

# Learner Handbook

2024 - 2025



empower learn succeed

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RTO Number 50354  
**FEC Learner Handbook**



In this handbook you'll find all the information you need on FEC: Who we are, where you can find us, how to contact us and what training and community programs we offer.

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Any information contained within this handbook is subject to change at any given time, without express notification by FEC



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## Our History

The Princess May Girl's school, a three story limestone building was opened on 26th July 1901 by HRH the Duchess of Cornwall and York. The school operated until 1956. It was then closed for 17 years, remaining vacant until it was refurbished to house FEC. the building is currently owned by the department of Planning & Infrastructure and vested in the Fremantle City Council who sub-lease it, at a peppercorn lease to FEC.

Housed since its inception in the beautiful Princess May building in central Fremantle, the Centre also provides its facilities for use by the community.

FEC was established by the Commonwealth Government in 1974 as a result of the Karmel Report (1973), which recommended the establishment of education Centre with the overall mission to improve quality of schooling and general training skills development for the broader community. Along with the FEC there were thirty six centres established nation-wide. FEC is now one of eleven remaining in operation and has often, over the years, been at the forefront of innovation in education.

Themes running through its history include education for non-English speaking people, non-traditional subjects for girls, peace education, life skills and personal development, literacy, learner-centred learning, alternative education for alienated youth, as well as professional development and support for educators and schools.

## Current

FEC has evolved to include new strategic directions, with an emphasis on nationally recognised training, employment services programs and international projects, including training seminars for international public servants.

## Mission Statement

To provide learning opportunities which support life-long learning for all in the community.

## Vision Statement

Meeting the future through life-long learning.

## Our business

FEC is a not for profit organisation returning all our resources to the community. The Centre helps organisations and individuals to focus on their future needs and aspirations.



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## FEC

Fremantle education Centre (FEC) is a registered training organisation (RTO) delivering a wide range of Certificate II, III and IV nationally recognised Vet Qualifications to schools across the Perth metropolitan area and in the Peel region. Our classes are well organised with highly skilled trainer and assessors. All classes are programmed to suit individual schools requirements.

FEC is situated close to all the public systems in the heart of Fremantle. Classes are/can be delivered in Mandurah when required.

FEC is always happy to look at any other programs that your school may be interested in.

FEC offers a competitive price for all Vet School Programs based on total numbers of learners in each program.

VETIS programs cover the required volume of hours through:

- Face to face lecturing one day a week
- Weekly school preparation and consolidation
- Preparation and off-site assignment work
- Workplace learning
- Additional holiday tuition

FEC would like to assist you with the planning of your Vet programs

## Training Information

### Nationally recognised / Short Courses

As a Registered training organisation, FEC offers a range of nationally recognised and non-recognised courses for those seeking further education. Skill specific courses can be developed to meet identified client needs.



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## Nationally Recognised Courses Include:

- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- BSB40120 Certificate IV in Business
- BSB50120 Diploma in Business (Fee For Service only)
- CHC30121 Certificate III Early Childhood Education and Care
- CHC30221 Certificate III in School Based Education Support
- CHC40221 Certificate IV in School Based Education and Support
- CHC50121 Diploma in Early Childhood Education and Care
- CHC32015 Certificate III in Community Services
- CHC42021 Certificate IV in Community Services

## Pathways:

FEC can advise and offer pathways from your studies including progression through to a Diploma program and upon completing your Certificate IV program a conditional letter of offer into Murdoch University into a cognate like undergraduate program. FEC staff will discuss your options throughout your course.

## Location of Training:

FEC does not enforce specific training locations. All training can be conducted either at the FEC or off premises in schools, workplaces or other venues. These conditions can be negotiated with the CEO.

FEC is committed to ensuring that you receive training that is of the highest standard and meets all current national and state training requirements.



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## Statement of Attainment:

If you do not complete all units of a nationally recognised course, you may still be awarded a Statement of attainment which will list the units of Competency you have successfully completed.

