



# Student Handbook



Nationally Recognised Training

Document and Version Control (Office Use Only)		
Document Title	Student Handbook	
Author:	Fusion Business College	
Approved by:	M&CI Meeting	
File name & Path:	fssrv2:\RTO\DOCUMENTS\RTO FORM 009 - Student Handbook V7 .docx	
Version No.	Version 7	Date: 01/03/2018

Review/ Amendment History

Reviewer	Date	Details
Karen Grogan	10/04/2013	Introduction of V1
Fusion Business College	14/08/2013	Update V1 – V2
Fusion Business College	12/03/2014	Update V2 – V3
Fusion Business College	27/10/2015	Update V3 – V4
Fusion Business College	23/11/2015	Update V4 – V5
Fusion Business College	6/05/2016	Update V5 – V6
Fusion Business College	1/03/201	Update V6 – V7

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## Welcome

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Welcome to **Fusion Business College** (Registered Training Organisation # 40042)

We are delighted that you have chosen to invest your time and energy in attaining a qualification through one of our training programs. Together, we aim to further your skills and to help you secure the future you have planned.

The College employs skilled staff to provide you with a quality training experience including trainers who are experts in their industry area, assessors who will work with you to achieve a satisfactory outcome and committed student support personnel. The College provides both online and face-to-face training programs.

**Fusion Business College** knows that everyone comes to training programmes with a pre-existing skill set. We are, therefore, committed to assisting our students with the process of having their skills & knowledge transformed quickly and simply into nationally recognised qualifications. Assessors will consider recognised prior learning (RPL) where appropriate and, where gaps in skill and/or knowledge are identified, will work with students to acquire such knowledge in a focussed and accessible manner.

This Student Information Book has been designed to provide the general information required to gain the best outcome from your association with the College. It provides information about your rights and responsibilities and some further information about College policies. Please read the book carefully and if you have any questions, or would like clarification, please speak to the College staff.

We trust you will enjoy your training experience with us, and wish you the very best with your future endeavours.

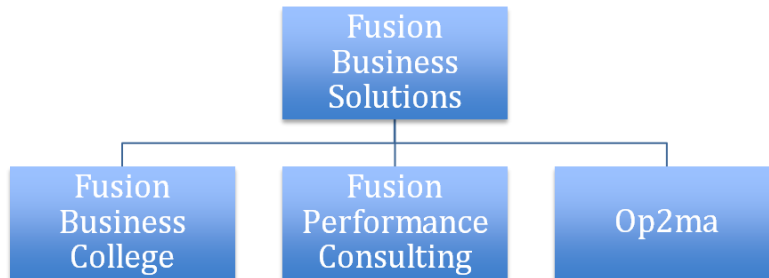
Marc Brien

CEO - Fusion Business College

## About Fusion Business College (FBC)

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Since 1999, Fusion has delivered high quality training to individuals, small and large businesses alike. The college was established as the training and development arm of Fusion Business Solutions, an organisation divided in to three core businesses:



### Fusion Business Solutions

With a head office in Adelaide, Australia, Fusion operates in most markets throughout Australia, New Zealand, the Pacific and Asia. Fusion has offices in Melbourne, Sydney and Shanghai (China). Our philosophy is to offer clients profit-enhancing solutions, which are both cost-effective and innovative. To visit the corporate website, go to [www.fusion-solutions.com](http://www.fusion-solutions.com)

### Fusion Performance Consulting

The Performance Consulting division works "in-business" with clients to identify actions and implement process and skills change in the workplace. With the business and retail landscape becoming increasingly more complex and challenging, companies must adapt and change, or risk falling further behind. Clients see an ever increasing need to enhance skills and processes such as pro-active financial management and employee performance management. Visit [www.fusionperformanceconsulting.com](http://www.fusionperformanceconsulting.com) for more information.

### Op2ma Pty. Ltd.

Op2ma is our wholly-owned technology-solution business which develops and supplies leading-edge online management tools. Products include Sales Management tools, Financial Services tools, Performance Appraisal tools, Customer Feedback and Lost Sales Analysis tools, as well as field-force management tools. For more information visit [www.op2ma.com](http://www.op2ma.com)



## Introduction

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This Student Handbook will allow you to familiarise yourself with the requirements for the training program you are about to undertake and make you aware of our terms, conditions and services.

Please take the time to familiarise yourself with the information contained in this Student Information Handbook. If you have any questions or concerns, please do not hesitate to ask your trainer or contact FBC on Free call: 1300 807 177.

## Entry Requirements

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In some instances, entry into a particular study program requires pre-requisite skills and underpinning knowledge to ensure successful completion. If this is the case you will be informed of the entry pre-requisites of the program before you begin, during a pre-entry interview.

This will allow you the opportunity to confirm your suitability for entry into the study program or choose a learning pathway to develop the pre-requisite skills required for entry.

## Program Dates & Times

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It is your responsibility to ensure you attend any training sessions that make up part of the program you are undertaking. Dates, times and locations of these programs will be provided to you as part of your initial induction and are available on our website also.

We also provide an email and SMS reminder service for our classes. In some instances, will call you directly to ensure your attendance if we have not had a response from our reminder services.

Please ensure the contact details you provide are accurate and if you are unable to attend we would appreciate you notifying us as soon as possible.

## Change of Address/ Employer

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Fusion Business College, in providing this program to you, must comply with industry rules and regulations, which include keeping accurate records of your student information. Should you change your employer, your residential address or your contact details you must inform us at your earliest convenience.

Please ensure to keep us informed of your employer name and address, work and home telephone numbers and residential address. Even if you are with the same employer but you move to a different location, we need to be informed promptly.

## **Student Resources**

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Throughout the program you will be provided a range of resources, references and learning materials to assist you. They may be provided to you as hard copies or in an online environment. These materials are provided to you for your learning purposes and for future reference.

The intellectual material contained within all the materials provided to you remain the property of Fusion Business College and are subject to copyright. Any use thereof for purposes other than those for which they were intended requires our approval in writing.

