VETIS STUDENT INFORMATION HANDBOOK

TERMS AND CONDITIONS INCLUDED

Foundation Education

unlock your potential

Contents

Introduction

Foundation Education is a registered training organisation (RTO Code: 22557). Foundation Education is regulated by the Australian Skills Quality Authority (ASQA). Foundation Education complies with the ASQA Outcome Standards for NVR Registered Training Organisations 2025, at all times.

Foundation Education reserve the right to make changes and updates to the Terms and Conditions as outlined in this Student Handbook at any time and without prior notification to implementation; changes made affect any and all students including past, current and prospective. The latest information is posted herein.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our policies and procedures meet the requirements and stipulations of all Commonwealth, State, and/or Territory Legislation relevant to our scope of operation. Foundation Education is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

- Client information
- Confidentiality
- Privacy
- Complaints, appeals and grievances
- Training standards
- Access and equity

This handbook outlines the Terms and Conditions of your enrolment, including your rights and responsibilities, and our obligations to you. It is a condition of your enrolment that you carefully read the Terms and Conditions within this Handbook. You must agree to having read, understood, and accepted the information upon enrolment and adhere to the Terms and Conditions throughout. Your choice and decision to proceed with your enrolment with Foundation Education will serve as a confirmation of your having read, understood, and accepted to the contents of this Handbook and other related policies, procedures and documentation as included below.

Terms and Conditions

Course Support for Online Delivery

Where your course is being delivered through our online delivery program, your school has entered a formal agreement to provide education and support services to you on behalf of Foundation Education. Your school VET Coordinator will be the main contact for when you need general assistance and support with your training and studies. Foundation Education will still be available to both you and your VET Coordinator should further, or additional assistance and support services be required. Foundation Education can be contacted via email, over the phone or online through our live chat functionality. It is the responsibility of both you and your VET Coordinator to contact Foundation Education should further support be required.

Course Support for Auspice Delivery

Where your course is being delivered through our auspice delivery program, your school has entered a formal agreement to provide education and support services to you and deliver the training and assessment on behalf of Foundation Education. Your school's Trainers and Assessors and VET Coordinator will be your contacts when you need assistance and support with your training and studies.

Course Support for RTO Delivery (SA Government Stackable VET)

Where your course is being delivered though our RTO Delivery, your school has entered a formal agreement with Foundation Education. The Trainer and Assessor will be your contact when you need assistance and support with your training and studies.

Barriers to Course Completion

Before you commence your studies, it is important that you identify any potential barriers that might prevent you from successfully completing your course. Some to consider are:

- Access to a computer, Internet, and an active email address
- Computer competency
- For certificate courses, Year 10 or equivalent level of reading, writing, and comprehension
- Access to suitable resources (e.g. video camera) depending on the course you are studying
- Time to complete the assessment items
- Access to a workplace depending on the course you are studying. It is your school's responsibility to provide access to a workplace for you to complete your course. Please contact your VET coordinator regarding this.

By enrolling without identifying and making Foundation Education aware of any potential barriers, you are confirming no barriers will affect your ability to commit in full to your studies.

School's VET Coordinator and Contacts

Your school's VET Coordinator will be your first and main point of contact for support and questions you may have. Where you are undertaking your training through our online delivery program, your school's VET Coordinator or any other approved school contact confirmed to Foundation Education will contact Foundation Education if there is any support with which they cannot help you. By enrolling under your school's agreement, your school's Vet Coordinator and/or approved school contacts may access your student records.

Where you are undertaking your training through our auspice delivery program, your VET Coordinator will refer you to your school's Trainers and Assessors if there is any support with which they may not be able to assist you.

Trainer and Assessors – Online Delivery Program

For online delivery, we have a specialised group of people that can support you in completing your qualification and answering any queries regarding your course materials. Our specialists have extensive industry experience and can assist you with your learning needs. We offer one-on-one coaching sessions via phone to assist you; we are always happy to support you in achieving your qualification goals.