## National Recognition:

If you have already completed or partially completed units or courses with another registered training organisation that has been approved to deliver the course, FEC will recognise these.

Please forward your Certificate or Statement of attainment to FEC or bring to the first session as we need you to sign a permission form for us to verify your completed units with the institution you completed these at. If you have already achieved some of the units of competency we will design an individual program.

From the time you make contact with FEC we provide accurate and detailed information about the course you are interested in and take the time to ensure a successful pathway to your qualification. FEC creates a supportive environment for all participants. Trainer and assessors and staff are available to provide advice and assistance when required.

## Reissuing of Certificates and Statements of Attainment:

A fee will apply to the reissuing of a Certificate or Statement of attainment that has already been issued.





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## Welfare and Guidance:

All of our trainer and assessors are qualified and experienced trainers with current industry skills and knowledge who give all course participants support and advice, and provide some career counselling.

- Course participants who are unable to attend classes due to illness or work commitments are given support in catching up with course content and assessment.
- Course participants who fall behind because they are experiencing difficulties are given assistance to catch up. If you are finding difficulties attending sessions you will be offered a flexible pathway in learning and assessment. For further information on this please see the section on flexible learning and assessment procedures.

## Support Services:

The following organisations are services that FEC work with and can assist learners whenever required. For more information speak to your Trainer/Assessor.

- Casson Homes
- Cockburn, Melville, Fremantle Youth Network
- Job and Skills Centre
- YMCA
- Cockburn Youth Centre
- Department of Workforce and Training
- Down Syndrome WA
- Peel Multicultural Centre
- Work Skill
- Ready, Set, Connect
- St Pats
- Communicare Inc
- Maxx Employment
- Wongutha Peoples Education and Recreation Trust
- Ngaanyatjarra Services
- Murdoch University
- Child Australia
- Curtin University
- Private and Government Senior schools across WA
- Fremantle City Council
- WA Police
- Fremantle Community Outreach team
- DADDA
- Princess May Complex Community Meetings
- Hon Simone McGurk MLA
- Department of Community



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## Language, Literacy and Numeracy:

Beginning a new course may prove challenging, particularly if you have not studied or undertaken formal training for some time.

FEC is committed to providing support for all its clients.

Prior to the commencement of your course, you will undertake a Language, Literacy and Numeracy Assessment (LLN). This will NOT impact your eligibility for your course, it will simply assess if any additional assistance may be required to assist you to fully participate

If you begin to experience difficulties during the course please don't hesitate to let your trainer and assessor know. Whatever your difficulty, FEC will seek to provide support for you.

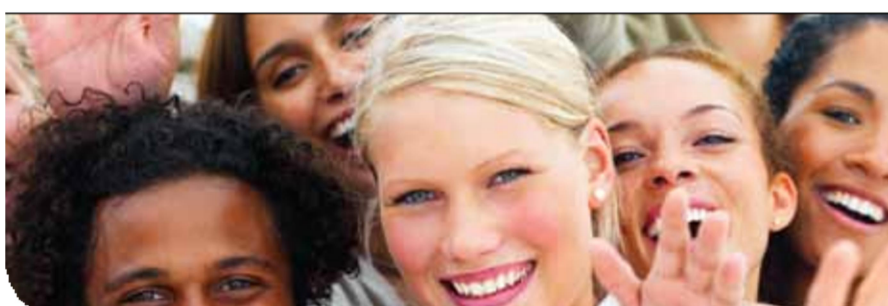
If you feel you need some additional support in the areas of literacy and numeracy, regardless of the outcome of your LLN assessment, FEC is more than happy to assist you further with access to support agencies and other methods to provide you with the support you need to complete your course.

All activities you undertake in learning are designed to provide you with assistance in the areas of literacy and numeracy. All assessments will not require more language, literacy and numeracy skills than are required to perform the competencies in the workplace.