## **Dress Code/ Telephones**

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We expect that during your attendance on the program you maintain an appropriate standard of dress and personal hygiene. In a number of instances throughout your studies you will be required to work in close contact with other students; therefore attention to detail in your presentation and personal hygiene is essential.

We also expect that your mobile telephone will be switched off while you are participating in your study program, to avoid any disruptions to the group. If you are expecting an urgent telephone call, we request you switch your telephone into silent mode and answer any calls away from the participating group.

There will be an ample number of breaks provided during your course to allow you to return telephone calls, if required.

## **Facilities**

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You will always be provided with an orientation of the facilities being used during your program. While using any of the facilities provided we ask you to respect the property and ensure you operate in a way that protects the property from damage.

Furthermore, we expect that you conduct yourself and your activities in a manner that minimises the risk of accident or injury to yourself and others.

## Access to Academic Records

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You are able to access your academic records at any time and have printed copies available to you. Should extra copies or reprints of academic records be required a surcharge applies.

## Course Delivery

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Fusion Business College will:

- Ensure that a current copy of the accredited course / endorsed Training Package and information regarding the program of study, availability of learning resources and appropriate support services are available to Students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed Training Package, and where appropriate, the state or national licensing and/or legislative requirements.
- Obtain written permission from course copyright owners prior to course delivery to use and, where required, customise courses to suit individual Organisation / Enterprise requirements, thus enabling participating Students to gain the best learning outcome.

## Assessments

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You will always be advised of the conditions and methods of assessment used throughout your study program. The specifics of any assessment tasks will be provided to you in the form of an assessment booklet for the units within your study program.

In any instance where you undertake an assessment and are deemed to be “not yet competent” you will be advised as to why this is the case and you will be counselled on the additional requirements. This will provide you with a further opportunity to practice and apply for re-assessment.

## Program Completion

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Every program has a number of specific requirements before you can complete. You must complete all the relevant components of learning, plus the associated assessments in order to complete the program successfully.

Every unit or cluster of work is to be completed within a designated timeframe. In any instance where you are not ready to undertake a scheduled assessment, you must inform your facilitator as soon as possible.

We will afford you every opportunity to complete your assessment requirements and provide you the flexibility you may need to complete the program successfully.

Any funded or subsidised enrolments may be subject to additional resulting or completion requirements. Your Program Coordinator will discuss this with you during your induction

## **Nationally Recognised Qualifications & Statement of Attainment**

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Once you have successfully completed all Units of Competency in your training plan, you will then be issued with your Nationally Recognised Certificate (Qualification). The Units of Competency completed are listed on a separate Academic record. This is a qualification to carry with you for life and creates a wider range of career options for you.

A Statement of Attainment is issued when you partially complete a training program, listing the competencies you have successfully achieved. A qualification is partially completed where the Student does not complete the full requirements of the qualification or where only a few units have been undertaken and achieved from a nationally accredited Qualification. If you decide to recommence the training at a later stage, you will be credited with these units and only have to complete the remaining units that make up the Qualification.

## **What is Recognition?**

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Recognition is the process by which a person's existing skills and knowledge, regardless of how they have been acquired, are assessed and credited towards the achievement of units of competency from national training package qualifications or accredited courses. Recognition is sometimes known as Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Assessment-only Pathway.

Fusion Business College offers skills recognition to any student who believes they have the required skills and underpinning knowledge in the units contained within the program that, inclusively or partly, articulate towards any nationally recognised training.

If you believe that you may qualify for skills recognition please speak to your Facilitator. The process will be explained to you in detail and you will receive an application form enabling you to apply for skills recognition. The process is outlined completely in the application.

## Skills Recognition – Forms of Credit

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### National Recognition

FBC's National Recognition Policy states that we will recognise a Student's Qualifications and/or Statements of Attainment issued by any other Registered Training Organisation (RTO) in Australia, including TAFE.

Students must provide copies of their certificates, i.e. Qualification(s) and/or Statement(s) of Attainment, for FBC to commence with verification procedures.

### Recognition of Prior Learning

FBC has a RPL process in place to enable Students to receive recognition for skills and knowledge obtained through any previous non-accredited short courses attended and/or work and life experience. You may already be competent in some of the areas of the Course that you have chosen to undertake, and will be given an opportunity to apply for RPL. If successful, you may be exempted from relevant parts of the training program.

An Application for RPL may be obtained from your FBC trainer/assessor. A fee will be charged for RPL; (Please note that the fee will still apply if RPL is not granted).

Documented evidence must be provided by the Student for FBC to commence with the RPL validation process. Students will be interviewed and relevant experience detailed and mapped against the content of the training program. Students without a portfolio of evidence will be given the opportunity to demonstrate competence by undergoing testing by an experienced Trainer/Assessor.

### Credit Transfer

Credit Transfer is where a Student's previous formal education and/or attendance at a training course such as an accredited course OR one that is outside of the AQF framework, is recognised and where an exemption can be granted resulting in that Student not having to redo either an entire course(s) and /or individual units or part(s) thereof. It will only occur where there is an agreement as to the value of the achievement of the previous education or course when related to the qualification for which a Student now intends to undertake. Credit Transfer is available to a Student who has documented and verifiable evidence of their achievements, such as certificates and/or results etc. from the course(s) that they have that they have previously undertaken.

Credit can be awarded to a Student on the basis of a combination of Credit Transfer plus an RPL assessment for any additional informal learning and/or life experiences he/she may have undertaken. However the granting of credit, in whatever form, can result in the Student being required to complete fewer units of competency or modules; for example, you can be exempted from some parts of a Course, depending on your level of previous experience and relevant formal education.

All Recognition processes at FBC, either RPL or Credit Transfer, should be fair, transparent and accountable. If you are unhappy with the outcome, you can appeal; contact the Training Manager at FBC for more information.