Trainer and Assessors – Auspice Delivery Program

For auspice deliveries, your assigned school trainer and assessor is a specialist within the VET course that you have chosen. They may be a teacher or external provider to the school and will support and assist you with course queries you may have. Your trainers and assessors have extensive experience in the industry and can assist you with your learning needs. They may be able to provide you with one-on-one coaching sessions to assist you when required.

Trainer and Assessors - RTO Delivery

For RTO Deliveries, your assigned trainer and assessor is a specialist within the VET Course you have chosen. They will support and assist you with course queries you may have. Your Trainers and assessors have extensive experience in the industry and can assist you with learning needs. They may be able to provide you with one-on-one coaching sessions to assist you when required.

Support Plan

We have a plan to stay in contact with you. Why? Because we care, and we want to make sure you succeed. The purpose of your support plan is to ensure that you are progressing through your course. You will receive a welcome email once your enrolment has been processed. This email contains the details for your learning platform, My eCampus, as well as how you can access support services. If you don't receive the welcome email, we may have incorrect details for you, so please contact us using the details provided at the end of this document.

Study Plan

To assist with progressing through your course, you can generate your own personalised study plan in My eCampus. How to do this is covered in the induction to your course. The study plan is a structured plan that allocates a manageable study timeframe for the units that you're studying. This allows you to plan, manage, and structure your course for completion within the allocated timeframe for your course. We find that students love this plan as it not only keeps them on track, but there is also flexibility in there for a break from study. For students undertaking an auspice or RTO delivery, it is best to refer to your trainer and assessor to confirm your study plan for the program.

Education Learning Platform

My eCampus

Students are provided with access to the theory component of the course through our industry leading Learning Management System (LMS) My eCampus. Students are provided with a unique login so work is protected and only accessed by the individual. My eCampus is a centralised learning environment where all course materials and assessments are online and all assessment items are completed and stored within the LMS. Through My eCampus's advanced tracking and reporting functionalities, Foundation Education can better monitor your progress and as such determine areas of success and areas where you require assistance. The best part about My eCampus is the interactive learning resources, which makes doing your course even more fun!

Intellectual Property

During your course, you may print copies of some of your learning materials and assessments to assist you with your studies., However, please note that some of learning materials and assessments are licensed through a third party. This means that Foundation Education is not authorised to allow

re-printing. You are reminded that all learning materials and assessments are the Intellectual Property of Foundation Education. You are not authorised to on-sell or commercialise any product. Foundation Education will take legal action if you are found to have breached this requirement.

Unique Student Identifier

All students undertaking nationally recognised training in Australia need to have a Unique Student Identifier (USI). A USI is effectively a reference number made up of numbers and letters that give you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised vocational education and training (VET) course that is undertaken. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training. If you don't already have a USI, access this website to set one up: http://www.usi.gov.au. You will be prompted to enter your USI when you log into My eCampus. You will be prompted every time until your USI is entered into the system. Note that you are required to provide your USI before you can graduate from an accredited course with us. Unless you have an official exemption, upon successful completion of your course, Foundation Education are not able to issue your certificate if you do not have a USI. If you have any questions, please do not hesitate to contact us.

Student Requirements

As a student of Foundation Education, you agree that you have the following:
- Pre-requisite units and entry requirements as applicable to your qualification.
- Appropriate level of computer literacy: the ability to use a word processing application, email, and Internet. Foundation Education does **not** provide IT technical support for students.
- Appropriate computer software: Microsoft Word (or the Open Office equivalent) and a PDF Reader. **Note that your course is not supported on IOS/Android tablets and mobile phones.**
- Our recommended browser, which is Google Chrome Internet Browser.
- PC Requirements: Windows 7, Windows 8, or Windows 10.
- Mac Requirements: Mac OS X 10.6 or later.
- Regular allocation of time over the length of your enrolment to complete your course.
- Active email address and internet connection.
- Mobile phone with voice mail capability.
- A USI. If you have not already applied for your USI, you will work with the Student Support Team to apply for one.
- Willingness to receive correspondence via mail, email, and/or text message.
- Willingness to respond to communication in a timely manner.
- If the responsible party has opted to pay for your course upfront or via instalments (referred to as a payment plan), the capacity to meet these payments as per your contract.
- Capacity to engage with coaching sessions, including any language, literacy, and numeracy support, as needed to complete the requirements of your course.
- Willingness to receive information on future courses or other training products with Foundation Education.

