



Student Handbook

Fusion Business College

July 2026 v5.6

Welcome to Fusion Business College!

We are thrilled to have you join us as you embark on this exciting journey toward a brighter, more successful future in the Retail Automotive industry. Whether you are just starting or advancing your career, you have made the right choice by partnering with us.

At Fusion Business College, you are not just a student; you are part of a community led by industry professionals with over 50 years of combined experience across every role in modern dealerships. We have walked the very same path you are on, and we are passionate about helping you succeed every step of the way.

We know starting or advancing your career in the automotive world can feel overwhelming at times, but trust us, it is also an incredible opportunity.

With our guidance, you will gain the confidence and skills to stand out in the industry, knowing that you are learning from the best.

Our personalised, student-first approach means we are here for you. Our team is just a call or email away when you need support or have a question, big or small.

Remember, success is built one step at a time. Your learning journey is not about perfection; it is about progress, and we are committed to helping you achieve that. Life can get busy, we understand. So, take your time, study at your own pace, and reach out when you need us.

We believe in you and your potential. You have got this, and we are right here with you!

Let's get started on this exciting chapter together. If there is anything we can do to improve your experience, don't hesitate to reach out.

Wishing you all the best as you begin your journey with Fusion Business College!

Greg Officer and Derek Mcilroy
Owner-Directors

Fusion Business College

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Introduction

This handbook is designed to help you understand the policies of Fusion Business College (Fusion). This will ensure that you receive quality training services and outline your rights and obligations as a learner with Fusion.

Fusion is a Registered Training Organisation (RTO) (national provider number 40042). You can confirm our RTO details on the national register of training providers at www.training.gov.au.

Fusion regularly reviews its training and support services through validation, industry consultation, and student feedback. Students are invited to participate in these improvement activities, and the outcomes of changes will be communicated back to learners to demonstrate our commitment to continuous improvement.

About Us

Fusion was established in 1999 to provide outstanding training outcomes in the retail automotive industry and has thrived ever since. Fusion boasts a network of highly qualified trainers committed to continually updating their qualifications, skills and knowledge to deliver the most up-to-date and best industry practices in Vocational Education and Training.

We are dedicated to seeing you succeed in your chosen course of study and offer a range of study options to suit your schedule, your work/life circumstances, and your budget.

The personalised training and support you will receive from our team will help propel you into the career or promotion you are seeking, and we look forward to joining you on this journey.

Our study options also include an e-learning/online platform to offer our courses to more students throughout Australia.

Enrolment is a simple, uncomplicated process, and we are proud to provide extremely competitive pricing. Information about our training courses and services can be found on our website, www.fusionbusinesscollege.com, and if you have any queries, you can also contact us at:

Fusion Business College
Contact Details:
Address: Suite 3, Level 3 89 Pirie Street, Adelaide SA 5000
Postal address: PO Box 362, Victor Harbor SA 5211
Phone: **1300 807 177**
Email: training@fusionbusinesscollege.com

Important Notice for International Students on Student Visas

Fusion Business College (RTO 40042) is not a Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered provider and does not deliver training to international students on a student visa under the Education Services for Overseas Students Act 2000 (ESOS) Act.

International student visa holders are solely responsible for ensuring they have independently verified their eligibility to apply for any occupational licenses or professional registrations that may be associated with the completion of any course offered by Fusion Business College.

Enrolment in any course does not guarantee eligibility for such licenses or recognition by licensing bodies. By enrolling, students acknowledge and accept that Fusion Business College makes no representation or warranty regarding such eligibility and accepts no responsibility for any consequences arising from a student's visa status or licensing outcomes. Students proceed with enrolment at their own risk and consequence.

Before You Enrol

Training & Assessment

As a national RTO, training and assessment services provided by Fusion are developed to meet the requirements of the Vocational Education and Training (VET) Quality Framework. Nationally recognised training programs are competency-based, meaning training and assessment activities or recognition of your skills and knowledge focus on your ability to apply relevant knowledge and skills to demonstrate your performance of workplace tasks to a standard specified by that industry. Fusion undertakes systematic assessment validation to ensure all assessment tools meet the Principles of Assessment and Rules of Evidence and continuously improve based on student and industry feedback.

The specific skills and knowledge required for workplace application are set out in Units of Competency, and these are structured together by Fusion (in consultation with the related industry) to make up a nationally recognised qualification. Nationally recognised qualifications are specified in Training Packages, and these can be found at www.training.gov.au

As well as industry technical skills and knowledge, each qualification also includes general skills or competencies that are important for effective and successful participation in the workforce. These include:

- Communication
- Teamwork
- Problem-solving
- Initiative and enterprise
- Planning and organising

Each Unit of Competency is made up of:

- Elements and the specified performance criteria to achieve those elements
- Required knowledge and skills to demonstrate competence
- Critical aspects of evidence that the RTO must assess, which may also include workplace statements, references, and other testaments as to ability
- The context of how and where that assessment must take place

To be considered competent in any Unit of Competency, you must be able to demonstrate the required skills and knowledge to complete work tasks in a range of situations and environments. This will include demonstrating your skills in real work situations or in simulated applications over time.

Evidence can take many forms, including:

- Specific assessment tasks set by your assessor (assignments, case studies, projects, etc.)
- Observations by the assessor of you performing tasks
- Certificates and awards that you have completed and received previously
- Examples of work you have completed or special projects that display competence
- A portfolio of evidence, which may include documents such as current licences, position descriptions, performance reviews, and work samples
- Third-party or supervisor reports from your workplace or work placement are necessary to confirm your skills
- Multiple choice quizzes, theory 'tests', simulations, or long form questions, either written or verbal

Your evidence must demonstrate the following:

- That you can do the job or task to the required standard
- That you understand why the job should be done in a particular way
- That you can handle unexpected issues or problems

- That you can work with others as part of a team
- That you can do more than one thing at a time, e.g., perform the task and be aware of the workplace health and safety requirements
- That you know all relevant industry or workplace legislation, rules, and procedures

Learner Support

Competency-based training and assessment is all about providing you with every opportunity to develop your skills and knowledge to the required standards, and Fusion supports you through your learning pathway.