## Student Rights and Responsibilities

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While undertaking training & assessment at Fusion Business College, Students have the right to:

- High quality training, instruction and assessment
- Be assessed objectively within a framework that is fair, reliable, flexible and valid
- Be treated with consideration and respect by fellow Students and all staff
- Have access to your assessment results and materials
- Have any complaints/ appeals dealt with fairly, promptly and confidentially
- Be provided a safe learning environment that protects your health and well-being
- Be free from harassment or unfair treatment of any kind
- Be free from discrimination on the grounds of age, gender, ethnicity, marital status or disability

As a student of Fusion Business College, it is your responsibility to:

- *Attend training sessions regularly and complete any tasks or workbooks relating to your training program by the assessment date*
- *Notify your Facilitator of absence from any scheduled sessions*
- *Notify your Facilitator of any difficulties or extra support you require*
- *Comply with all policies and procedures as advised*
- *Behave in a respectful, courteous, sensitive and non-discriminatory manner when dealing with staff and other students*
- *Pay all required tuition and assessment fees*
- *Comply with Health and Safety, and Equal Opportunity policies*
- *Behave in a manner which does not hamper the ability of others to pursue their studies*

As a Student, you should actively participate in all tasks made available to you and approach your studies with an open mind and an inclusive attitude.

## **Training Provider Rights & Responsibilities**

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FBC as an established Registered Training Organisation (RTO), run all training operations according to the principles and standards as set down by the Australian Qualifications Framework (AQF).

We are committed to ensuring that Students have the opportunity to attend quality training courses in a safe and non-discriminatory training environment which meets all WH & S and Equal Opportunity legislative requirements.

We also guarantee to provide quick and fair resolution to any and all complaints or appeals raised. All Students will be provided with the assistance and ongoing support to achieve their goal to gain competence in their chosen Training Package.

### **The College has a right to:**

- Ask for, expect and receive compliance with all governing legislation including Health and Safety and Equal Opportunity policies and procedures
- Access Student information, as required, for purposes associated with assessment and recording of results and session attendance, both face to face and online, ensuring confidentiality is maintained at all times
- Suspend Students for behaviour that interrupts other Students during the course of their training.
- Receive and recover fees from Students and/ or their employers (as per the agreement in place for each individual case), including withholding assessment results and/or certificates if fees have not been paid in full

### **The College has the responsibility to:**

- Provide quality training and instruction
- Provide fair assessment
- Provide high quality training
- Provide support services
- Provide a safe and non-discriminatory study environment that complies with Occupational Health and Safety and Equal Opportunity legislation
- Provide prompt and fair resolution of complaints/ appeals

## **Student Discipline**

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On enrolling at FBC, we seek to create a positive and supportive learning environment and also to create a relationship with each Student that includes a set of mutual obligations.

We see it as a mutual responsibility between Staff and Students to set fair and reasonable goals and conditions to ensure that all people are treated with respect and trust; all Students will be given every opportunity to develop and learn, given that each Student is different and may have different needs and expectations.

However, FBC staff also accept that it is our responsibility to inform Students, where necessary, if standards of performance or their behaviour in the training environment is not up to a reasonable level or falls below an established or reasonable standard, such that their behaviour disrupts either the class as a whole, or any other Student during the session.

To address concerns with performance or behaviour, FBC staff follow a counselling and disciplinary procedure. The counselling and disciplinary procedure is about ensuring all staff and Students know what is expected in relation to their conduct and performance

## **Complaints/ Appeals Policy & Procedure**

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It is the practice of FBC to give fair and equitable access to all clients in regard to the services it offers. In keeping with this aim, outlined below are the policy and procedures that will be used should an appeal or complaint arise in relation to the delivery of training, the conduct of Assessment, Recognition of Prior Learning Assessment or any other issues that may be of concern to Students/Students.

### **Complaints & Appeals Policy**

A complaint is any problem or issue that causes a person concern while studying at FBC; it can be about:

- Course content.
- The process used in the delivery of a training program.
- Outcomes of the assessment process or the assessment process itself, including RPL.
- Policies & procedures.

In fact, complaints and / or appeals may arise against any aspect of service and delivery at the RTO or at any of its venues where training and/or assessment takes place; this can also include any issues arising concerning the conduct of any staff member or other Students.

There are two methods a Student may choose to make his/her complaint known: Formal or Informal

### **Informal Complaints**

A complaint is considered to be informal when it is made verbally.



## **Formal Complaints**

Students (or staff) may make a formal complaint by forwarding a signed, written complaint to the Manager / Training Co-ordinator within three months of the alleged incident

In the first instance, Students should discuss the problem with their Trainer and seek a solution at that stage. If the Student feels that they have a complaint or concern with their Trainer, they are at liberty to approach the Manager / Training Co-ordinator. If it is preferred, the affected Student can lodge a (formal) written appeal, which should be lodged and sent to:

Manager / Training Co-ordinator

Fusion Business College

GPO Box 478

ADELAIDE SA 5001

The Manager / Training Co-ordinator will examine the grounds of the complaint and discuss the matter with the Student. An investigation of the complaint will then be conducted and the matter will be discussed with the relevant Trainer or Assessor.

The Manager / Training Co-ordinator will attempt to resolve the complaint, and may either take appropriate action or advise the Complainant that there is insufficient evidence to support the issue raised. If the complaint is considered not justified, the reasons will be given to the Complainant in writing and advised that he/she may wish to pursue the matter further with external authorities, i.e. the Australian Skills Quality Authority (ASQA) or the Training Advocate.

## **Assessment Issues**

In relation to assessment outcomes, all Students have the right to appeal any decision they are not satisfied with:

- In the first instance, the Assessor discusses the appeal with the Student and informs him/ her of the reasons for the decision. If the Student is unsatisfied with the decision, then an appeal may be placed with the Manager / Training Co-ordinator.
- The Student may be re-assessed by a second assessor based on the decision of the Manager / Training Co-ordinator. All appeals resulting in re-assessment are to be recorded in writing. If the Student considers that the appeal process was unsuccessful, they may contact the appropriate external authorities, i.e. the Australian Skills Quality Authority (ASQA) or the Training Advocate.