Eligibility

All participants must be over the age of 18 to participate in a course with Foundation Education unless express written permission from a parent or guardian is supplied. In accepting this enrolment, you are warranting that you are at least 18 years of age. If you are under 18 years of age, you must ensure that your parent or guardian has read and understood the Terms and Conditions contained in this

booklet. By providing signed approval of your enrolment, your parent or guardian acknowledges and accepts the Terms and Conditions.

Student Rights and Obligations

As a student enrolled with Foundation Education, it is important that you be aware of the services and support available to you during your studies. All students have the following rights while enrolled:

- Fair and equitable treatment at all times, including access to all programs available on scope (subject to the relevant entry and LLN requirements).
- Proper access to the required support, training, and assessment as necessary to successfully complete the training, regardless of location or mode of practical delivery.
- Student records held by Foundation Education are the students and may be accessed by students at any time. Records held may include personal details, course progress, payment information, and certification documentation.

As a student of Foundation Education, you are obligated to:

- Ensure that the work you submit is your own; any discovery of plagiarism, collusion or contract cheating will be dealt with as outlined in the policies and additional information section.
- Advise us as soon as you become aware of any issues which may affect your study, including LLN needs.
- Keep copies of all assessment submissions. Foundation Education takes no responsibility for lost coursework submissions.
- Abide by the Terms and Conditions outlined in this document and the code of conduct policy in all dealings with Foundation Education.
- Meet your assessment obligations, especially in relation to the entry requirements; where this is not possible, you must advise Foundation Education as soon as possible.
- Where applicable, cooperate with Foundation Education to ensure the responsible party has made your course payments by the agreed due dates. Further information on fees is outlined later in this document.
- Keep your contact information up to date by advising us as soon as possible about changes.
- Treat all staff including third parties such as Foundation Education Selected Mentors and all parties associated with Face to Face delivery with respect.

Foundation Education's Rights and Obligations

Foundation Education has an obligation:

- Foundation Education does not tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability (physical or intellectual).
- Notify students of any changes such as changing ownership or closure.
- Inform students of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.
- Upon payment of all course fees, provide support, training, and assessment services in the chosen training program, in accordance with the ASQA Outcome Standards for NVR Registered Training Organisations 2025. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training.
- Inform students if any part of the agreed services, including training and assessment are to be delivered by a third party.
- Issue the AQF Certification documentation upon request and at the end of your enrolment, whether completed or terminated. Formal qualifications are only issued when all course competencies have been met, assessed and awarded. A statement of Attainment is issued for partially completed course where full units of competency have been awarded as competent. AQF Certification documentation will not be issued until all fees have paid in full.
- Abide by our published policies and the information contained within this handbook.

Foundation Education reserves the right:
- Change the Terms and Conditions as outlined in the student handbook at any time and without prior notice; changes made affect any and all prospective, current and future students. The latest information is posted herein.
- Cancel an enrolment without notice if, by the enrolment end date, a student has not achieved all course requirements. If some units within the qualification have been completed, a statement of attainment will be issued reflecting the competencies awarded providing that all agreed fees have been paid. No refunds will apply in this instance.
- Cancel an enrolment for reasons outlined in the Code of Conduct and fee requirement policies.
- Collect fees as per the agreed Terms and Conditions supplied upon enrolment and in accordance with the policies outlined in this document.

