



Financial
Education

2024

Vocational Education Student **HANDBOOK**

www.financialeducation.com.au





Welcome to Financial Education Professionals

Established in 2001, Financial Education Professionals is a leading provider of technical training and assessment services in the Australian financial marketplace. We deliver innovative, contemporary training solutions developed by prominent industry experts and education specialists.

We are an accredited Registered Training Organisation (90725) and offer a variety of courses through assessments or online study.

We design our qualifications and training to help our participants receive current, relevant and accurate learning about banking and financial services. What differentiates us is that we seek to contextualise our learning; it is practice-based and focuses on how individual proficiency boosts organisational capability.

This handbook will guide you through the policies and procedures to ensure the best possible training outcome.

Kate Whiteley, CEO

Contact Us

We support students throughout their course. Feel free to contact us with any enquiry

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Email | enquiries@financialeducation.com.au

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Financial Education Professionals acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Legislative Requirements

FEP will comply with all Commonwealth and State legislative and regulatory requirements.

Student Code of Conduct

FEP students are required to act honestly and ethically and not act in a manner that is disrespectful or unprofessional.

Students have the right to a safe and supportive environment, free from any form of discrimination or harassment. If at any time a student does not follow the Student code of conduct, FEP has the right to remove you from your course without a refund or issue a failing grade.

Workplace Health and Safety

FEP is committed to providing a healthy and safe environment for all staff, students and visitors. We will do all we can to identify, evaluate and eliminate hazards which could potentially cause sickness or injury. Should you have any concerns, please notify a staff member immediately.

Emergency Evacuation Procedure

Primary Assemble Plan

Whilst an Assembly Area is stipulated below, depending on the nature and extent of the emergency it may be necessary to utilise an alternative Assembly Area. Assembly Area(s) shall, so far as is reasonably practicable, be sufficiently distant from the emergency to allow for the protection of the evacuees.

The Assembly area will:

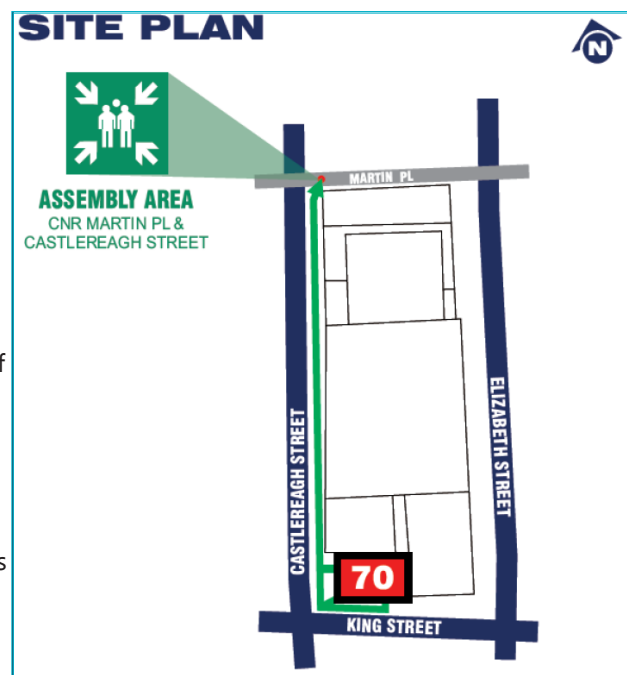
- » Be managed by the wardens collectively
- » Facilitate communication with evacuees
- » Stage First Aid Officers with First Aid kits in an accessible and prominent area
- » Communicate with the Chief Warden via mobile phone, 2-way radio or a runner

Secondary Assembly Area

The Secondary Assembly Area will be advised by the Chief Warden if and when necessary; or Wardens may use their discretion based upon the circumstances at the time of the emergency.

Factors that may necessitate relocation include:

- » Riots, civil unrest or other community activities such as festivals etc.
- » Road closures due to civil works
- » Wind direction or adverse weather



Privacy and Confidentiality

Student information acquired is kept strictly confidential and will not be released to any 3rd party unless otherwise advised by yourself/enrollee or your current corporation.

