

# STUDENT HANDBOOK

*Thank you for choosing FMA*

**LEARN**



Version: 03  
Date: 27/04/2016

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## COMPANY INFORMATION

### Introduction

This handbook provides you with information about Fluid Maintenance Australia (FMA) and the policies and procedures relevant to your learning experience with us.

### About Us

FMA was established in 2011 specialising in Hydraulic Hose Fitting. The company has since begun specialising in Fire Suppression and was registered as a National training provider in 2015 for Fire Suppression and Fire Extinguisher Services.

### Commitment

FMA is committed to providing quality training and assessment services to all its students by;

- Ensuring quality of the training and assessment is inline with the AQF Standards;
- Ensuring that the issuance of the AQF certification documentation is inline with the AQF Standards;
- Providing training and assessment services that meet the industry needs;
- Ensuring quality trainers and assessors are in place to provide the best learning opportunity;
- To ensure that the training provided is flexible and meets the needs of its students;
- To ensure course details are clear for students;
- To ensure that all training is continually monitored and improved upon;
- To ensure a healthy and effective learning environment at all times.

### Organisational Structure

Below is the structure for FMA's Training Management Group



## STUDENT INFORMATION

### Enrolment

To enrol in a course at FMA you must first complete the Student Enrolment Form with your personnel details, your language and cultural diversity, any disabilities, schooling and employment details. Enrolment forms must be received no later than 24 hours prior to the course commencement.

Upon acceptance of your enrolment to the course, you will be sent a confirmation email confirming your enrolment into the course.

### Cancellations & Refunds

FMA reserves the right to cancel a course if insufficient enrolments are received prior to course commencement or due to any other unforeseen circumstances. Students already booked into this course will be notified as soon as possible.

If a course is cancelled by FMA, a full refund of all monies paid by the student will be made within seven (7) days. If during your training, due to unforeseen circumstances the course facilitated by FMA cannot be continued, candidates at no extra training expense will be provided training at a later date agreed on by both parties.

For cancellations, FMA requires 48 hours notice prior to the course commencement date. There is no refund of money for courses not attended where FMA has not been advised or is within the 48 hour period.

If you wish to cancel, you must submit the Training Cancellation form to FMA with your details. In unforeseen circumstances where more than 48 hours notice is not possible, contact FMA for discussion.

There is no refund for recognition of prior learning assessments after the assessment has taken place.

### Recognition of Prior Learning (RPL)

Students who may consider that they have in place the competencies in the courses offered by FMA, may seek recognition through the Recognition of Prior Learning (RPL) Procedures.

RPL is determined on an individual basis and is based on the skills and knowledge obtained by the student through previous training, work experience and or life experience.

Students wishing to apply for RPL should refer to the Recognition of Prior Learning (RPL) Student Guide which provides further information on the procedure to apply.

### Student Support Services

FMA understands that there may be times when personal issues may affect your ability to undertake your training. FMA has identified a number of support mechanisms for students who may have special needs or require support or assistance to undertake or complete their learning. Details of these mechanisms are outlined in the Recognition of Learner Needs Reasonable Adjustment Policy and Procedure.

FMA makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not comprise the requirements of the relevant Training Package and the integrity, equity and fairness of the assessment.

Students have the opportunity to advise FMA if they have any physical or other impairment (eg English language, literacy or numeracy difficulties) which may adversely affect their ability to successfully undertake training and assessment prior to enrolment via the Student Enrolment Form. FMA will assess the potential for the student to complete the training successfully and make any suitable adjustments that may be needed.

### **Fees**

For up-to-date details of FMA's course fees, please refer to the Training Fee Schedule found on the FMA Website.

### **Student Code of Conduct**

Expected student conduct is outlined in FMA's Student Code of Conduct Policy. All students are expected to follow this code of conduct to ensure no disruption to other students or trainers.

Students are expected to be regular and punctual in attendance at all classes. In the case of illness or of absence for some other unavoidable cause, students must contact FMA as soon as possible.

All mobile phones must be turned off during the training course. In an emergency where you need to be contacted, please advise the trainer to make suitable arrangements.

Respect for other students and trainers are expected at all times, students are expected to behave in a professional manner at all times.

In keeping inline with Equal Opportunity and Discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a persons culture, disability, age, gender, sexuality or religion.

Harassment, bullying and intimidation of staff or fellow students will not be tolerated.

Under the Occupational Safety and Health legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

Should you be involved in an incident whilst training at FMA, you must notify your trainer immediately.

If you have a personal health condition that may become critical whilst attending training, you must inform FMA before commencing the course. All information will be treated confidentially and is only needed in case of emergency situations.

### **Dress**

- Neat, comfortable clothing is considered appropriate
- Enclosed footwear must be worn

## COURSE INFORMATION

### Trainers & Assessors

All trainers and assessors are qualified in training and assessment and are experts in the field of Fire Suppression.

### Course & Assessment Information

FMA ensures that all course materials are appropriate to the methods of delivery and assessment as required by legislation.

FMA is committed to a policy of openness regarding exchange of information in matters involving the assessment of students. All assessments are regularly moderated by the Training Management Group to ensure that they are accurate, consistent and fair.

Assessments are marked promptly and returned to students as soon as possible with the mark and where appropriate any further comments or feedback.