Withdrawal Policy

Students may withdraw at any stage of their enrolment. Withdrawals must be received in writing from the school. For online and auspice deliveries excluding any SA Government Agreement, as per the agreement with the school, all fees are non-refundable. Foundation Education will acknowledge receipt of the written withdrawal request and notify the relevant department within 10 business days.

Once the withdrawal is confirmed, a Statement of Attainment is issued for any completed units within 30 days, providing that all fees have been paid in full.

For SA Government Agreements, if a student withdraws from a VET course after four (4) weeks of commencement, the host school will not be eligible for a refund of any fees paid to Foundation Education. If a student withdraws within four (4) weeks of commencement, the host school will be eligible for a refund of all fees paid to the issuing RTO in respect of that student.

Withdrawal/Cancellation Contact details: Please contact your School VET Coordinator to send formal written confirmation through to our Programs Team at programsfe@foundationeducation.edu.au.

Fee Information

Course Fees

Your course fees are paid by your school. They include the delivery and assessment of your qualification and all resources and study materials for the course as well as the support you receive from our Education team. As your school is paying your course fees, any further information regarding your course fees or refunds should be obtained from your school's VET Coordinator.

School Payment

The nominated school will be responsible for collecting course amounts from individual students enrolling in the nominated course. An invoice will be raised to the school upon your enrolment being submitted to Foundation Education's Admissions department. It is to be paid within 30 days of receipt of an accurate invoice.

Incidental Fees

Printed copies of the AQF Certification such as certificates, record of results, or statement of attainment can be purchased for $30 plus postage.

Extensions Policy

Students are required to complete their course within the timeframe set for their chosen option. If you need additional time or wish to continue study beyond the end date of your course, you will need to contact your school's VET Coordinator to apply for extension. This must be done prior to your course end date. Foundation Education is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date. Foundation Education reserves the right to withdraw the student without notice.

Provider Default

If for any reason Foundation Education or any of its agents cancel or delay your course, you will first be offered a transfer to another course in order to continue your study. If a transfer is not available, or no suitable options can be agreed upon, a full refund may be given. Please note that this condition does not apply if you have elected to delay the commencement of your course.

A student may be eligible for a pro-rata refund where they have commenced their course and Foundation Education or any of its agents cancel, postpone, or delay the course or sessions. This pro-rata refund is dependent on the number of units that the student has completed and how long they have been enrolled. Students may also have the option to be transferred to another course.

In the event that the responsible party has elected to pay your course fees by payment plan, the same pro-rata refund will apply. However, students who have not paid the minimum balance will be liable for the remaining fees.

Grievance, Complaints and Appeals

Students who have a grievance, complaint or appeal, have the right to raise the grievance, complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

Grievance, Complaints and Appeals can arise from matters of concern relating to:
- training delivery and assessment
- the quality of the training
- student support
- materials
- discrimination
- harassment
- other matters

Students have the right to present the grievance verbally or in writing. A complaint or appeal needs to be presented formally and in writing, making use of the complaints form.

Foundation Education will manage all grievance, complaints and appeals fairly, equitably and as efficiently as possible. Foundation Education will encourage the parties to approach the grievance, complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

Foundation Education seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise from a decision made on a grievance, all staff are expected to be fair, courteous and helpful in all dealings with the student making the grievance, complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, Foundation Education acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum. Mediation costs will be shared equally by the person making the complaint and Foundation Education. Requests for mediation assistance are to be made in writing addressed to the RTO Chief Executive Officer or Delegated Authority either by email student.resolutions@foundationeducation.edu.au or surface mail to 54-58 Brookes Street, Bowen Hills QLD 4006.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. Foundation Education seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment. For further information on the Grievance, Complaints and Appeals Policy and Procedure, click here.