## Client Feedback:

FEC is committed to providing quality training to all members of the community. To ensure that our programs are of the highest standard and continue to improve in meeting the needs of our clients we ask that a course evaluation sheet be completed at the end of the program. We also provide a Compliments and Concerns Form in each classroom with a confidential box to place these in located in Reception.

In line with the Australian Quality Training Framework, surveys will be sent to you and your employer (where applicable), upon completion of your training from FEC, and sometimes state and national regulatory bodies.





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## Referral:

If you find you are experiencing difficulties in completing your course please discuss the matter with your trainer and assessor. Where FEC cannot provide the required additional assistance in a given area of need, the CEO will contact support agencies for assistance with your studies and is also able to refer you to agencies in your area that can provide other assistance

## Access and Equity:

FEC ensures that all clients and participants are given every opportunity to achieve the outcomes of the course and enjoy a positive and dynamic learning environment.

The Centre has disabled access as well as disabled facilities.

If you feel that you require additional support to achieve the outcomes of the course please see the CEO who will discuss your concerns with you.

Wherever possible support will be provided. If FEC is unable to do so, the CEO may contact support agencies on your behalf. A list of suitable support services will be provided upon enrolment.

## Client Selection, Enrolment & Induction

### Course Selection:

All applications for courses offered by FEC are treated fairly and applicants are considered carefully. In selecting applicants for our courses we consider the following:



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## 1. The Prerequisites of the Course

A number of courses require an existing qualification. This information will be provided on course application.

## 2. Target Group

Some courses may be funded to meet the needs of a particular group. If so, this will have been clearly explained in advertising for the course and FEC will need to select participants on that basis.

## 3. Needs of Client

FEC will discuss with any prospective participant their needs to ensure they have chosen the appropriate course.

Where there are more applicants for course than places available selection will be competitive and may be based upon:

- Existing qualifications to ensure pre-requisites have been met.
- Interviews to determine the value of the course in terms of your workplace and/or career path.

## Enrolment:

Before beginning a course with FEC you will be asked to complete an enrolment form. The form will give us your personal details, will ensure you are enrolled in the program correctly and provide an accurate record.

You will be given a copy of the enrolment form. All personal information is confidential, and kept in a manner compliant with the relevant Privacy Legislation.



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## Learner USI Number:

It is a national requirement that all learners registering for vocational training *must* provide a USI number to FEC.

We cannot issue a certificate without provision of your unique learner number.

If you do not yet have a USI, you can register and obtain one at <http://usi.gov.au>

You will need to provide identification to secure your USID which may include:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international learners
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

## Pre Enrolment Day Induction:

At the first session you will receive a Training Course Schedule, details of the course including an introduction to the course structure, and assessments.

You will be given information about the training venue including safety and evacuation procedures.

During your first 4 weeks of the program you have the ability to change your course or withdraw from your course with a refund minus the administration fee of either \$300.00 (VET learners) or \$350.00 (fee for service).

## Flexible Learning and Assessment Procedures

FEC is committed to meeting the needs of its clients in achieving qualifications and quality outcomes in the programs it delivers.



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## Assessment:

FEC aims to provide holistic assessments and where applicable will assess participants in their workplaces.

If you are unsuccessful in achieving competency within the full enrolment period and assessment policy you can request assessment extensions, but please note that this may incur an additional fee of \$125 per unit or with VET learners the requirement to re-enrol and complete the unit to ensure you have the required knowledge.

FEC ensures that all Assessments conducted take into account:

### *Training and assessment Principles*

FEC will ensure that all assessment meet the principles of assessment as shown in the table below (Taken from the Standards for RTOs 2015).

### *Rules of Evidence*

Collection of evidence of work undertaken for assessment purposes will be gathered to reach a decision of competency. FEC will ensure that this process follows the rules of evidence shown in the table below (Taken from the Standards for RTOs 2015).

### *Mode of delivery*

FEC primarily offers face to face learning in a classroom environment.