## **Important Points:**

It is expected that any and all arising issues will be dealt with and brought to conclusion within a maximum timeframe of 4 weeks. Where necessary, Fusion's Managing General Manager or Managing Director may also participate in the hearing of Complaints/Appeals process and may be called upon to make a decision in the matter.

At each stage of the Complaints/Appeal process, a Student may wish to have a witness present; the same courtesy is allowed to the FBC representative. All discussions about complaints and concerns are confidential and no details will be passed to any third person without approval of the Student.

Every effort is made by FBC to resolve Student, Client and Staff complains "in house", if possible, so that the focus is then on the rapid re-establishment of a good working relationships and positive outcomes with the persons concerned and FBC.

Copies of the complete FBC's Policy & Procedures, including the appropriate forms for dealing with complaints will be made available to a Student, should they request this. Access can be gained through the FBC Trainer or Training Co-ordinator.

### **APPEALS/ COMPLAINTS PROCEDURE**

FBC recognises that Students may have problems that may affect their ability to fulfil the requirements of their Course of study.

In this instance, FBC will offer advice in referring Students/Students to appropriate external support groups for assistance.

**ASQA** 1300 701 801

[asqa.gov.au/complaints/making-a-complaint.html](http://asqa.gov.au/complaints/making-a-complaint.html)

Training Advocate 1300 309 337

Office of Consumer and Business Affairs 1300 558 181

Studentship & Apprenticeship Services 1800 673 097

All staff at FBC have knowledge of the Complaints and Appeals process, and are available to assist at any time, should a Student require either advice or assistance.

## Understanding the Terminology

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### Training Packages

Training Packages are developed by the Industry Skills Councils (ISCs) and form one of the foundation stones of the national training system. Training Packages are endorsed by industry to ensure quality training outcomes and to meet current and emerging vocational skill needs.

Training packages are made up of three nationally endorsed components:

1. Units of Competency (UoC).
2. Australian Qualifications Framework (AQF).
3. Assessment guidelines.

### Units of Competency

Each Training Package contains Units of Competency. The units are determined by industry and enterprises. Units of competency are grouped to make up qualifications in Training Packages.

Each unit of competency contains:

1. Elements of competency - a statement referring to the skills, knowledge and attitudes an individual needs to perform a job.
2. Performance criteria - specifies the required level of performance to be demonstrated by students to be deemed competent.
3. Range of variables - specifies the range of contexts and conditions to which the performance criteria apply.
4. An evidence guide.

### Trainer/ Assessor

Your Trainer and Assessor has relevant industry experience and has training/assessment qualifications in line with Australian Qualifications Framework requirements (Certificate IV in Training and Assessment at a minimum).

### Assessment

Assessment is competency-based. Students are required to show that they can demonstrate required competencies in the workplace. Assessment may be in various forms including written exam, practical exam, take home work, interview, case studies, assignments and work-based projects.

Assessment requires the gathering of relevant and reliable evidence that shows the student understands and has the required knowledge to demonstrate competence.

The most common assessment methods used are:

- Questions and scenarios to assess knowledge and understanding.
- Third party validation, where someone familiar with the Student's work role and work output is able to validate their knowledge and skills.
- Observation of "simulated/role play" workplace activities.
- Questions based on the essential knowledge contained within units of competency
- Scenarios based on essential skills contained within units of competency
- Documents created through the learning process as evidence
- Group work/discussions to develop essential knowledge
- Classroom projects aligned to work place functions and assessing the outcomes/products/processes used.

### **Evidence**

Your Trainer and Assessor and other nominate personnel such as a Manager are required to collect various forms of evidence in order to assess you as being competent. This may be in the form of work samples, completed workbooks, questioning and discussion, observation, or by other means, such as active participation during class time and practical work completed at work under normal working conditions.

### **Record of Performance**

Your Trainer and Assessor will write brief reports during the assessment, which documents your progress and states the final assessment result in a Unit of Competency as either "Competent" or "Not Yet Competent".

### **Recognised Prior Learning (RPL)**

The philosophy of Recognised Prior Learning (RPL) acknowledges a person's experience gained through work and/or life as well as through education and training undertaken. It is the opportunity to have previously unrecognised skills, knowledge and experiences achieved outside the formal education and training system recognised and counted.

Successful completion of an RPL process may enable an Applicant to gain recognition of their current skills and knowledge and achieve either:

A Statement of Attainment for any unit(s) where it is deemed that you are currently competent in some units of this qualification, or a full Certificate where it is deemed that you are currently competent in all areas covered by this qualification

## **Competency**

Competency is the consistent application of knowledge and skills to the standard of performance required in the workplace. Competency embodies the ability to transfer and apply skills and knowledge to new situations and environments and covers all aspects of workplace performance including:

1. Performing individual tasks
2. Managing a range of different tasks
3. Responding to contingencies or breakdowns
4. Dealing with responsibilities of the workplace, including working with others.

## **“Not Yet Competent”**

If you are assessed as “Not Yet Competent” in a Unit of Competency, this may mean that you require further training in order to achieve competency, or that there is not enough evidence provided to support your competence. You will have an opportunity to be reassessed after further training has occurred, or after further evidence has been provided.

## **Resources**

This refers to learning materials/workbooks, textbooks, products and other equipment you need to carry out your training and assessment.

Reissuing of Certificates (Qualifications and/or Statement(s) of Attainment) is possible where a certificate has been misplaced or damaged. Contact FBC to order a replacement. A reissue/ administration fee applies.

## **RTO CODE OF PRACTICE**

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FBC also operates under the Code of Practice. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by FBC.

For the purposes of this Code "Student" refers to any person participating in education or training delivered by FBC. A "client" is a person or organisation who may enter into a contract with the Registered Training Organisation for the delivery of education and training services.