Assessment Appeals
Appeals relating to an assessment decision relating to an assessment task (satisfactory / Not Yet Satisfactory) or a unit of competency (competent/not yet competent) must be lodged with your trainer and assessor or the Education Department and, in the case of online students, within 21 days of receiving notification of the assessment outcome. All assessment appeals will be reassessed by an independent trainer and assessor (validation process). If the same outcome is reached, the original assessment outcome stands. This outcome will be communicated within seven working days. If the student believes that the decision was made contrary to policy, Terms and Conditions, or the relevant training product, and can provide supporting evidence, a formal appeal can be lodged with the Student Resolutions Team for independent review.

Code of Conduct
The Code of Conduct is designed to represent the expectations of Foundation Education and clearly establish behaviour guidelines, investigative procedures, and consequences for inappropriate behaviour. This Code of Conduct is also designed to uphold the dignity of all staff, all students, and all persons associated with Foundation Education.

This Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Code of Conduct is to outline to students and staff their rights to work and study in a positive, secure, and orderly environment and their responsibility to show care, courtesy, and respect for the rights of others at all times.

Behaviour
Acceptable behaviour:
- Being courteous, respectful, and well-mannered at all times
- Making responsible and thoughtful choices
- Being truthful, fair, caring, and considerate through actions and behaviours at all times
- Being professional in all dealings with staff and other students
- Participating actively and positively in learning at all times
- Respecting the rights of others to learn in a non-threatening environment
- Completing all assigned assessment tasks to the best of their ability, on time and correctly identified (it is highly recommended that you add full identifiers in the header and footer of your submissions: Surname, Student ID, date and unit code; for example: PAAXX40999 – 01.05.12 – BSBWOR501)
- Being on time for sessions

Unacceptable behaviour:
- Swearing
- Threatening language or tone of voice
- Discriminatory or harassing behaviours
- Plagiarism, collusion, contract cheating, and/or engaging in dishonest behaviour
- Fraud or any breach of the law
- Racial, religious, or sexual slurs towards staff or other students
- Threatening behaviour towards staff or other students
- Abuse, or endangering the health or safety of any person
- Misuse of equipment
- Actions that lead to putting yourself, staff, or other students at risk

Plagiarism, Collusion and Contract Cheating

Plagiarism, collusion and contract cheating constitute breaches of academic integrity and the Student Code of Conduct, and are not tolerated under any circumstance.

Plagiarism means the practice of taking someone else's work or ideas and passing them off as your own without appropriately citing or acknowledging the owners of the intellectual property. Plagiarism may be intentional or unintentional. Intentional plagiarism involves the deliberate act of presenting someone else's work and ideas as if you had written them yourself, while unintentional plagiarism may arise due to confusion over how and when to reference another author or contributor.

The following acts constitute plagiarism unless the source of each quotation or borrowed material is clearly acknowledged or referenced (cited):

- Failing to adequately reference the work of others or sources of information
- Copying part or all of another person's work
- Submitting work that in part, or in its entirely has been copied from written material including electronic materials sourced on the internet

Collusion is the act of collaborating with someone else on an assessment exercise which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism. When working with others (collaborating) on a joint assessment, you must always acknowledge the work that any other participant has contributed to the project.

Contract Cheating is where a student commissions or seeks to commission another party (paid or unpaid) to produce academic work on their behalf. Contract cheating may occur when a student seeks help with their assessment task through an online company specialising in producing work for a fee, an unauthorised editing service that advertises via social media, or another student or non-student who has offered to help.

Breaches of academic integrity contravene the Student Code of Conduct Policy and are deemed unacceptable behaviours. If a breach of academic integrity is suspected, a full investigation is carried out which may result in an official warning, failure of a subject (Not Yet Competent status), or in severe cases, the cancellation of enrolment. In all breaches of academic integrity, students are notified in writing and have the opportunity to 'show cause' by responding to the allegations in writing.

Access and Equity Policy

Foundation Education's access and equity policy ensures that there is equitable access to all available programs on scope. In no instance will there be discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability, be it physical or intellectual.