Online learning is also provided with virtual classroom training when circumstances do not allow for face-to-face delivery

Flexible learning (Flexi) is also available – where a learner may wish to work at self-paced progression through the training and assessment material with occasional face to face or online trainer and assessor support.

### *Training and assessment resources*

When a learner enrolls at FEC and have completed all the required pre course processes (signed the enrolment form, learner training agreement, privacy notice, academic integrity policy, completed the LLN assessment and an agreement for method of payment of fees has been agreed), they will be given access to 'Cloud Assess', the online Learning management system used by FEC to provide digital training and assessment material.

Learner may be offered the training and assessment materials in paper (hard copy) – see reasonable adjustment



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### *Equipment and Facilities*

In all face-to-face classes FEC will provide Wi-Fi access for all learners.

Air printers are available if the learner is required to produce hard copy documents as part of their assessment requirements.

### *Trainer and Assessor requirements*

The CEO ensures that all trainer and assessors are fully qualified in current industry related qualifications with sufficient work experience, as well as a current TAE - Training and assessment qualification - Cert IV in Training and assessment TAE40116 or higher, (see item 2 of schedule 1 in SRTOs 2015).

### *Reasonable Adjustment*

Learners will undertake a language, literacy and numeracy assessment before the course commences, this will provide the trainer and assessor with information regarding any additional support that may be required by the learner.

## **How we arrange a Flexible Pathway:**

To undertake the flexible program you will need to follow the normal enrolment procedures. On the enrolment form you can identify if you wish to study flexibly rather than attending workshop.

Having chosen to undertake a flexible pathway we will arrange an interview with a trainer and assessor, either over the telephone or in person, to develop a flexible plan. You will be given a copy of the signed plan.

All participants enrolled in a nationally recognised course with FEC are entitled to apply to have their skills and abilities recognised through what is known as Recognition of Prior Learning (RPL).

## **Recognition of Prior Learning**

### **What is RPL?:**

A formal process where you are assessed to determine whether you already have the competencies of the qualification, or units of competence.

You may have acquired those competencies through a variety of means including formal and informal training, work experience, or community experience including voluntary work and life experience.



## How do I Prove I Have the Competencies?:

You will need to prove you have the competencies for all or part of the qualification you are enrolled in. There are a number of ways you can provide evidence including examples of your work (reports you have written), job descriptions and contracts, letters from employers, and certificates of recognised and non-recognised training.

Before you undertake Recognition of Prior Learning, it is important that you understand the competencies of the course and read carefully the RPL information sheet.

## Who can Apply:

Anyone enrolled in recognised training with FEC can apply for RPL providing you have the 'current' industry competency background. You can apply for recognition for all or only a number of units of competency

## How do I Apply?:

If you wish to apply for recognition of Prior Learning at FEC you will need to do the following:

- Advise FEC that you wish to apply
- Read the RPL Information Sheet
- Complete the RPL application form and return to FEC.





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## How will my application be Processed?:

Your completed workbook and evidence needs to be given to FEC. Please make sure that copies of evidence, not originals are attached. You may bring originals along for sighting.

A qualified assessor will be given your application. If the assessor requires more information you will be contacted, however it is helpful to select your evidence carefully as this may delay the time it takes to process your application.

If, after this, more evidence is required, then the assessor will arrange an interview with you.

The assessor may also arrange for you to have a challenge test, where you will be given an activity or assessment, to demonstrate your skills and knowledge. The assessor may also seek your permission to contact a qualified third party for whom you have worked for more information about your skills and experience.

You will be advised in writing on the success of your application.

If you have not been successful for all, or part of the course, you will be given the opportunity to complete the program and undertake all relevant assessments.

## Participants Guidelines

As a client of FEC you are entitled to a learning environment that is free from discrimination, threat and any unacceptable disruptions to your learning.

The trainer and assessors at FEC are committed to creating a supportive, positive and cooperative environment and ask you to abide by the following guidelines whilst undertaking sessions with the Centre or during assessments in the workplace.