As part of Fusion's enrolment process, you will be contacted by one of our course consultants to ensure you understand the qualification and the training and assessment requirements before commencing your course.

The course consultant will allow you to discuss any questions you may have about the course in detail, including:

- Course duration and study requirements
- Participation or progress requirements
- Assessment structure and requirements
- Work placements (if applicable)
- Internet connection/software requirements
- Learning resources and additional research requirements
- Any existing qualifications/training/skills that could be recognised

Learning Barriers

Before you commence a course with Fusion, you will need to complete a simple language, literacy, and numeracy test to ensure you can understand the course content or to identify any learning barriers that may exist. This will allow us to help you complete your course and accommodate any additional learning needs you may have as an individual. Fusion's LLN assessments are mapped to the foundation skills listed in each training package to ensure alignment with unit requirements.

Fusion strongly encourages you to identify on your Enrolment Form, or advise your course consultant or assessor directly, if you have any issues or learning requirements that may impact your training or assessment. Knowing this information, Fusion will be able to support you with appropriate resources or make reasonable adjustments to the program to assist you in completing your studies.

In some cases, we may be unable to accommodate your specific learning needs; therefore, additional learner support providers may be required to assist you with your learning. In any instance where we identify a learning barrier that cannot be accommodated and would not allow you to complete your course successfully, we will advise you of this and withdraw you from the course.

How do I know when I have successfully completed?

Each module, unit, or cluster of training you undertake within our learner management system (LMS) will be marked with a status that will be visible to you, to let you know of your current progress. There are four different statuses that you will see in our LMS: Not Yet Completed, Assessment Pending, Competency Achieved, or Competency Not Yet Achieved. Below is an explanation of each.

- **Not Yet Completed:** No assessment has been submitted for this module. You may have completed a portion of the coursework required, but this status indicates that you have not completed all the requirements.
- **Assessment Pending:** Assessment has been submitted but is yet to be marked. Your coursework at this point has not been reviewed by our assessment team.
- **Competency Achieved:** Assessment for this module has been submitted and completed. This means you have successfully completed the requirements.
- **Competency Not Yet Achieved:** Additional information/reassessment is required to complete the training component successfully.

How long does it take for my work to be marked?

Multiple-choice quizzes and tests are automatically marked, and results are available instantly. For written assessments, projects, work samples, or any other qualitative coursework submitted, the marking is done individually by a designated assessor reviewing your work. Depending on workload, submissions can be marked anywhere between 1 to 72 hours. The status of all your assessments is displayed to you in our LMS.

What happens if I am assessed as Not Yet Competent?

Since most of our courses are competency-based, you are free to submit, edit, and resubmit assessments or projects as many times as required to achieve the required outcome. In any event where your submitted coursework is insufficient, our assessment team will be in contact to discuss what is further required from you.

If you have completed a simulation, task, or observational assessment that does not satisfy the requirements of your program, your assessor will provide direct feedback and offer additional support. This could include providing additional evidence, conducting more research, or practicing skills before you are assessed again. They may also suggest an additional or alternative assessment task for reconsideration.

Remember, we are here to help and support you throughout the learning journey. If you do not achieve the required outcome, we will work with you to help you complete your course.

WA Dealer/Yard Manager and Sales License

In relation to the West Australian dealer/yard manager or sales license courses, there is a minimum test score required to complete your course, mandated by the local regulatory authorities. The minimum score must be achieved before your certificate can be issued. You will only have two attempts to achieve this score on your final test. If you are unsuccessful, you will be charged an additional fee for two more attempts at the final test.

Please note that the 2 assessment attempts are answered in an 'open book' style of assessment, where you can access full course content in answering the questions and you have unlimited time to complete the assessment attempt, once you begin each attempt.

Fusion aligns all assessments and delivery of occupational licensing units with relevant state and territory licensing authority standards to ensure industry compliance.

eLearning (Online Training)

eLearning, as offered by Fusion, provides students with a greater level of flexibility and interactivity by being able to access online course materials and learning activities externally and at any time via an Internet browser.

Fusion assists eLearning students to engage and remain on track by providing support and assistance to help you progress through your online learning pathway.

Are you ready for online eLearning?

Fusion offers the following tips to help you ensure your eLearning experience is both positive and successful:
Develop a study plan

You will need to log on to your online program regularly to complete reading and learning activities. Set aside regular and designated times for study and know when to study particular units. Fusion assessors will monitor your progress and are available for contact should you require assistance.

Have you:

- Downloaded Microsoft Office?
- Logged into your email?
- Sent a test email to your assessor?
- Do you have Work Health Safety strategies planned? (You may be sitting at your desk using a computer for several hours at a time if you are studying online. It is important to take regular breaks or do simple exercises during your breaks.)

Undertaking eLearning

To be successful, it is important you know what you are expected to do for assessment tasks for each unit (ask your assessor for clarification if needed). Continually, self-check your progress as you study.

Fees & Charges

Contractual Agreements

When you enrol with Fusion (by completing the enrolment form) you are agreeing to the rights and responsibilities required to be observed as a student of Fusion.

The rights of Fusion students are detailed below.

Fusion is committed to providing quality training and assessment. In return, Fusion requires students to agree to undertake their study in line with the course requirements and Fusion's Code of Conduct (see Code of Conduct).