### **Provision of Training and Assessment Services**

FBC:

Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of Students and/or clients.

Maintains a learning environment that is conducive to the success of Students.

Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of Students.

Monitors and assesses the performance and progress of its Students.

Ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of Students, and it provides training for our staff as required.

Ensures that assessments are conducted in a manner which meets the endorsed components of the relevant training package(s) and/or accredited courses.

Is committed to access and equity principles and processes in the delivery of its services.

### **Issuance of Qualifications**

FBC issues qualifications and Statements of Attainments to Students who meet the required outcomes of a qualification or unit of competency, in accordance with ASQA requirements.

## **RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS**

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- FBC recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- National Recognition obligations are reflected in FBC's policies and procedures and information to staff and clients.

### **Marketing of Training and Assessment Services**

FBC:

- Markets and advertises its products and services in an ethical manner.
- Gains written permission from a Student or client before using information about that individual or organisation in any marketing materials.
- Accurately represents recognised training products and services to prospective Students and clients.
- Ensures Students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- Ensure that no false or misleading comparisons are drawn with any other training organisation or qualification.

### **Financial Standards**

FBC:

- Has measures to ensure that Students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- Has a refund policy that is fair and equitable and this policy is made available to all Students and clients prior to enrolment.
- Ensures that the contractual and financial relationship between the Student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the Student/client.
- Documentation includes: the rights and responsibilities of Students/, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on Students/Students or clients.

### **Provision of Information**

FBC:

- Supplies accurate, relevant and up-to-date information to prospective Students and clients.
- Supplies this information to Students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

### **Recruitment**

FBC conducts recruitment of Students at all times in an ethical and responsible manner:

- Offers of course placements are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- We ensure that the educational background of intending Students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

### **Support Services**

FBC provides adequate protection for the health, safety and welfare of Students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

### **Complaints Mechanism**

FBC ensures that:

- Students and clients have access to a fair and equitable process for dealing with complaints and provide an avenue for Students/Students to appeal against decisions which affect the Students' progress. Every effort is made by FBC to resolve Students/clients' complaints.
- For this purpose, we have a Complaints/ Appeals policy where a member of staff is identified to Students and clients as the reference person for such matters. In addition, the complaints mechanism as a whole is made known to Students at the time of enrolment.
- Where a complaint cannot be resolved internally, we advise Students and clients of the appropriate body where they can seek further assistance.

### **Record Keeping**

FBC keeps complete and accurate records of the attendance and progress of Students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to Students/Students on request

### **Quality Control**

FBC seeks feedback from our Students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.



## **FBC TRAINING STAFF**

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FBC will ensure that Trainers / Assessors have demonstrated competencies at least to the level of those being delivered. This must also include:

- TAE40110 Certificate IV in Training and Assessment, or equivalent. Staff who do not have this qualification must be supervised and the training and assessment monitored by a qualified person.
- Industry experience that is current and relevant to the particular qualifications or units of competence in which they involved in delivering.
- Responsibility for the management of RPL applications and assessments are clearly identified and undertaken by the person or persons with relevant expertise.
- Responsibility for the management and coordination of training delivery, assessment staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

## PRIVACY POLICY

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### APPLICATION OF THIS PRIVACY POLICY

Fusion Business Solutions Pty Ltd ("we", "us" or "our") will endeavour to comply with the principles specified in this Privacy Policy with respect to the privacy of any personal information collected through our web sites or any other personal information which is submitted to us in any form by you or by any person on your behalf.

In this Privacy Policy, references to "you" are references to the individual who is the subject of personal information submitted to us.

Personal information is any information or an opinion about an identified individual or an individual who is reasonably identifiable.

By accessing and using our Site or by submitting information to us or providing information to third parties which is then submitted to us, you consent to our collection, use and disclosure of information in accordance with this Privacy Policy.

You may elect not to submit personal information to us but this may mean that we are unable to provide you with any information, products or services.

#### Collection and use of submitted information

We may collect and retain personal and other information about you ("submitted information") when (a) you provide us with personal information in an email, letter, by telephone, by facsimile transmission, during a meeting or by other means; or (b) you complete and submit an online form or (c) you access and use our services; or (d) a third party submits information about you to us; or (e) information is submitted to us automatically as a result of the exchange of data between systems.

We will only collect information by lawful and fair means.

As long as it is reasonable and practical to do so, we will endeavour to collect personal information about you from you rather than from a third party.

If we receive unsolicited personal information that could have been lawfully collected by us as solicited information, we will treat that submitted information in the same way as we treat solicited information.

If we receive unsolicited personal information that could not have been lawfully collected by us as solicited information, we will destroy or de-identify that information as soon as practicable.

The submitted information which we retain may include your name, address, email address, employer or business name and address, employment position or work/business role, phone number(s), purchases, product and service enquiries and other information where it is reasonably necessary for our functions or activities.

If you submit personal information to us, you warrant that you have obtained all necessary consents from the relevant persons to allow our collection, use and disclosure of that information in accordance with this policy.

You consent to our disclosure of personal information as necessary in order to provide products and services to you.

We may use the submitted information for our normal internal business purposes and to communicate with you regarding our products and services or the products and services of third parties or for any other reasonable purpose connected with the operation of our business. You may elect not to receive such communications from us, either at the time you submit the information or at a later time. If you elect to opt out of any direct marketing, we will comply with that election.

