Your Obligations

By enrolling for a course of study at Fluent Education you are agreeing to:

- Pay fees as agreed at the time of enrolment.
- Complete each part of the course within the time frames set by your Trainer and/or enrolment conditions.
- Attend training sessions as advised by your Trainer.
- Submit your own work and adhere to Academic Integrity requirements.
- Meeting the following student expectations at all times.

Expectations

You are expected to maintain a professional approach to your studies, team members and fellow students. By enrolling you have agreed to meet the following standards. If you anticipate any issue in meeting all of these standards, please do not enrol.

- **BEHAVIOUR.** We value ethical behaviour, demonstrated by openness, honesty and integrity in all our dealings.
- **RESPONSIBILITY.** We take responsibility for our actions and stand by our promises to each other, to our students and to our organisation.
- **RESPECT.** We respect ourselves, our organisation, and our students. We expect students to also show respect and value diversity and tolerance.
- **CARING.** We value caring for our students, our staff and wider community in a holistic and sustainable way.
- **QUALITY.** We value quality, embracing uncompromising standards in service provision.
- **FLEXIBILITY AND INNOVATION.** We value flexibility and innovation, encouraging original solutions and flexibility in our approach to education provision.
- **LEARNING FOR LIFE.** We value life-long learning. We encourage the ongoing pursuit of knowledge and skills in our students as well as our staff through professional development opportunities. Disciplinary procedures will be enforced where failure to respect and uphold these behaviors occurs.

In all dealings with team members or students, in all mediums including but not limited to online, email, phone and face to face, all students must adhere to the following:

- Respect and courtesy are always to be demonstrated.
- Actively discourage and do not participate or engage in any form of harassment, bullying, slander or unlawful discrimination.
- All actions and activities in relation to your involvement with Fluent Education must be legal. Any fraud against Fluent Education or other students will result in cancellation of your enrolment without refund.

- Personal possessions are the responsibility of the student and any interference with another student's or Fluent Education property will not be tolerated.
- Consideration without disruption or impediment to others learning.
- No inappropriate physical contact or verbal abuse, including offensive language.
- Clothing, footwear and hygiene must be appropriate when attending any physical location, to a standard no less than that expected within the industry the qualification relates to.
- Mobile phones are to be switched off during session times. No recording of sessions or photographs of facilities or other students is permitted without permission of all parties involved.
- Eating and drinking is to be confined to designated areas whilst in the training facility.
- Smoking and alcohol are not permitted inside training facilities.
- Drinking alcohol preceding or during training events is not permitted.
- Drug usage is strictly prohibited unless you are required to take legally prescribed drugs.
- Respect start and finish times of all face-to-face sessions.
- Be professional in conduct when working with clients, colleagues and members of the public whilst attending classroom learning and clinic/placement days. This requires you to be responsive, engaging and helpful with reasonable requests of clients, work colleagues and members of the public.

Disciplinary procedures will be enforced where failure to respect and uphold these behaviours and expectations occurs. This will typically involve immediate suspension of enrolment whilst an investigation is conducted. Based on the investigation findings students may be cancelled, suspended or other disciplinary proceedings initiated.

Please refer to Complaints and Appeals for further details.

Academic Integrity

We take Academic Integrity very seriously to protect you and the integrity of the qualification you will earn. Many of our courses have significant licensing outcomes in strict regulatory environments, and we have a duty of care to our graduates and to the industries and communities served by our graduates, to ensure all qualifications are legitimately earned.

We implement several software solutions to help identify collusion and plagiarism from sources including the web, textbooks, current and previous students, and Fluent Education materials.

You must:

- Undertake your study with honesty and integrity
- Complete your own assessments without collaborating or plagiarising
- Take steps to ensure other students cannot copy your work
- Where relevant, seek permission to use and appropriately acknowledge others work

Where there is suspicion a student's work is not entirely their own, they will be suspended pending an investigation by the Faculty. This will result in one of three potential outcomes.

Not upheld

BREACH IN ERROR

Where a breach was in genuine error and minor in nature, the student will be required to undertake an Academic Integrity awareness session with a trainer. Please note the presenting of other students work as your own, in whole or part, will not be considered an error.

INTENTIONAL OR RECKLESS BREACH

Where a breach was intentional or reckless, or there has been repeat offences, the student will in most instances be removed from the course without refund, and potentially banned from re-enrolling. In some instances, we may also be required to notify regulatory or industry bodies.

It is not difficult to avoid collusion or plagiarism. If you have any concerns at all, please contact the Faculty and we will walk you through the requirements.

Privacy

Please refer to our separate Privacy Policy, available on our website. www.fluent.edu.au/forms