The information obtained is used for administration, communication and evaluation purposes. All student records are confidential and will be held securely for 30 years. Payment methods are also kept confidential. If at any time you feel your details are incorrect or should you have any concerns about your privacy and/or confidentiality, please do not hesitate to contact us. For more information on our Privacy Policy, please see our [website](#).

Consent Form for Qualification Check

In order for us to confirm your prior qualification, you will be required to complete our Education Verification consent form. This consent form will only be used for the purpose of checking your educational background with another RTO.

Access and Equity

FEP is devoted to providing training that is accessible and equitable to all our students. FEP will not disadvantage or discriminate based on disability, race, age, gender, religion, sexuality or culture.

FEP's policy and approach are aimed to remove any unfair treatment toward our students whether it be directly, indirectly or systemic.

Complaints

FEP will do all possible to ensure that any concerns/dissatisfaction or frustrations voiced will be treated seriously and addressed promptly and fairly.

All complaints will be handled by our Student Administration team at first contact. Please send through your concerns to admin@financialeducation.com.au, you will receive a confirmation within 48 hours.

To ensure a speedy resolution, please mention as many details/information as possible for our CEO for investigation. Should our CEO be unable to resolve the concerns, it will be referred to our Directors for a final outcome.

If your concern can not be resolved internally, we will refer the matter for independent mediation. You may also be provided with external authorities you may approach if required. The resolution will be provided in writing and within a reasonable timeframe.



Qualifications

- » FNS30122 Certificate III in Financial Services
- » FNS41422 Certificate IV in General Insurance
- » FNS41820 Certificate IV in Financial Services
- » FNS51220 Diploma of Insurance Broking



Certificates

Statement of Attainment

Statements of attainment are issued by FEP and are a formal record. A statement of attainment will list the units of competency you have attained by successfully completing a subject. The Statement of attainment certificates are issued electronically and will be emailed to your email address supplied.

Academic Transcript

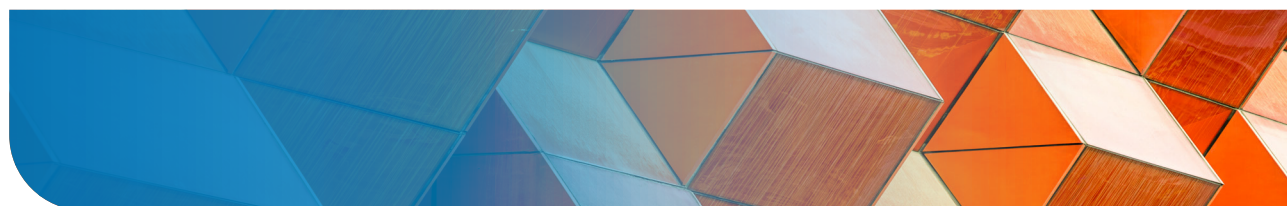
An Academic transcript is a formal record of achievement for a qualification. The Academic transcript lists all the units of competencies in your qualification, as well as the code and name of your qualification. It is a unique record and is sent to the mailing address you supplied.

Qualification Certificate

When you have completed a qualification – for example, a Diploma - you will be awarded a Qualification Certificate. This certificate is printed and will be sent to the mailing address you supplied.

FEP complies with all requirements of ASQA and other authorities in regard to the information contained in Diplomas, Certificates and Statements of Attainment and Academic Transcript. We issue qualifications in accordance with the Conditions of Registration.

Certification is issued within 21 business days of successful completion of your training.



Traineeships and Training Plans

If you are a student participating in a traineeship, with FEP as your education provider, you or your employer are required to pay any mandatory student fees set by the state government in your state. For students in NSW, there are currently no fees; however information regarding fee charges can be found at www.smartandskilled.nsw.gov.au. Employers of trainees can elect to pay fees on behalf of the student, where fees are applicable. If the Employer has elected to pay fees on behalf of the student, the terms of payment will be arranged directly with the employer at the time of, or before, the student's enrolment. An individual agreement detailing the payment of fees will be arranged.

For traineeship students, a training plan will be issued for you, FEP and your employer to sign. This will include indicative completion dates for each selected unit and the overall course end date. The training plan describes the training that will be undertaken and includes the responsibilities of all parties.