When you accept a place offered by Fusion and program fees are paid a binding contract is created between you (the student) and Fusion. This includes any instance where a third party pays for the course fees on your behalf (e.g., employer, partner etc.)

Fusion complies with the VET Tuition Assurance requirements of the Independent Tertiary Education Council Australia (ITECA).

Australian Student Tuition Assurance Scheme (ASTAS)

If Fusion ceases operations, you are protected under the Australian Student Tuition Assurance Scheme (ASTAS). This means you will be offered a place in a similar course at no extra cost for units not yet completed, or you will receive a refund for any uncompleted training you have paid for.

All Fusion students are required to pay course fees.

Published course fees include access to learning and assessment materials via the online learning system (only) sufficient to complete the course requirements.

Additional costs may apply where learning materials are required in different formats, such as print. Inappropriate use (including failure to make reasonable progress in your studies) may result in the cessation and/or return of equipment/resources.

Fee for Service Clients

Course fees are to be paid at the time of enrolment to confirm your enrolment in a qualification. Payment can be made by Credit Card, PayPal, Cheque or Electronic Funds Transfer (EFT).

Fusion can, in certain cases, offer instalment payment options as agreed with the student before enrolment. Please contact the student engagement team prior to enrolment to discuss your options here.

Fusion offers this service to potential students to assist with the financial burden that undertaking studies can mean for some students. The decision to grant instalment payment plans will be made on a case-by-case basis and at Fusion's absolute discretion. Failure to make your instalment payments as per an agreed payment plan may result in your continued enrolment being at jeopardy and if you have any issues, you are required to make early and continuous communication with our team on your individual situation so we can assist you to manage the process.

(continued next page)

Fees - summary table

Fee / charge	Amount	When it applies (trigger)	Payment timing / notes
Course fees (tuition fees)	As published / quoted for the course	Enrolment in a qualification or course	Payable at time of enrolment to confirm enrolment; may be payable by student or third party (e.g., employer). Instalment options may be offered in certain cases by agreement prior to enrolment.
Late cancellation rebooking fee	\$50	Assessment cancelled with less than 2 hours' notice	Student will not be rebooked until the fee is paid in full (unless waived in writing due to special circumstances / circumstances beyond the student's control).
No show rebooking fee	\$150	Student does not attend a booked assessment (no show)	Student will not be rebooked until the fee is paid in full (unless waived in writing due to special circumstances).
Non-refundable administration fee	\$295	<ol style="list-style-type: none"> Refund request initiated by the student where the reason for the refund is not caused/created by Fusion Adhoc service request fee 	<p>If a refund is approved, the refund amount is reduced by this fee. This deduction does not apply where Fusion is responsible (e.g., Fusion cancels course, fails to provide agreed services, or incorrectly charges a student).</p> <p>If a student requests any 'ad hoc' adjustment or change to any condition of the course (e.g. special assessment time, assessment method change, etc.), Fusion may at its discretion make that change to suit a student, once payment of the fixed administration fee is made in full</p>
Reactivation fee (abandoned course)	\$255	Student applies to re-activate an abandoned course after being deemed inactive/abandoned per the conditions of this student handbook	May apply, subject to trainer availability and completion within original maximum timeframes.
Replacement certificate / statement administration fee	\$60	Student requests additional copies of Certificates or Statements of Attainment	Allow 14 days for processing of replacement Certificates and Statements of Attainment.

For details and exceptions: refer to the Fees & Charges, Assessment Attendance, Cancellations & Rebooking Fees, Refund Policy, Course Completion Timeframes and Abandonment Policy, and Certificates sections throughout this student handbook.

Assessment Attendance, Cancellations & Rebooking

To respect our assessors' time and to keep assessment wait times low for everyone, Fusion confirms all final phone assessments with you in advance by our calendar-based email booking system, online. This process will create an auto diary entry for all users of Microsoft Outlook and all commonly used email clients.

If you need to change your booking, please inform us at least 2 hours before the start time of your assessment and we will rebook you at no cost at the next available slot.

If you cancel with less than 2 hours' notice (late cancellation), a \$50 rebooking fee applies in recognition of the assessment slot being no longer available to other students and the loss of assessor time preparing for your assessment. This helps cover the cost of assessor time that cannot be reallocated at short notice. You will NOT be rebooked for assessment until such time as the no show fee is paid in full or we have agreed in writing to waive the fee due to special circumstances. This fee will be waived in the event of circumstances that are beyond your personal control.

If you do not attend your booked assessment (no show), your assessor will try to contact you two (2) times on your nominated number within the first 10 minutes of your allotted booking time (including SMS and voicemail where possible). If we cannot reach you after these attempts, a \$150 rebooking fee applies. Failure to respond to this communication will constitute a 'no show' for assessment and you will be responsible for the rebooking fee outlined above. This helps cover the cost of assessor time that cannot be reallocated at short notice. You will NOT be rebooked for assessment until such time as the no show fee is paid in full or we have agreed in writing to waive the fee due to special circumstances.

We understand life happens. If there are compassionate or compelling circumstances (for example, illness or an emergency), please email training@fusionbusinesscollege.com with evidence, within 7 calendar days of the booking and we may waive or reduce the fee, at our discretion.

