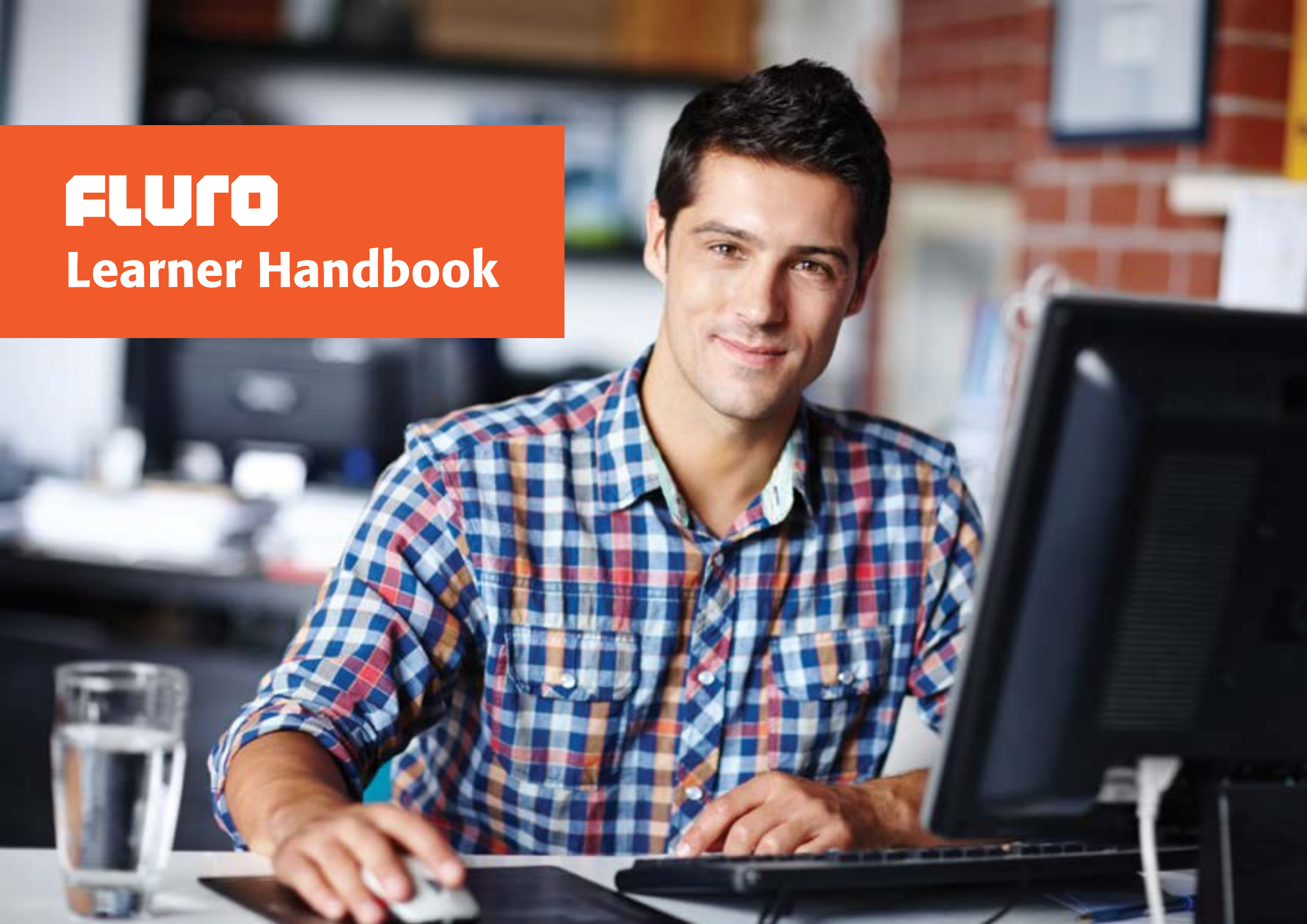


FLUFO

Learner Handbook





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WELCOME

Congratulations on deciding to learn with Fluro.

By choosing to learn with us, you are choosing a quality Australian Registered Training Organisation who takes pride in delivering the best possible online learning resources and services.

This Learner Handbook contains important information that will assist you to progress smoothly through your course.

SUPPORT

You can contact us during office hours (Australian Western Standard Time) either by:

helpdesk@fluro.com.au

Telephone: +61 8 9320 3777



ACCOUNT / PROFILE

When registering as a learner and/or enrolling in a course it is essential that you provide personal information that is truthful, complete, and correct.

You must not allow any other person to use your login details. So, please ensure that you protect your user name and password from unauthorised use.

After enrolling in a course, you have 30 days to complete the course. After which time your account is de-activated. All information and training records associated with your account is retained should you wish to re-activate your account.

In the event that you are unable to complete a course within the specified time frame, simply request an extension.

ASSESSMENTS

Assessments are an essential way in which to confirm learning.

In our nationally accredited and non-accredited courses, there is an assessment at the end of each topic.

Fluro uses a range of questions to ensure variety and engagement. The assessment questions have been designed to meet the required skills and knowledge, and to assess your understanding of the course content.

Learners are required to successfully complete all assessment components of the course, to proceed to certification.

When completing your assessments it is essential that you do not copy any other persons work or answers and you must not seek assistance in answering assessment questions, other than with a Fluro Assessor.

ASSESSMENT ATTEMPTS

You have a limited number of attempts to answer each question correctly, before your assessment is locked. So please, carefully review course content and read each assessment question thoroughly before responding.