Examples of the ways in which we may use submitted information are as follows:

- To send marketing communication such as brochures, sales letters, and flyers;
- To respond to enquiries;
- To deliver information products such as newsletters, articles, whitepapers, and eBooks via emails;
- To generate customer profiles for marketing and promotions;
- To generate sales leads for our customers using personal information of their customers stored in our systems;
- To undertake market research by inviting people to participate in a survey;
- To make sales calls internally by employees or part-time telemarketers;
- To make sales calls using an external agent or call centre by providing them with personal information of our customers, or customer's customers;
- To identify and qualify prospects for specific marketing/sales campaigns;
- To inform students and customers of new courses, products or services;
- To shortlist candidates who apply for jobs via different channels;
- To deliver online services and training;
- To recommend solutions;
- To contact customers and students about needs for our products and services;
- To carry out day-to-day administrative matters;
- To collect and/or refund course fees;
- To maintain academic and training records of students;
- To inform alumni and students about events, changes in course schedule, new courses, and new service; and
- To fulfil State and Commonwealth Government reporting and statistical obligations

We will not sell submitted information to third parties or intentionally disclose submitted information to third parties except as specified in this policy, as required by law or to the extent that you have consented to such disclosure.

We may use a third party to provide hosting or other services and as a result your submitted information may be collected and stored using physical infrastructure owned by third parties. In these circumstances (a) we will retain logical control of the submitted information; (b) the third party will not be permitted to access, use or disclose the submitted information except to the limited extent necessary to provide the services (e.g. creating data back-ups or performing maintenance services). You consent to this limited collection and use of the submitted information by third party hosting and service providers.

We will not transfer submitted information overseas.

It is not practicable for information submitted electronically to be provided to us anonymously or using a pseudonym and it is a requirement that you accurately complete any data fields that require insertion of your name and personal details. If you do not wish to provide any required personal information then you should not proceed with the completion of the relevant process. Where appropriate you may communicate with us by telephone on an anonymous basis.

We will take reasonable steps to implement and maintain security precautions and to protect personal information from misuse, interference, loss and unauthorised access, modification and disclosure. However, we are unable to guarantee that unauthorised access to submitted information will not occur, either during transmission of that information or after we receive that information.

If we no longer require your personal information, we will take reasonable steps to permanently destroy or de-identify that information. You acknowledge that our back-up procedures may make it impractical to locate and destroy or de-identify copies of your personal information which are stored off-line or in a form which does not readily permit location and modification of data and you consent to our continued retention of submitted information in these circumstances.

If you submit information to any other site accessed through a link from our Site, the privacy principles applying to any information you submit to that site are outside our control. You should check the privacy policies of any other site before submitting information to that site.

#### Collection and use of cookies & clickstream data

We may use cookies in connection with your use of the Site. A cookie is a small amount of data that some websites place on your computer when you visit them. A website may use cookies to track the pages you have visited. We will not use cookies to identify you personally.

**When you visit our Site, our servers may record a range of information relating to your access and use of the Site (collectively called “clickstream data”). We may examine clickstream data to determine the traffic through the server as well as access levels to specific pages. No attempt will be made to identify you or your browsing activities from clickstream data except in the circumstances specified below.**

If we or any authority suspect that unauthorised access or use of the Site has occurred or may occur or be attempted, we may gather, use and disclose more extensive information than indicated above regarding access or attempted access to the Site for the purposes of prevention, detection, investigation or prosecution.

#### **CORRECTION OF ERRORS AND ACCESS TO PERSONAL INFORMATION**

We will take reasonable measures to ensure all personal information held about you is accurate, complete, relevant and up-to-date.

We will provide you with access to your personal information on reasonable request and subject to your agreement to pay our access charges and adequate proof of your identity if (a) it is practicable for us to do so and we have no other reasonable grounds for refusing access, (b) the request is not frivolous or vexatious, (c) access will not have an unreasonable impact on the privacy of others, (d) the information does not relate to existing or anticipated legal proceedings (other than information accessible through the discovery process), (e) access will not reveal our intentions in relation to any negotiations with you, (f) access is not unlawful (g) denying access is not required or authorised by law, and (h) access will not prejudice any prevention, detection, investigation or prosecution of possible unlawful or improper activity.

You have the right to require us to correct errors in your personal information.

We will correct any errors in your personal information upon receipt of written evidence from you which satisfies us that a correction is required.

Privacy related complaints, concerns and questions

If you have any concerns, complaints or questions relating to this Privacy Policy or submitted information relating to you, please contact our Privacy Officer (Francis Tan) by email to [privacy@fusion-solutions.com.au](mailto:privacy@fusion-solutions.com.au).

## STUDENT SUPPORT SERVICES

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### Language, Literacy & Numeracy

Should any Student require assistance with literacy and numeracy skills that is beyond the scope of FBC staff, they will be directed to the following agencies for assistance:

Reading and Writing Hotline (8am – 8pm):

Ph: 1300 6 555 06      <http://www.readingwritinghotline.edu.au/>

English Language Centre:

Ph: 03 9810 3242

Services for people with Non-English Speaking Background:

Translating and Interpreting Service

Ph: 13 14 50

Counselling

Counselling can be provided confidentially to a limited level by FBC staff in relation to Training & Assessment issues, however, Students may need to be directed to other agencies for professional help and guidance.

Indigenous services      1300 656 419

Equal Opportunity Commission      1300 656 419

Counselling Services

Mediation Services      1300 768 496

Disability Services      02 4620 9660

Lifeline (24 hour service)      13 11 14

Training Support

ASQA      1300 701 801

## ACCESS AND EQUITY POLICY

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FBC's Access and Equity Policy is based upon application of the following principles:

- Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training
- Equality of outcome for all people, without discrimination
- Access for all people to appropriate, quality vocational education and training programs and services
- Increased opportunity for all people to participate in vocational education and training

Applicable Legislation:

- Australian Human Rights Act, 1986
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)

\*\* see also Appendix 1: Applicable Acts

FBC's policies are designed to promote equality of opportunity for entry into and participation in the Course, and to prevent discrimination based on race, disability (physical or mental), gender, sexuality, marital status and pregnancy.

We are committed to ensuring that all Students attempting our training courses will be equally afforded the opportunity to acquire the skills, knowledge, and appropriate on the job experience to enable them to attain the competencies that they seek.

All FBC staff also have a responsibility to ensure that discrimination does not occur in any form in the provision of our training and assessment services, and that no favouritism or any special favours are granted to any Student, over any other.