How to avoid fees related to assessment cancellations

- Use the link in your confirmation message to reschedule ≥ 2 hours before the booking.
- Make sure your phone number and email address are accurate and up to date in the Fusion Learning Management System (LMS) and keep your phone available at the booked time in line with the advice in the following section.
- We understand and respect students' rights to privacy and the issues many face with answering unknown or blocked caller ID numbers. However, due to our phone assessment system's design parameters, your call from your assessor will show "No Caller ID" or "Blocked Number" (depending on your phone design), this is an intended system parameter for privacy on both sides. If you receive a call from a No Caller ID /Blocked Number at your allotted time of assessment, this will indeed be your assessor calling, so please answer with confidence, knowing it is us and not an unauthorised party. You are responsible for your phone being set correctly to receive such calls and if your phone is set to ignore or silence such a number, this will constitute you missing your assessment.
- If you're running late, contact us immediately, short delays can often be accommodated. Any delay longer than 10-15 minutes will constitute a late cancellation as often assessments for other students are booked following yours, and whilst we do build buffers into our system to accommodate life happening, to inconvenience another student due to your issues, is not fair on either the other student or our assessor's time.

Technical issues

If Fusion systems cause a disruption (e.g., a network outage or misadventure on our side), there is no fee and we will prioritise a new time for your assessment.

Appeals

If you believe a fee has been applied in error, you can appeal under our Complaints & Appeals process (see page 22); lodge your appeal within 7 calendar days of the fee notice.

Transparency & fairness: Fusion follows the Standards for RTOs 2025 requirement to ensure students are properly informed about fees and assessment arrangements and are treated fairly. Full fee information is provided before enrolment and in your confirmation notifications.

Refund Policy

Fusion's Refund Policy is fair and reasonable to protect both Fusion and the student.

All student applications for refunds are to be made in writing to the Fusion Course Coordinator:

Fusion Business College
 Course Coordinator
 Suite 3, Level 3 89 Pirie Street
 Adelaide SA 5000
 Email: training@fusionbusinesscollege.com

All refund applications will be assessed and processed in a timely manner, according to relevant Agreement & Funding Program Guidelines.

Qualification Cancelled by RTO

When a qualification is cancelled by Fusion, students are entitled to a full refund of student contribution fees and charges for any Units of Competency not completed.

Student Withdrawal

Students who withdraw from an accredited qualification will be eligible for a **pro-rata refund** of their student contribution fees **for units not commenced**, should the **request be made in writing** and submitted to the Course Coordinator inside the **28-day cooling-off period**.

No refund will be payable for **units commenced but not yet completed** or for any **request** made **outside the cooling-off period**.

Requests outside published timeframes

Refund requests submitted outside the published cooling off periods and timeframes outlined in this policy will not be approved, except where required under Australian Consumer Law. Fusion Business College does not guarantee the approval of any refund outside these timeframes.

Employer Cancellation

Should an employer cancel a student's enrolment in a qualification, the course will be cancelled effective the date Fusion receives a signed cancellation form from the employer.

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.

No refund requests will be accepted after **28 days from the point of registration and course activation**.

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**.

Payment processing (student-initiated refunds)

Where a refund request is initiated by the student, and the reason for the refund is not caused or created by Fusion Business College, the refund amount (if approved) will be reduced by:

- the **non-refundable administration fee (\$295)**; and
- any third-party transaction costs incurred by Fusion Business College to process the original payment and/or the refund (for example, PayPal or bank fees). Evidence of actual cost will be provided to the student on request.

No fee deduction where Fusion is responsible

This deduction will not apply where Fusion cancels a course, fails to provide agreed services, incorrectly charges a student, or where a refund is required due to Fusion's error or omission. In those cases, Fusion will refund amounts paid for services not provided.

Nothing in this refund policy is intended to exclude any rights a student may have under Australian consumer law to a right to a refund.

Pro Rata refund calculation (student withdrawal) – how it works

Where a student withdraws from an accredited course within the 28 day cooling off period, and units have not yet commenced, any approved refund will be calculated on a pro rata basis in accordance with the Refund Policy.

Course- Qld Dealer license-full course - working example

Course Price paid	\$ 955.00	A
(Less) Fusion Admin fee	(\$295.00)	B
Gross Refund (C)	\$ 660.00	C = A - B
Pro-rata unattempted unit calculation		
Total course units	9	D
Attempted units	4	E
Units subject to refund	5	F = D - E
Pro-rata portion	55.56%	G = F / D
Net Refund payable (H)	\$ 366.67	H = C * G

The above is a working example only and is only accurate for the example shown. Fusion Business College will create a worksheet calculation at the time of refund request and supply this to you based on your individual circumstances, at the time of your request for refund.

Enrolment

Fusion will enrol all students who:

- Have made an informed decision about their course of learning through information provided via Fusion course consultants, flyers or program brochures or our website; and
- Agree to abide by Fusion's Policies and Procedures, Code of Conduct and Work Health and Safety (WHS) obligations under the Work Health and Safety Act 2011 and various state laws.
- Fusion Business College does not currently engage third parties to deliver training or assessment. If this changes, students will be notified in writing before enrolment, and all obligations, responsibilities, and quality standards will remain with Fusion.

Privacy

Fusion complies with the Privacy Act 1988 (Commonwealth) and subsequently, the 13 Australian Privacy Principles outlined in Section 2 of the Privacy Amendment (Enhancing Privacy Protection) Act 2014 with respect to any personal information collected through our websites or any other personal information which is submitted to us in any form by you or by any person on your behalf. The Act prescribes and mandates the way Fusion will collect, manage, use, secure, disclose and dispose of personal and sensitive information.

All Fusion employees must comply with the Act.

For more information please see: [Fusion Business Solutions Privacy Policy](#).

As part of the enrolment process, Fusion will collect personal information that is required for the purposes of delivering your program to you or in meeting government reporting requirements. This information is collected for national data reporting requirements as specified in **the** National Centre for Vocational Education Research (NCVER) statistical data elements.

Fusion is required to collect this personal information for mandatory statistical data reporting, as prescribed by Government Regulators.