- All clients are to be treated with respect and clients are asked to refrain from any comments that may discriminate against others on the grounds of race, gender, religion, sexual preference, age, marital status, family status and impairment.
- Harassment in any form is not acceptable.
- Clients are asked to consider the feelings of others and refrain from using language that may offend.
- Any threatening behaviour - verbal or physical will not be tolerated.
- The property of all clients, staff and FEC is to be left secure.



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## Dress Code:

All learners are asked to dress smart and comfortable when attending classes. Please do not wear any items of clothing that display words or graphics that may be offensive to others.

- No shoes without a strap around the ankle (no thongs or slides)
- No low cut or backless tops
- No short shorts, skirts or dresses
- No offensive pictures or language on their clothes
- Dress attire is to be the same as if you are in a work place

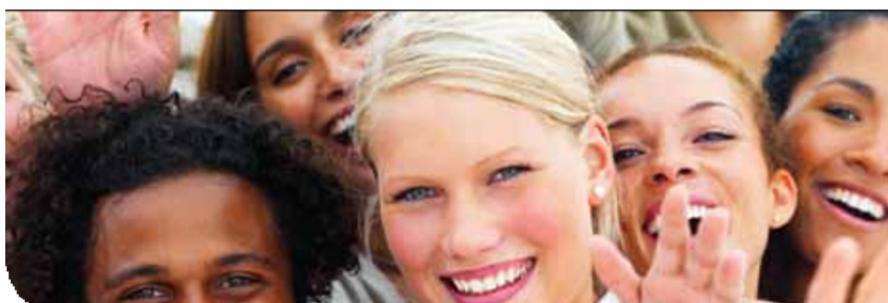
## Assignment Presentation Standard:

Clients are asked to ensure that all assessments are authentic and original. Each submission must be accompanied by a signed affirmation of the originality and ownership by the learner of all work. Where the work is not being completed online, a copy of all assignments must be kept by the participant.

All materials/equipment borrowed by FEC are returned. All equipment must be treated with care and in the interests of others all safety instructions must be followed.

If, as a client you do not abide by the guidelines of FEC the following procedures will be followed:

- FEC emphasises cooperation and if there is a breach of the participant guidelines, staff will ensure that the matter is dealt with sensitively and confidently.
- Initially staff will discuss the matter with party/ies to identify the nature of the problem and discuss future strategies.
- Clients whose behaviour threatens others or disrupts unacceptably the learning of others will be asked to absent themselves from the session.
- Clients who continue to threaten the well-being of others will be asked to exclude themselves from training sessions until a resolution is reached between FEC and the client. The CEO will oversee this process
- As FEC has a Duty of Care to all clients and staff any illegal behaviour will be reported to the police.



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## Client Qualification Register Requirement:

Please note that under our Registered Training Organisation requirements it is compulsory that FEC provides all client details for learners who have obtained a Statement of Attainment or a Qualification to the National Centre Vocational Education Research (NCVER) annually.

## Appeals and Complaints Procedures

### Appeals:

If you are unhappy with any aspect of your assessment you are entitled to appeal that decision. You will have received information regarding assessment at the beginning of the course and it is essential that this information is read carefully. If you have concerns about assessment please see your trainer and assessor or CEO before assessments begin.

If you decide to lodge an appeal you will need to use the following process:

- See your trainer and assessor or the CEO for an appeal form which needs to be completed and returned to the CEO.
- If the outcome of the appeal is to recommend a re-assessment you will be notified of a time and place for this.
- You will be advised in writing of the outcome of the appeal.
- If a satisfactory outcome of the appeal is not reached you are entitled to have your appeal heard by an outside body, details are available from the CEO

**NOTE:** All policies and procedures of FEC are available for you to read. Please see the CEO for a copy of the Policy and Procedure Manual which may be read in the Centre.