FMA has policies and procedures in place for dealing with possible assessment plagiarism. All assessments must be the students own work, copying from a published work will not be accepted unless where referenced appropriately.

FMA ensures that all assessments conducted meet the following principles of assessment which is outlined in the Training & Assessment Policy;

- Reliable;
- Flexible;
- Fair;
- Valid

FMA will ensure that all evidence provided by students, as proof of their competency, meets the following rules of evidence;

- Valid;
- Authentic;
- Consistent;
- Sufficient;
- Current

## Course Outcomes & Pathways

The following information provides students with a brief overview of what they can reasonably expect to achieve on successful completion of the Units of Competency that FMA delivers as a registered training organisation. It also demonstrates further pathways of education for each unit and the courses / qualifications these units of competencies contribute towards.

### **CPPFES2020A Conduct routine inspection and testing of fire extinguishers and fire blankets**

#### Outcomes;

- Apply rules and regulations to service operations.
- Inspect and test fire extinguishers.
- Inspect fire blankets.
- Finalise servicing operations.

#### Career and Education Pathways;

Learners that have completed this unit of competency can further their education by completing further units of competence and gain a Certificate II in Fire Protection Inspection and Testing. The natural progression would then lead to further study, possibly in

- Certificate III in Fire Protection Inspection and Testing
- Certificate III in Fire Protection

Learners could reasonably expect to gain entry level employment as a portable fire equipment technician or perform routine inspections of portable fire equipment as part of their current employment

### **CPPFES2027A – Inspect test and maintain non-gaseous pre-engineered fire suppression systems**

#### Outcomes

- Prepare for inspection, testing and maintenance.
- Interpret legislative and industry requirements, confirm and apply to organisational requirements.
- Check non-gaseous pre-engineered fire-suppression systems for compliance with legislative and industry requirements, take action according to organisational requirements.
- Prepare for inspection, testing and maintenance work according to organisational requirements.
- Inspect and survey installed non-gaseous pre-engineered fire-suppression systems.
- Maintain and repair an installed non-gaseous pre-engineered fire-suppression system.
- Maintain systems according to requirements of relevant maintenance schedule, customer requirements, Australian standard and manufacturers' documentation.

#### Career and Education Pathways

Learners that have completed this unit of competency can further their education by completing further units of competence and gain a Certificate II in Fire Protection Inspection and Testing. The natural progression would then lead to further study, possibly in

- Certificate III in Fire Protection Inspection and Testing
- Certificate III in Fire Protection

Learners could reasonably expect to gain entry level employment as a fire suppression technician or perform routine inspections of fire suppression systems as part of their current employment

## STUDENT POLICIES

### Access & Equity Policy

FMA is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, indigenous Australians and rural and remote learners.

FMA ensures that all students are offered a learning environment that is fair and equitable and free from bias.

### Complaints & Appeals

All students have the right to express a concern or problem that they may be experiencing whilst training at FMA. Wherever possible complaints will be resolved by a process of discussion, cooperation and where appropriate, mediation, as soon as possible after an incident or situation has occurred. Complaints will be acknowledged and handled promptly and treated sensitively. Refer to the Complaints & Appeals Procedure on how to make a complaint or appeal with FMA.

FMA encourages all complaints whether related to Academic situations of discrimination to be reported immediately via the Complaints & Appeals Procedure. In all instances please consult your trainer as a first step if you have an issue that needs resolving. For more information please check our Complaints and Appeals Procedure on our website, [www.fma.net.au](http://www.fma.net.au)

### Student Records Policy

Student Record information is detailed in the Privacy of Student Records Policy. FMA will collect and hold personal information relating to the student regarding its application, enrolment, academic details and final markings. Information will be held in paper and electronic files. FMA will take all reasonable steps to ensure the information collected is stored securely.

You can obtain access to your student record by lodging a written request with FMA.

If during your course of study, you change your personal details, you are required to notify FMA as soon as possible.

### Student Privacy Policy

FMA is bound by the Privacy Act and will at all times respect the rights of student privacy within the bounds of the Student Privacy Policy.

Feedback surveys are provided to all students after each course to assist in improving the overall quality of the services and training. The survey is treated confidentially.



## Harassment

FMA will ensure that the training environment is free of harassment, vilification or bullying actions and behaviour by;

- Ensuring all employees and students understand that these types of actions and behaviour will not be tolerated
- Upon notification of any breaches to the policy, act immediately to rectify the situation

## Legislation Overview

FMA is committed to ensuring all legal considerations are taken into account for all of its students and staff that may impact on all training programmes. All legislation directly related to the course is outlined in the course training materials.

FMA is committed to meeting the following legal considerations;

- The Vocational Education and Training Act 1996
- The Copyright Act 1968
- The Privacy Act 1988
- The Occupational Health & Safety Act WA 1984
- The Equal Opportunity Act 1984 (WA)
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights and Equal Opportunity Legislation Amendment Act 1992
- Sex Discrimination Act and other legislation Act 1992
- Sex Discrimination Act, 1984
- Racial Discrimination Act, 1975
- Disability Discrimination Act, 1992

## Contact Us

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### Opening Hours

Monday to Friday 8.00am to 4.30pm