Any personal information collected will only be used for the specific purposes for which it is collected.

Personal information may include contact information such as name, organisation, position, address, telephone, email, emergency contact, employment and educational history, referees' reports, school attended and date of birth.

Sometimes information collected may be regarded as sensitive.

Sensitive personal information may include: 'Disability' and 'long-term impairment status' (health), 'Indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin), and 'citizenship' and visa status.

Disclosure of personal information

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

- The individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency
- The individual concerned has consented to the disclosure
- We believe, on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person
- The disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue, Fusion shall include, in the record containing that information, a note of the disclosure.

Fusion is required to collect and report your training activity and outcomes to the National Centre for Vocational Education Research (NCVER). This data is used in national training statistics and quality indicators. Your information is reported in anonymised form and contributes to improving training quality across Australia.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.

Unique Student Identifier

Effective from 1 January 2015, Fusion is only able to issue qualifications or statements of attainment to students who provide their Unique Student Identifier (USI).

What is a USI?

A USI is an individual account or reference number that allows you to access all of your accredited training records entered in the National Vocational Education and Training (VET) database. The USI will make it easier for you to find, collate and authenticate your VET achievements into a single transcript and:

- Link information about your VET achievements, regardless of where you studied
- Enable you to easily access secure digital transcripts of your achievements
- Give you access to, and more control over, your educational information
- Ensure that your VET records are not lost

For more information please see: the Australian Government Unique Student Identifier - <https://www.usi.gov.au/>

When do I give my USI information?

If you have a USI, you will need to provide this to Fusion as part of your enrolment or prior to the completion of your course. If you do not yet have a USI, you will need to apply for one and submit this to Fusion via our LMS so we can issue your qualification or statement of attainment upon completion of your course.

How do I apply for a USI?

Obtaining a USI is free and can be done easily online via the Australian Government website <https://www.usi.gov.au/students/get-a-usi>

Obtaining a USI will require you to submit personal information to verify your identity and to register your USI. Make sure you store this number somewhere safe as you may need to provide it for any future training.

Due to our Privacy Policy and to limit the amount of personal information we collect from you, Fusion will not access or apply for a USI on your behalf. It is your responsibility to access and notify us of your USI in order to complete your training.

What do I do if I can't remember my USI?

If you have a USI but can't locate it, you can search for it on the Australian Government website. Again, you will be required to provide personal information to verify your identity when trying to recover your USI. For more information, please see <https://www.usi.gov.au/>

Managing Your Information

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

The accuracy of this information depends largely upon you providing us with up-to-date details (within 7 days of any changes) of:

- Address (Your qualification will be sent to this address, so it is important to ensure it is correct)
- Telephone numbers
- Email address

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

You may access your information, including records of your learning progress, at any time via our online system.

If you find any errors in the records, please advise us immediately so that the corrections can be made.

Legislative Information

Fusion has a legal obligation to:

- Maintain adequate, current and appropriate insurance.
- Comply with all legislation and regulations, both state and federal, relevant to operation of its business including (but not limited to):
 - National Vocational Education and Training Regulator Act 2011 (Commonwealth)
 - VET Quality Framework including Standards for RTOs 2025 (as published by the Australian Government – Department of Employment and Workplace Relations)
 - Work Health and Safety Acts in each state and territory
 - Education (Work Experience) Act 1996 (Queensland)
 - Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2014 (Commonwealth)
 - Anti-Discrimination Acts in each state and territory, as well as federal Acts
 - Further Education and Training Act 2014 (Queensland)

Access & Equity

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

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

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

- Uses the same recruitment and admission process for all applicants
- Bases admission to courses and programs solely on availability of places and the applicant satisfying course/qualification and funding entry requirements (if applicable)
- Provides all applicants with adequate information and support to enable them to select the most suitable program for their needs
- Considers issues relating to access and equity when specifying course entry requirements and prerequisites
- Offers flexible course design, including recognition of qualifications and statements of attainment from other RTOs and any other form of prior learning
- Considers the requirements of students with a disability when designing courses
- Provides inclusive and non-discriminatory learning materials
- Ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification
- Provides students with the right to appeal an assessment or Recognition of Prior Learning (see Recognition of Prior Learning) decision
- Gives all students an equal opportunity to demonstrate competence, including through making reasonable adjustments for learners with a disability or special needs. This may mean providing the appropriate services and/or facilities for student learning and assessment, including:
 - The use of adaptive/assistive technology
 - Educational support
 - Alternative assessment methods
 - Extra time to complete a course or assessment
 - Learning support for basic literacy or numeracy difficulties

Fusion is committed to ensuring that all students are given a reasonable chance of achieving a qualification. For this reason, we may advise applicants to consider alternative career or course choices if there is doubt about an applicant's aptitude to manage the course work (with reasonable additional support), meet industry requirements or display a genuine interest in pursuing a qualification.

Code of Conduct

Fusion's Code of Conduct outlines standards of acceptable behaviour required by all students.

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

Responsibilities

As a student of Fusion, you will be expected to:

- Treat all others with respect and courtesy
- Treat others equitably, irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction
- Respect the opinions and views of others

- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating
- Participate in learning, maintain consistent levels of study and submit assessments on time
- Take personal responsibility for your own learning and maintain reasonable study progress within the guidelines of your Training Plan
- Familiarise yourself with and abide by all Fusion policies and procedures
- Maintain high standards and a professional approach to your study program
- Adhere to all Work Health and Safety Legislation
- Retain a copy of all assessment materials submitted

Student Expectations

As a student of Fusion, you can expect:

- To be treated with courtesy and respect
- To be treated equitably, irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age or political conviction
- To be able to freely communicate and voice alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment
- To rely on the protection of personal information
- To be able to access your personal records
- To be provided with timely and accurate information as it pertains to your course, enrolment and all administrative matters
- That all assessments will be equitably and appropriately implemented
- That the facilities and equipment you use are safe and comply with WHS guidelines
- That Fusion is required to retain all submitted assessments for a minimum of 6 months and up to as much as 7 years, depending on the contractual requirements of government agreements

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from Fusion staff - they are here to help and assist where possible.