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## Complaints:

If you wish to make a complaint about any aspect of the service provided by FEC you will be treated fairly and your complaint will be treated confidentially.

FEC's complaint process consists of:

- Your first step is to approach a staff member, to discuss the nature of the problem, who will try to resolve the problem.
- If the problem cannot be resolved you will then be given an interview with a senior member of staff to assist you in resolving the complaint.
- If a resolution cannot be reached with FEC then an outside body will be asked to resolve the matter. Details are available from the CEO.
- You may choose to have your complaint referred directly to the CEO.

## Fees

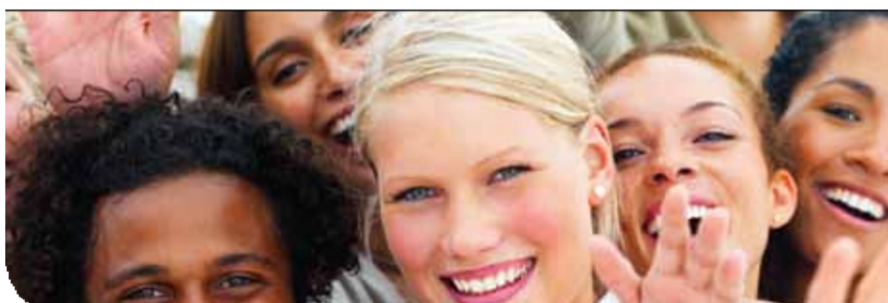
Fees vary from course to course. The fees that relate to your particular course are in your enrolment form.

Please **DO NOT SIGN YOUR ENROLMENT FORM UNTIL YOU ARE CLEAR AND SATISFIED WITH THE FEE STRUCTURE FOR YOUR COURSE.**

A deposit must be paid in full at the time of course commencement. An interest-free payment plan can be arranged if required for the remainder.

## Protection of Fees:

FEC will not take payment of more than \$1,0000 until you have been attending your course for two or more weeks.



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## Refunds

Full refunds will be provided where FEC has cancelled a course or rescheduled a course that no longer suits a participant.

The full refund occurs if the course is cancelled prior to commencement, terminated early or if FEC does not provide the agreed services.

Fees, services and course duration are detailed on the course enrolment form.

Learner refunds prior to course commencement are available until 5pm on the day enrolment for the course closes.

- All requests for a refund must be in writing.
- The \$300.00 or \$350.00 deposit will be deducted from the refund.

After a course has commenced and the participant wishes to withdraw the request for a refund must be made in writing.

- The refund will be calculated based on the course content completed and any associated fees.
- Details of the calculation will be provided along with the refund.
- The \$300.00 or \$350.00 deposit will be deducted from the refund.
- There will be no refund after week 4 of a course commencing.

If you do not keep up with your payment plan and are behind by more than six weeks with no other arrangement being made, then entry into the course may be refused until your payments are up to date.



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## Testimonials

Thank you again. Both you and FEC in general are such a pleasure to deal with.

Jodie Mellor Head of Careers S  
St Hilda's Anglican School for Girls

We have been able to offer our year 12 learners a variety of Certificate IV in courses as part of their twelve years of schooling.

We have found the provision of this opportunity an enormous benefit for our girls who have then pursued diplomas or university bridging courses. Some have been accepted into bachelor degree courses at

Curtin and Edith Cowan universities.

We have found the provision of this service to be excellent in terms of teaching quality, facilities, success rate and learner satisfaction. The feedback from the learners is invariably positive and this is largely due to the organisation and facilitation of Fremantle Education Centre.

Our experience with this organisation is that they are professional, keep abreast of current VET developments and that it is a well-run unit with excellent communication between provider and educational institution.

Kind regards  
MISS Kathleen O'Shea  
Iona Presentation College

I love working with FEC – you're all wonderful

Joel Woods Engagement & Transitions Manager  
South Metropolitan Education Region





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## LETTER OF ACKNOWLEDGMENT

My wife, and I, are pleased extent our sincere gratitude to you and others officials for granting permission and giving us an opportunity to complete Certificate IV in Education Support Program at your worthy institute. We are glad to mention that we received the certificates.