Any Student encountering difficulty with any parts of the Course, e.g. particular units of parts thereof, or attaining competency will be offered extra tuition and practice under the guidance of a trainer or assessor, to assist them to attain the required course standard. There will be no extra course fees or charges for this assistance.

If you experience any problems or have any queries you should be speak with your Trainer in the first instance.

## EVACUATION PROCEDURES

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In the case of an emergency occurring at any facility of FBC, all Students/clients and visitors etc. will be notified of any emergency and/ or the need to evacuate the site.

- All persons throughout the training facility or worksite will be asked to move quietly and calmly to the assembly area where they must remain until a roll check has been made. No-one may re-enter the building under any circumstances until the person in charge gives the all clear signal evacuated from the building (roll book check to verify).
- Any injuries will be attended to immediately.
- All other staff and people in the building must be notified immediately and emergency services called, as necessary.



## WORK HEALTH AND SAFETY

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FBC is committed to promoting and providing a safe and healthy learning environment for all employees, contractors, visitors, clients and Students. We aim to achieve the highest degree of Work Health, Safety and Welfare by adhering to the applicable government legislation (Work Health and Safety Act 2012) and taking a personal interest in the well-being of our employees and training Students/Students. All employees and Students are responsible for maintaining high Work Health and Safety standards in the workplace.

### Employees/ Staff

All Employees/ staff are responsible for the implementation and instruction of all company Work Health and Safety procedures. They must ensure that

- i) All students receive the appropriate information, instruction, training and supervision to undertake their training in a safe environment, and
- ii) Are also responsible for ensuring all staff and Students adhere to all procedures and instructions nominated.
  - Employees/ Staff must all adopt and demonstrate a positive "lead by example" approach to their work practices and training delivery.
  - Employees/ Staff must report all accidents to the Manager / Training Co-ordinator or Fusion General Manager or Managing Director immediately and complete an incident report pertaining to the accident within 24 hours.



## Students

- Students are responsible for not only their own health and safety but also the health and safety of others and have an obligation to report any unsafe conditions/hazards, faulty equipment and accidents immediately. Students must follow all instructions given to them by all staff and/or Trainers, and are also expected to adopt a "Duty of Care" outlook when participating in the training environment; this should apply to their conduct and attitude towards themselves and others.
- Students must abide by safe working practices and comply with all health and safety procedures.

The following Code of Conduct must be followed by all Students, clients, visitors and any other personnel:

### FBC Training Code of Conduct

With all training activities undertaken by FBC, safety is uppermost in our mind, and so we require all Students to comply with the following requirements:

1. **Legitimate directions** – Students shall follow all legitimate directions given by their Trainer (and any other FBC personnel)
2. **Respect and due consideration to others** – all staff, students/ trainees and any other persons associated with the training shall be treated with respect. Harassment in any form against any individual or group will not be tolerated.
3. **Attendance** – Students are expected to attend the training course for which they have nominated each day, on time and participate in all sessions and associated activities.
4. **Advice of absence** – Students are expected to contact Fusion Business College on 1300 807 177 (before 8.30am if they are unable to attend any day of scheduled training).
5. **Equipment** – Any equipment utilised within the training environment must be handled safely and with respect. Any loss or damage must be reported immediately to the Trainer.
6. **Alcohol and illegal substances** – possession or use of alcohol or possession of, the use of, or dealing in any illegal substance during normal working or training hours is strictly forbidden. Any incidents of their possession or use will be reported to the police immediately.

### Training Facilities

When in training facilities/ rooms/areas, Students must familiarise themselves with:

- The location of the nearest exit(s) and exit routes out of the building.
- The Emergency Evacuation procedure and assembly area.

Your Trainer will identify and discuss with you the Assembly Area, routes to be taken and emergency procedures.

### MEDICAL ARRANGEMENTS

- First Aid kits must be kept at all locations; your Trainer will indicate the location of the First Aid/ equipment including the name and location of appropriate First Aid personnel, prior to the commencement of training.
- Should any person require additional medical assistance, FBC will arrange transport to a hospital or doctor where and when it is necessary.

### **NO SMOKING**

All Students and any visitors are reminded that smoking is not permitted inside buildings or vehicles. In addition, smoking is not permitted in any other designated and clearly marked non-smoking areas. For any person who wishes to smoke, please check and be familiar with and only use designated areas which will, as a matter of course, be outside the premises and well clear of any risk to property, equipment and all other persons.



### **HYGIENE FACILITIES**

Prior to the commencement of all training sessions, the location of toilets and other associated facilities will be identified. In regards to personal hygiene and, as a common courtesy to others, please keep these areas as you find them, i.e. in a clean state. Should there be any problems with any of the facilities, please notify your Trainer.

### **OTHER FACILITIES**

Depending on the location of the training, your Trainer will discuss the location of any other facilities and associated information, where it applies, prior to the commencement of training.

### **DISCLOSURE OF MEDICAL CONDITION**

Students who consider that they have a disability or medical condition that may require special arrangements or assistance should disclose this to FBC on the enrolment form. Disclosure of this information is not compulsory but it will ensure that FBC staff can make the appropriate arrangements to assist affected Students to achieve their goal to successfully complete their training. All information will be treated in the strictest confidence and in accordance with the Privacy Act. WE ARE HERE TO HELP, should you require!