Behaviour contrary to the Code of Conduct, including academic misconduct such as cheating and plagiarism (see Copyright and Academic Integrity), will not be tolerated. Penalties may be imposed on any individual who breaches this Code of Conduct, including:

- Suspension or exclusion from Fusion programs
- Withholding of results

Serious offences, such as sexual harassment, racism, assault (including verbal) or unlawful activities are highly likely to attract a suspension or exclusion. Such suspensions may be applied immediately and, where a student's conduct breaks the law, external authorities will be alerted.

For minor breaches of Fusion's Code of Conduct, you will receive a warning instructing you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied, including suspension, for consistent minor breaches of the Code of Conduct.

Copyright

In accordance with the Copyright Act 1968 (Commonwealth), for study and research purposes, you are allowed to copy:

- One chapter or 10% of a book; or
- One chapter or 10% of the number of words of text materials in electronic form; or
- One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artist, dramatic, film and musical works are also covered by copyright legislation.

Remember to reference carefully the copyright works you use in order to avoid plagiarism as it is considered academic misconduct and may be grounds for suspension or exclusion from your program.

You must also comply with licences for the use of intellectual property, including software. All software loaded on computers or provided to you as part of your learning resources is licensed and is not permitted to be copied.

Academic Integrity

Fusion is committed to upholding high standards of training and assessment and implements the following Academic Integrity Policy.

During their studies, students must always:

- Participate in learning and training and conduct research with honesty and integrity
- Where necessary, acknowledge and seek permission to use the work of another
- Understand that all academic work submitted for assessment must be the work of the student and in no way falsified or completed by another person
- Take personal responsibility for the protection of their work to ensure other students are not able to copy or misuse it

**** Special note to students**** - regarding the use of **Artificial Intelligence (AI)** Tools in completing assessment tasks.

Fusion recognises that students may use the internet and online resources to support their competency-based learning. However, the use of Artificial Intelligence (AI) tools (such as ChatGPT, Bard, or other automated content generators) to complete assessment tasks is strictly prohibited.

During their studies, students must always:

- Ensure that all assessment responses are their own work and not generated or completed using AI tools
- Acknowledge that using AI to produce or alter answers for assessment tasks is considered academic misconduct
- Use online tools and digital research platforms only to support learning, not to substitute for demonstration of personal knowledge or skill
- Understand that any unauthorised use of AI for assessments will be treated in the same way as **plagiarism or collusion**

Where AI-generated content is detected in assessments, the matter will be investigated and managed under Fusion's Academic Integrity Policy. Consequences may include formal warnings, the requirement to resubmit work, or exclusion from the course in serious or repeated cases. This action is to protect the integrity of all qualifications of the college and thus all students who graduate from their respective courses.

Any evidence of collusion or plagiarism may constitute academic misconduct and will be investigated and dealt with by Fusion through the following process:

1. A Fusion trainer will advise the student in writing of the identification of plagiarism or collusion
2. The student's assessment will not be marked, and no outcome will be taken on
3. A record of the circumstances and 'warning' will be retained on the student's file
4. The student will be given an opportunity to correct his/her work and resubmit for assessment

Should another instance of collusion or plagiarism occur, a Fusion trainer will notify the student, and another warning letter will be issued. The student will be given a second opportunity to correct the assessment and resubmit.

Should a third offence of collusion or plagiarism be identified, the student will be excluded from their course and be issued with a Statement of Attainment for completed units. No refunds of fees or credit of debt liability will be applicable.

Any student excluded from a course with Fusion will not be eligible to apply for re-enrolment.

Confidentiality

As an enrolled student of Fusion, you may be required to attend practical work experience placements as part of your studies. During these placements, you may access information that is confidential to that workplace. If this is the case, you must not divulge any information that you may become aware of as a result of a placement.

Learning Engagement

Fusion wants you to achieve the best outcomes in your studies.

At times you may have difficulty in keeping up with your learning activities, completing assignments or demonstrating competence in assessment activities.

There can be reasons for this which are sometimes beyond your control. Fusion assessors continuously monitor your engagement in the online learning system and will provide regular contact and support to ensure you have every opportunity to complete your studies.

However, you are also expected to ensure you make satisfactory progress in your studies.

If you are having difficulty maintaining acceptable progress, you must discuss the situation with a Fusion assessor as soon as possible. Students who have not accessed their course for 30 days will be flagged for early intervention and offered support before being considered at risk of abandonment. In certain circumstances, (e.g. if you are a carer, fall ill or have a disability), you may need to negotiate a reduced study load over a more extended period or make application to defer your studies for a period.

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

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

Course Completion Timeframes and Abandonment Policy

As part of our commitment to high-quality delivery and learner support, Fusion Business College monitors student engagement and progression to ensure timely course completion in line with the Standards for RTOs 2025.

To maintain the relevance and currency of training, students must complete their program within the following maximum timeframes:

- Certificate Programs (e.g. Cert III or Cert IV): 24 months from enrolment
- Occupational Licensing Programs (e.g. WA Dealer or Yard Manager, Queensland Sales License): 6 months from enrolment
- Short Courses (e.g. non-accredited or micro credentials): 3 months from enrolment

If a student fails to log in, submit assessments, or respond to trainer communications for a period of 90 consecutive days, they may be deemed to have abandoned their course.