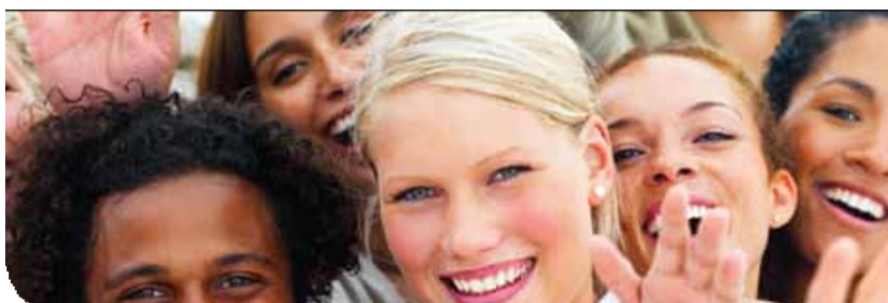
Actually, we were really glad about the facilities and the service rendered by you all and enjoyed a wonderful period. The continuous support and strength given by the senior trainer and assessor and mentor our dear trainer and assessor and the wonderful staff members are highly appreciated.

May FEC have strength to serve the nation for years to come! Thanking you  
Best regards Sudath/ Nayana

I am the Auslan Interpreter working within the CIV Education Support Course. I thought I would send you a quick email to let you know how happy and impressed I have been working with the Trainer and assessor. Some examples of support and providing inclusivity are noted below:

Week 1 - explained to the class about additional support in the classroom setting and what it 'looks like'. When I am working, the teachers (always) use me and the learner I am working with as the example. This is horrific for the learner as they already feel 'different' and now that difference has been spotlighted. Chris used many examples of support and never mentioned me or the learner - it was refreshing, and I have thanked her for that. Week 2 - the learner was unwell and could not attend FEC. The trainer and assessor went out of her way to provide me with all the necessary information the learner would require to continue working independently and not be left behind. Week 3 - As the learner is Deaf she is unable to watch the interpreter and write notes. The Trainer and assessor has changed her classroom strategy to writing more notes on the board, so our learner can read what she has missed. Providing this type of visual access is a great strategy for all learners I have provided this feedback as I believe its lovely to hear positives about staff and colleagues.

Regards, Clair Auslan Interpreter - NAATI 16900  
Shenton College Deaf Education Centre



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Our school VET Coordinator and dean of Curriculum have found FEC to be a professionally run adult learning environment. Our year 12 learners report that the trainer and assessors at FEC are high standard, caring and supportive.

I can highly recommend FEC as a great registered training organisation. We will continue to work in a collaborative partnership with FEC in the future.

Yours sincerely  
Robyn Ekberg  
Aquinas College

Thanks for all your help this year, it has been great to work with you and your team. You guys are very professional and the support the trainer and assessors give to the learners is exceptional.

Thanks again for the Certificate II in Customer Engagement learners that you helped us with – they met WACE because of the qualification that you offered to us – this was much appreciated!

Lee Pyke  
Willeton Senior High School

Thank you for your support of the Santa learners this year. You all worked so hard to ensure completion and it was a pleasure to work with such an efficient and caring team.

MaryAnne Hughes  
Santa Maria College



## Parking

FEC is located at the corner of Parry and Cantonment streets in Fremantle.

FEC does not provide parking.

Paid parking is available in the streets and long term cheaper parking is available in the off street parking area near Munchies.



Accessibility parking bays are provided in the car park between the FEC building and Clancy's Fish Pub.



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## Contact Details

FEC is open weekdays from 7.00am to 3.00pm

**Street location:** Fremantle Education Centre  
Princess May Building  
Corner Cantonment & Parry Streets Fremantle WA 6160

**Postal address:** PO Box 452, Fremantle, WA, 6959

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