Enrolment and Entry Requirements

FEP is committed to supporting all of our students in successfully completing their course. Students are expected to have sound English language, literacy, numeracy and communication skills. These skills are incorporated in each subject and allows for a fair and reasonable assessment process.

For nationally accredited training, students need to undertake a brief language, literacy and numeracy assessment to help us understand your LLN needs and best assist you. Enrolments will only be processed after this assessment has been successfully completed.

For corporate cohorts, the employer is required to check that all learners put forward hold a qualification at minimum AQF level 4. If a learner does not hold one, FEP offers an LLN module to that learner. Students can apply to enrol online via our [website](#), alternatively you may also call us on +61 2 9233 2000.

Please note that payment of the first instalment will be required before enrolment into any course. Under RTO Standards 2015, FEP won't accept more than \$1,500.00 in a single payment.

Unique Student Identifier (USI)

The [USI](#) is a requirement for all Australian students who have studied or are studying nationally recognised training. It allows students to access their qualifications via a single website, regardless of the training provider. As this scheme was implemented in 2015, it will only show achievements from 01 January 2015 onwards.

Course Materials

Course materials are accessed via our online learning portal – FEP Online

To facilitate learning, FEP provides course contents in two formats:

- » PDF, which can be downloaded and read offline. It is clearly laid out and features bookmarking for easy navigation, but contains only few additional features
- » Digital/online, which opens in a browser and must be viewed while online for full functionality.

The digital/online version is designed with larger type and features more images, animation, and interactivity, making it more user-friendly for kinaesthetic learners and others with special learning styles/preferences.

For the PDF, software like Adobe Reader has screen reader functionality to assist with accessibility.

Assessment Process

Here at FEP our assessment process varies depending on the course selected. Many will have an on-line multiple choice assessment/exam while others will have a face-to-face assessment to ascertain your skills and knowledge. Some also require a research assignment or short answers. In most instances, your result will be advised immediately after your assessment.

All submissions are treated equally and fair. Should you wish to appeal the assessment outcome, all appeals will be given top priority and consideration in full detail with the objective of a satisfactory and speedy resolution. Any assessment appeals should be advised in writing within ten (10) working days, our team will review the decision and reply in writing within three (3) working days of the final outcome along with any notes and further study suggestions.

Assessment tasks may be a combination of:

- » short answer questions
- » multiple choice questions
- » case study and scenarios
- » research tasks
- » journal entries
- » role play

Fees

Course Fees

Under [RTO Standards 2015](#), FEP won't accept more than \$1,500.00 in a single payment.

Payment can be made by:

- » Credit card or debit card
- » Online bank transfer (EFT)

If payment has not been received and course has been completed, FEP will withhold the release of any certificates until full payment has been made or void any certificate issued.

Assessment Re-sit

Students who are deemed [Not Yet Satisfactory](#) in their first attempt, will be provided with a second attempt at no cost. Any further attempts may require a payment. If a student is unable to complete the assessment to a competent level, they may be required to re-enrol.

Recognition of Prior Learning

Where applicable, FEP can recognise prior learning. A fee will be charged.

Course Enrolment Lapse

Should you not complete your course within the period provided and have not requested an extension within a reasonable timeframe, you will forfeit the course and payment. You can choose to re-enrol into the course at the full price.

If your course completion lapsed due to medical reasons, you will need to provide a medical certificate for consideration of an extension.

Cancellation

If a student has enrolled in a subject and Financial Education Professionals receives a request from the student to withdraw from the subject within 7 days of the initial enrolment, a refund of the subject enrolment fee less \$100 per subject will be awarded to the student, as long as the student has not completed the assessment piece.

Refunds will not be considered for students enrolled in a subject where more than 7 days has passed since their enrolment date.

Credit Transfer/Mutual Recognition

Where possible, FEP can allow for credit transfer of a Unit of competency. Before we are able to recognise any credit transfer with another registered training organisation, we will require you to follow the below procedure:

- » Obtain a certified copy of the certificate and statement of attainment (if applicable), clearly stating the RTO's name and logo, signature of authorised person, date of when the credit was granted and with the module, unit and/or competency listed.
- » Match unit code/s. If there is not a unit to unit code match. FEP will determine if the unit obtained elsewhere is the equivalent to our current unit
- » FEP will advise in writing if credit transfer has been granted or denied.