## SEXUAL HARASSMENT

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### Sexual Harassment Policy

It is the policy of FBC to provide an environment free of sexual harassment and to uphold laws pertaining to sexual harassment: Sect. 87: (EO Act 1984 SA) Sexual Harassment. All Students and employees are expected to comply with this policy. For the purpose of implementing this policy, the following definition of sexual harassment applies:

Sexual harassment includes the following behaviours:

- making unwelcomed sexual advances
- making any request for sexual favours
- making remarks or aspersions of a sexual nature relating to the other person
- subjecting another person to unwelcomed conduct of a sexual nature, including through conversation, action or the display of material the other person may find sexually offensive
- **SEXUAL HARASSMENT IS WHERE THE PERSON ACTING IN SUCH A MANNER COULD BE EXPECTED TO ANTICIPATE THAT SUCH BEHAVIOUR WOULD OFFEND, HUMILIATE OR INTIMIDATE THE OTHER PERSON.**

As in any area of human interaction, the boundaries of what constitutes sexual harassment may vary from individual to individual. In addition, one individual may have different boundaries for different relationships. It is the responsibility of all Students/Students and employees to recognise and respect the boundaries set by others.

## ENROLMENT & COURSE MANAGEMENT GUIDELINES

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### Fees, Payments, Terms & Conditions

FBC seeks to provide training to potential Students:

- On a fee-for-service basis who are self-funded.
- On a fee-for-service basis who are funded by their Enterprise.
- Where they are participants in a government funded initiative.

**\*\*In the case of fee-for-service self-funded Students, no certificates will be issued until all Course requirements have been met and all associated fee payments have been completed.**

### Cancellation Policy

1. All cancellations must be notified in writing.
2. Registrations may be cancelled up to seven (7) working days prior to the workshop to receive a full refund.
3. Registration cancelled less than seven (7) working days and more than two (2) working days will be charged 50% of the workshop fee.
4. Registrations cancelled less than two (2) working days will result in the full fee being charged.
5. Notification is required to substitute another participant, prior to the workshop, should the nominated person be unable to attend.
6. FBC endeavours to deliver every workshop. However, we also reserve the right to cancel or postpone a workshop to an alternative date. All registered participants affected by a cancellation will receive a refund or be offered the opportunity to transfer to the next available workshop.

### Withdrawal from Course

If you are thinking of withdrawing from a Course, you should speak with either your Trainer or the Training Coordinator about your circumstances as soon as possible, so that time can be made available to discuss and help resolve any difficulties that may have arisen. If you withdraw, FBC must be informed, in writing. If the withdrawal occurs once the Course has started and we are not properly notified, the withdrawal may result in a failure. i.e. "Not Yet Competent" being recorded against your name in Student Records.

Students must also be familiar with FBC's Terms and Conditions policy (listed above) regarding informing their Trainer should they be experiencing any difficulties in regards to attending and/or completing their chosen Course. However, in each case, it is important for Students to speak with their Trainer (or the RTO Training Manager, if they prefer) as soon as possible in relation to any difficulties that they may be experiencing in regard to such matters as:

- Their continuing attendance and/or participation, (this can be due to any number of reasons, including personal reasons).
- The level of difficulty of any aspect of the Course including the assessment process.
- Completion of tasks within required timeframes etc.

We are committed to ensure that all Students be given as much support and assistance as they may reasonably need to successfully complete their Course, however we can only do that with open communication and collaboration with our Students.

### **Training Guarantee**

All students who, in good faith, have attempted to fulfil their training requirements will be supported to achieve their goals within reasonable boundaries.

If for any reason FBC have to cancel a training session, there will be a "make up" session negotiated with students.

Trainers will always inform students of submission dates for assessment items at the beginning of each unit / cluster of units. Any extension to that submission date can be negotiated with the trainer and will be confirmed in writing.

Assessments submitted more **than two (2)** months after the agreed submission date will incur an additional charge. If a student has misplaced their assessment materials and they need to be re-issued, an additional fee will apply.

All assessments will be marked by the applicable trainer/assessor **within 3 weeks of receipt**.

## REFUND POLICY

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### Accredited courses

A 48-hour cooling-off period exists from the moment of registration, in which students are entitled to a full refund. This becomes void if the course is accessed at any point.

After this, partial refunds will be calculated on a pro rata basis for all unattempted units, less a \$250 administration fee.

Example:

Course price: \$840  
Less admin fee: \$250  
\$590

Course units: 9  
Unattempted units: 5

Refund:  $\$590 \times 5/9 = \$327.78$

No refund requests will be accepted after 28 days from the point of registration.

### Non-accredited courses

A 48-hour cooling off period exists from the moment of registration in which students are entitled to a full refund. This becomes void if the course is accessed by the student at any point.

No refund requests will be accepted after 48 hours from the point of registration.

## **APPENDIX 1: APPLICABLE ACTS**

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FBC adheres to the following legislative Acts in the provision of training and assessment services.

Australian Human Right Act 1986 (Commonwealth)

Racial Discrimination Act, 1975 (Commonwealth)

Sex Discrimination Act, 1984 (Commonwealth)

Disability Discrimination Act, 1992 (Commonwealth)

Disability Services Act 1986 (Commonwealth)

Disability Services Act (South Australia) 1993

Age Discrimination Act, 2004 (Commonwealth)

Privacy Act, 1988 (Commonwealth)

Work Health, Safety and Welfare Act (each state),

Training & Skills Development Act

\*\* Where Course delivery occur interstate, the applicable Acts and Regulations (particularly in regard to Work Health & Safety) will apply and be discussed during training sessions as they relate to the Course being undertaken.



Fusion Business College is a Division of:



## FUSION

BUSINESS SOLUTIONS

### Fusion Performance Consulting

Fusion Performance Consulting is focused on growing dealer profit, customer retention and employee skills. Our clients include major blue-chip automotive companies and dealers. Fusion Performance Consulting offers innovative solutions using a combination of benchmarking, in-dealership coaching and leading-edge technology.



### Fusion Business College

Fusion Business College is our training division – offering an extensive mix of accredited and non-accredited training programmes.



### Op2ma

Op2ma is our software consulting division. Our core business is to provide leading-edge business intelligence tools that grow sales and profits.

Phone: 1300 807 177 Fax: +61 8 8357 9363

Email: [info@fusion-solutions.com.au](mailto:info@fusion-solutions.com.au)

[www.fusion-solutions.com.au](http://www.fusion-solutions.com.au)

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