Fusion will make reasonable efforts to re-engage the student through phone and email over a 14-day period. If no response is received, enrolment will be cancelled and recorded as Withdrawn – Inactive.

Students who wish to re-activate an abandoned course may apply in writing. Reactivation will be considered at Fusion's discretion and may incur a **\$255 reactivation fee**, subject to trainer availability and completion within the original maximum timeframes noted above.

Students are encouraged to stay in regular contact and notify Fusion as early as possible if they experience barriers to progression, so appropriate support and adjustments can be provided.

If you are identified as being at risk of not completing your course, Fusion will work with you to develop an Individual Support Plan. This may include flexible extensions, catch-up sessions with trainers, or referral to specialised support services. Intervention is designed to give you every opportunity to complete successfully.

Further Assistance and Feedback

Prior to the commencement of your course, you will be required to complete both a Language, Literacy and Numeracy (LLN) test and an Additional Support Survey. Your scores from both will indicate the level of extra support you will be provided. Support parameters are as follows:

Language, Literacy and Numeracy (LLN):

Score range	Description	Additional support parameters
13-14	Student demonstrates a strong understanding of and ability to interpret written language and numeracy. They should have no trouble reading and understanding all course content.	No additional support required.
9-12	Student demonstrates a reasonable understanding of and ability to interpret written language and numeracy. They may have trouble reading and understanding some course content.	Fusion will monitor student activity to assess needs.
5-8	Student demonstrates a poor understanding of and ability to interpret written language and numeracy. It is likely they will have trouble reading and understanding most course content.	Fusion will monitor student activity to access needs. Investigate the option of using a verbal assessment process.
0-4	Student demonstrates little to no understanding of or ability to interpret written language and numeracy. It is highly likely they will have trouble reading and understanding most course content.	Fusion will investigate the option of using a verbal assessment process. Refer to ESL program to improve LLN standard. If still not sufficient, may have to cancel course and issue full refund.

Additional Support Survey:

Score range	Description	Additional support parameters
0%	Student indicates they require no additional support	No support required
20-40%	Student indicates they require additional support in some areas.	Fusion will closely monitor student progress and reaffirm support access as required.
60-80%	Student indicates they require additional support in most areas.	Fusion will call at least once per week to check on support requirements. Assess individual requirements.
100%	Student indicates they require additional support in all areas.	Fusion will investigate alternative methods of delivery and assessment to accommodate student needs, including the establishment of a regular support plan.

If you have concerns about any aspect of Fusion's training or services or suggestions about improving our services, we would like to know about them.

You can contact Fusion by phone, email or contact us via the website.

If you have any questions or concerns about the matters covered in this Student Handbook, you should ask a Fusion staff member for assistance.

Recognition of Prior Learning (RPL)

RPL is available to all students on enrolment.

Students who consider they have and can demonstrate current skills and knowledge in the qualification or individual Units of Competency of their elected program - whether achieved through prior training (formal or informal) or through relevant work history or experience, may apply to have their knowledge and skills assessed through the RPL process.

Fusion's RPL process may vary depending on specific circumstances but will generally include:

- The provision of preliminary information about the RPL process to consider the student's suitability
- A conversation between a Fusion trainer and the student to discuss evidence requirements for individual units, make a preliminary assessment, review the RPL assessment tool(s) and advise the student accordingly
- The supply of evidence from the student demonstrating their capability (prior learning, work history, personal skills etc.) specifically related to the Units of Competency
Examples of evidence could include (but not limited to):
 - Licences or tickets
 - Resume/CV or detailed work history
 - Certificates (accredited, non-accredited, higher education degrees or training programs)
 - Performance appraisals
 - Indentures or trade papers
 - Statements of attendance/certificates (vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g., first aid, officials, surf lifesaving etc.)
 - Photographic evidence of work
 - Diaries/task sheets/job sheets/logbooks
 - Memberships of relevant professional associations
 - Hobbies/interests/special skills outside work
 - References/letters from previous employers/supervisors
 - Industry awards
 - Letters from employers, records of professional development
- An assessor review/verification of the evidence supplied against the Units of Competency
- A one-on-one where the student will have the opportunity to discuss and identify their previous experience with an assessor. The student may be required to answer industry questions to identify their current knowledge and may also need to undertake a practical skills test at the student's workplace (if appropriate) or at another suitable venue. This, again, is an opportunity for the student to demonstrate their level of competence and verify the skills that are required in the qualification

An assessor will then identify any further evidence needed (if necessary) and make a judgement of whether the student has been able to demonstrate their competence, ensuring that the rules of evidence have been met. The student will be advised accordingly and any necessary program adjustments, including gap training (if required) will be negotiated.

Please contact Fusion directly if you think you may have skills that can be recognised towards your qualification or for more information on the RPL process.

Please note: Full course fees are payable even in the instance you are granted RPL for some of or all units of competency in the course you wish to study. This reflects the integrity and intent of the process undertaken to complete the RPL. You will of course not be required to complete the study and assessment time for any unit that is granted as part of RPL and this will result in a significant time saving to you as a result.

Credit Transfers

Fusion recognises qualifications and/or Statements of Attainment issued by other RTOs.

Fusion defines Credit Transfer as the recognition of skills achieved through formal learning and assessment.

Credit Transfer allows a student to be awarded a Unit of Competency towards completion of a qualification, based on successful completion of the unit previously under another RTO.

To apply for Credit Transfer, a student is required to present their completed application form and Statement(s) of Attainment or qualification(s) for examination by a Fusion assessor to ensure satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO.