Assessment Cheating and Plagiarism

All assessment material that is released to you is to be completed on an individual basis. You should ensure that any work which is not your own is appropriately referenced. FEP encourages a collaborative learning environment that is strictly limited to topic discussion. FEP encourages discussing course content and assessments to better comprehend the subject matter and expectations.

Cheating and collusion include (but is not limited to):

- » Stealing an examination or marking guide
- » Submitting the assessor feedback as your own work
- » Submitting someone's work as your own (regardless of whether or not you have the person's permission)
- » Submitting an assignment that has been duplicated with or without modifications from another source including the internet
- » Permitting another student to submit your work as their own

Cheating does not include:

Any kind of group project whereby all members of the group are required to work on a task together and submit their assessments.

Plagiarism means to copy the work of an author as your own and not properly reference it and transcribe it into your own words.

If you are found guilty of cheating, collusion or plagiarism the following penalties may apply depending on the severity of the case:

- » Impose a penalty in relation to the unit being assessed
- » You will be required to resit a different version of the examination
- » Awarded an Not Yet Competent grade
- » Disqualify you from continuing with that unit of study

If the manager deems the conduct to be of serious nature, the following actions will be considered:

- » Your employer will be notified
- » Your enrolment may be terminated.

It is your responsibility to ensure the integrity of your own work.

Course Extension

Subject and Course extensions/deferment will be granted at the discretion of FEP and adhere to ASQA guidelines. This may incur a fee. Please contact FEP for more information.

Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment pathway to recognise skills and knowledge gained through previous formal or informal studies and through work or life experience. Hence you will not have to repeat modules/units or subjects when you can demonstrate that you already obtain the required skills.

Any participant who believes they possess the required knowledge and skills are encouraged to apply for Recognition of Prior Learning. The following factors may help you in deciding whether an application will be successful.

- » Can you demonstrate the required knowledge and skills?
- » Are your knowledge and skills current?
- » Can you provide evidence of your knowledge and skills to your Assessor?

Participants are assessed against a set of industry standards. Assessments are conducted by assessors who have significant experience in the financial services industry. All assessors hold nationally recognised assessment qualifications.

Participants undertake the following activities;

- **Portfolio of Participant Work Samples**

Participants are required to submit a portfolio of evidence to demonstrate their knowledge and skills against the relevant industry standards. A portfolio is a folder containing samples of the practitioner's everyday work. In some cases, this will involve complete files showing the history of a range of clients. Details of the kinds of evidence required are outlined for each Unit of Competency and are available from Financial Education Professionals on request.

- **Interview and Observation**

Participants send their portfolios to their assessor who will then arrange with them a time to undertake a telephone interview which will cover each Unit of Competency. During the Interview the assessor may also use Case Studies to gauge the participant's knowledge of their particular field of practice as well as their legal and industry obligations.

Some participants may find they have knowledge or skills gap in some area(s). Where this arises, they will be advised by their assessor to undertake appropriate gap training or provide further evidence. Once this has been successfully completed, the participant will then be awarded with the relevant qualification.

Where applicable, FEP can recognise prior learning. A fee will be charged if a Statement of Attainment is required.

Student Study Tips

We also have study tips available for our students to help with time management, motivation, study rhythm and more. This can be located on our [website](#).

Please take the time to read through this and plan ahead.

Support

FEP provides Reasonable Adjustment for learners with a disability or special needs and adheres to:

- » Disability Standards for Education 2005 (formulated under the Disability Discrimination Act 1992) and
- » Australian Quality Training Framework (AQTF) Essential Conditions and Standards for Registered Training Organisations.
- » For students who require mental health support, resources are available, please contact FEP.

Please contact us on +61 2 9233 2000 or admin@financialeducation.com.au

Student Feedback

If along the way you feel we can improve, please let us know. We value our learners' feedback and FEP will ask for your comments in regards to your training with us from first point of contact to last, we ask you to take some time to complete the surveys or feedback forms to help us improve our processes and training. All feedback is recorded and analyzed as it helps us continually develop and improve, whether it be from course material to workshop delivery or system navigation, we encourage you to let us know both what works or what can be improved.

Further Information

Web www.financialeducation.com.au

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Email enquiries@financialeducation.com.au