If you answer 2 consecutive questions incorrectly, you will be directed back to the relevant content for further review and learning.

When returning to the topic question, if you answer the next 2 consecutive questions incorrectly your assessment will be temporarily locked.

To unlock your assessment please call the Fluro Help Desk. You will be required to complete a verbal assessment question with a Fluro Assessor. If you answer the question correctly you will be given an unlock code to continue with your online assessment.

Whilst we endeavor to support you where possible, you are encouraged to carefully review content and read assessment questions very carefully before responding.





IDENTITY AUTHENTICATION

You will be required to complete your Identity Authentication before we can issue you with your Statement of Attainment or Certificate of Completion.

Learner Confirmation of Identity

- At the completion of your course you are required to complete a Learner Authentication Confirmation, and must have access to photo identification such as a passport or drivers license.

Assurance Audits

- Fluro conducts assurance audits of participants completing nationally recognised courses. When selected for an audit, you will required to answer a few questions about the course you completed.

Unique Learner Identifier

- You are required to provide your USI number when enrolling in a Fluro course.
- USI is your Unique Student Identifier, and was introduced to Australia in 2015.
- For further details on obtaining a USI, please see our Learners pages.

Once you have successfully completed all assessments in your course and completed the identity authentication.

- Email an electronic copy of a Learners Statement of Attainment within two working days; and
- Post the original copy of the Statement of Attainment within seven working days.
- Students' receipt of their Statement of Attainment is dependent upon postage delivery times.



CERTIFICATION

Nationally Accredited Courses:

Upon successful completion of all assessments and authentication, Fluro will:

- Email an electronic copy of your Statement of Attainment within two working days; and
- Post the original copy of the Statement of Attainment within seven working days.

Please note that receipt of your Statement of Attainment is dependent upon postage delivery times.

Other short courses

Upon successful completion of:

- All assessments; and
- Authentication

An electronic copy of your Statement of Attainment/Certificate of Completion will be emailed to you within two working days, and the original copy of your Statement of Attainment/Certificate of Completion will be mailed to you within seven working days.

Please note that receipt of your Statement of Attainment is dependent upon postage delivery times.



ACCESS & EQUITY

Fluro treats all learners in a fair, ethical and reasonable manner and is committed to ensuring that access to our training and assessment is available to everyone regardless of gender, age, race, socioeconomic or cultural background, religious affiliation, sexual preference, disability, or ethnic origin.

We do not tolerate: discrimination, sexual harassment, bullying, or unethical conduct.

Prior to enrolment please advise us of any issue that may create barriers to your ability to study effectively.

If you require special support such as language, literacy and numeracy or other special learning assistance further details are available in the section on Special Learning Needs.

CONTINUOUS FEEDBACK

Your feedback is really valuable to us, so please take the time to complete our short feedback survey (4 questions) after you have finished your course. You will be asked to provide feedback about your experience with our course and the service you have received.

Of course we encourage you to contact us at any time if you are not satisfied with any aspect of the services provided by Fluro, or if you wish to just say thanks.

APPEALS

If you wish to lodge an appeal an assessment result, please email the details of your appeal to helpdesk@fluro.com.au.

Appeals are dealt with as soon as possible in order to resolve the issue quickly.

PRIVACY

All personal information that we collect is handled in accordance with the Privacy Act 1988.

We reserves the right to disclose information where appropriate, to relevant persons and organisations to meet our requirements and commitments as a Registered Training Organisation.



FEES, CANCELLATIONS, SUSPENSIONS & REFUNDS

Details of fee's associated with our courses are provided on the Fluro website, prior to enrolment.

Fluro reserves the right to provide refunds of payments. All refunds will be directed to the credit card that was used to make the payment.

If a learner is unable to finish their coursework due to a situation that Fluro is responsible for, such as a server failure or irreversible loss of data, Fluro will offer full reimbursement of all fees paid to Fluro relating to the course they are enrolled in and were unable to complete.

If a learner is unable to finish their coursework due to a situation out of their control, Fluro will consider refunding the learner's course fees on compassionate grounds. All applications for such refunds are to be made in writing to helpdesk@fluro.com.au

Fluro reserves the right to suspend and/or cancel access to a course and/or service if a learner is found to be in breach of our Terms and Conditions.



RECOGNITION OF QUALIFICATIONS

Under the Australian Qualifications Framework (AQF), Fluro recognises and accepts AQF Qualifications or Statements of Attainment issued by any other RTO.

COURSE AVAILABILITY

Fluro makes every reasonable effort to ensure availability to our on-line courses. However, for maintenance and unforeseen circumstances, scheduled and unscheduled systems outages may occur.

Fluro does not accept liability that may arise as a result of such outages.

If you are experiencing any issues regarding access or availability, please contact us at helpdesk@fluro.com.au

LANGUAGE, LITERACY, & NUMERACY

Learners are required to have a good level of reading and writing English as they will need to read course materials and complete written assessment answers.

Fluro's Language, Literacy & Numeracy self-test can assist learners to determine if they have the required level of language, literacy and numeracy skills before enrolling in one of our courses.

Participants with English difficulties are encouraged to contact the **Reading Writing Hotline - 1300 655 506** which provides access to further information and direction including information about the nearest LLN provider.

Furthermore, eligible migrants from the skilled, family and humanitarian visa streams may be able to access up to 510 hours of free English language tuition from the Adult Migrant English Language Program (AMEP) to help them learn basic English to assist with their settlement in Australia. www.immi.gov.au/amep