Credit Transfer Guidelines

The following guidelines are to be followed when an application for Credit Transfer is received:

- Whilst students may apply for Credit Transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student will not incur any fees for the Credit Transfer process if applicable and Fusion will not receive any funding when credit transfer is granted.
- Credit Transfer may only be awarded for whole Units of Competence. Where a mapping guide identifies a partial credit, this will not be considered for Credit Transfer and the applicant will be advised to seek RPL.
- Only copies of qualifications and Statements of Attainment verified by a Justice of the Peace will be used as the basis for granting Credit Transfer.
- Completed credit transfer applications will be signed by the student and a Fusion representative and retained on the student's file with accompanying documentation.
- Students will be notified in writing of the outcome of their application. All approved Credit Transfers will be recorded on the student's Training Plan.

Please note: Full course fees are payable even in the instance you are granted RPL for some of or all units of competency in the course you wish to study. This reflects the integrity and intent of the process undertaken to complete the RPL. You will of course not be required to complete the study and assessment time for any unit that is granted as part of RPL and this will result in a significant time saving to you as a result.

Student Support

Fusion is committed to ensuring that all students receive adequate learning support to reach their full potential and will always ensure:

- Learning and support needs of all students are assessed upon entry into a program
- All students are aware of how to access the services they require to successfully complete their training and assessment program
- Feedback is collected about Fusion's provision of support services and is systematically collated, analysed and used to improve training services

Needs Identification

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

- Information provided by the student on the enrolment forms and in discussion with course consultants
- Assessment of the formal Language, Literacy and Numeracy (LLN) skills
- Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process
- Developing an individual Training and Assessment Record and plan for each student during the initial stages of a qualification

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Mentoring from appropriately qualified trainers, including provision of phone and email contact details
- Tutorial support upon request from suitably qualified trainers
- Industry experience program assistance for those participating in courses that require practical experience
- Online support and learning activities
- Computer and technology support
- Referral to external support services, as necessary

Additional Support Services

Fusion recognises people learn differently and acknowledges that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues
- Language barriers
- Language, literacy and numeracy issues
- Employment issues
- Any other issues that may affect their ability to achieve their training goals

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

Where there is perceived difficulty in achieving learning goals, a Fusion trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

Complaints & Appeals

Fusion Business College is dedicated to delivering high-quality training and assessment services, maintaining continuous compliance with the VET Quality Framework, and fostering a culture of continuous improvement. Your feedback is invaluable in helping us achieve these objectives.

We regularly seek your input through formal surveys and informal conversations. Additionally, as part of our compliance obligations, we collect Learner Engagement feedback annually and report the outcomes to the national regulator. Your participation in this process is greatly appreciated and contributes significantly to our ongoing enhancement efforts.

Lodging a Complaint

If you encounter any issues or are dissatisfied with our training, assessment, or other services, we encourage you to raise your concerns promptly. Initially, please discuss the matter with a Fusion staff member.

If the issue remains unresolved or you prefer not to address it informally, you may submit a formal complaint through the following channels:

- **Email:** training@fusionbusinesscollege.com and info@fusionbusinesscollege.com
- **Letter:** Fusion Business College, PO Box 362 Victor Harbor SA 5211
- **Online Form:** via Student Portal, Vasto LMS

Upon receiving your formal complaint, Fusion will:

1. **Acknowledge Receipt:** Confirm receipt of your complaint within 5 business days.
2. **Investigate Thoroughly:** Conduct a comprehensive and impartial investigation into the issues raised.
3. **Respond Promptly:** Provide a written response detailing the outcome of the investigation and any actions taken within 20 business days.

All complaints will be handled with strict confidentiality and in accordance with principles of procedural fairness. We are committed to resolving issues in a timely and mutually satisfactory manner.

Appealing a Decision

If you wish to appeal a decision made by Fusion—such as an assessment outcome or the resolution of a complaint - you must lodge the appeal within 14 days of receiving the decision notification. The appeal process includes:

1. **Formal Submission:** Submit your appeal in writing via email, letter, or through our website.
2. **Opportunity to Present Your Case:** You will have the opportunity to formally present your case, either in person or through a written submission.
3. **Written Outcome Statement:** We will provide a written statement outlining the outcome of the appeal, including the reasons for the decision, within 20 business days.

Further Action

Fusion Business College is committed to ensuring that all complaints and appeals are managed transparently, fairly, and efficiently, in alignment with the revised Standards for RTOs. Your feedback and concerns are vital to our continuous improvement and dedication to providing quality education and training services.

If you remain dissatisfied with the outcome of your appeal, you may escalate the matter to the Australian Skills Quality Authority (ASQA). ASQA can be contacted through their website: <https://www.asqa.gov.au/> .

You may also request independent mediation through an external body such as the Australian Mediation Association, your State Fair Trading body, or the Ombudsman.

Certificates

Fusion will issue nationally recognised qualifications, according to the Australian Qualification Framework (AQF) requirements for vocational programs on its scope of registration.

After a student completes their program and has been assessed as competent for every unit required for the qualification, they will receive a testamur, a qualification document and a Statement of Results.

Testamurs are issued via Australia Post within 20 business days of you becoming eligible (that is, achieving all units necessary to meet the requirements of the training package qualification) and Statements of Attainment within 20 business days of course completion or advice that you are not intending to complete the full qualification.

If a student does not complete a full program but is assessed as competent in some units, they will be issued with a Statement of Attainment for the units in which they have achieved competence.

Fusion will only issue qualifications and Statements of Attainment that meet Australian Qualifications Framework (AQF) requirements. The Nationally Recognised Training (NRT) logo will only be used when all requirements of a unit or qualification have been fully achieved.

If a student requires additional copies of Certificates or Statements of Attainment, a \$60 administration fee will apply. Please allow 14 days for the processing of replacement Certificates and Statements of Attainment.