Consent to Image Release

Foundation Education may at times take photographs, record videos, and develop various marketing campaigns for use in promotional activities. These images and records remain the property of Foundation Education and will not be sold to any third party. By enrolling in a course with Foundation Education, you are agreeing to allow Foundation Education to use and make reference to any images and recordings in which you have participated. This may include but is not limited to photographs, video recordings, voice recordings, and text extracts.

Privacy Policy and Notice

Foundation Education respects your right to privacy. Our Privacy Policy & Notice (available at https://www.foundationeducation.edu.au/privacy-policy-and-notice) sets out how Foundation Education collects, shares and uses personal information about you. Foundation Education is committed to protecting your personal information collected through our website (Foundation

Education www.foundationeducation.edu.au), from industry partners, contractors to Foundation Education, or directly from you. Foundation Education reserves the right to periodically make changes to the Privacy Policy & Notice as required with updates available on the website. It is recommended that all consumers engaging with Foundation Education carefully read the Privacy Policy & Notice in full.

Recognition of Prior Learning and Credit Transfer Policy

Recognition of Prior Learning (RPL) and Credit Transfer (CT) are available when applying for any of Foundation Education's courses. The RPL process is an assessment of evidence of pre-existing skills and/or experiences mapped against the unit elements to determine whether you are already competent in one or more unit. Credit transfer can be applied if you have previously completed a particular unit or units of competency. For example if you hold a current First Aid Certificate, you may be eligible for credit transfer.

Once you have enrolled, Foundation Education will assess your application if you believe you may be a candidate for either process. If successful, you will be eligible for exemption from undertaking certain assessments within the course. Note that the terms of your contract, including tuition fees payable, will not be affected by the units of competency achieved via this RPL or Credit Transfer process.

RPL is intended for individuals who can demonstrate that they have current industry competencies or experience reflecting performance criteria in the unit/s for which they are applying for RPL. Note that this process can be lengthy, and it relies solely on the evidence and information that you submit. It is the student's responsibility to work through the unit/s of competency that they wish to be assessed and provide relevant evidence. Should you wish to undertake an RPL process, you are required to submit supporting evidence including but not limited to:

    (i)   At least one formal qualification; **or** where there is no formal qualification,
    (ii)   Two different pieces of evidence to demonstrate your competence.

When submitting your evidence, keep in mind that your evidence needs to be:

- **Current** – Does the evidence reflect your current skills?
- **Valid** – Does your evidence demonstrate you have the skills, knowledge and attributes relevant to the unit for which you are applying?
- **Authentic** – Is the evidence provided your own work or a clear and incontestable reflection of your own skills, knowledge and attributes?
- **Sufficient** – Is the evidence provided of an adequate volume, quantity and relevancy that will allow Foundation Education to make an informed assessment of your competency?

Once you are enrolled and have expressed your interest in this process, you will be supplied with an RPL application kit as specific to your chosen qualification of study. The application kit will outline and provide further information on evidence required and the process you must undertake.

Working With Children Check (WWCC)

Certain qualifications may require students to undertake a Working with Children Check and hold a Working with Children Check Clearance (WWCC Clearance) prior to undertaking their Work Placement.

If students wish to undertake Child-related Work as part of their Work Placement, they will be required to apply for and obtain, at their own cost, a WWCC Clearance prior to the commencement of their Work Placement.

All qualifications which require students to attain a WWCC or equivalent, will be identified to students prior to enrollment. Students should also check with their Work Placement organisation to

determine whether they will be required to hold a WWCC Clearance to comply with organisational policies and procedures of their Work Placement.

Students who nominate to undertake Child-related Work as part of their Work Placement, or who are required to hold a WWCC Clearance by their Work Placement organisation, will be required to upload their WWCC Clearance to the Learning Management System to gain access to the practical component of the course.

In the event the student is issued with a Negative Notice or unable to successfully attain a compliance check, their enrollment will be **cancelled effective immediately** and they will be withdrawn from the qualification. Furthermore, the student will not be issued with any unit of competency associated with children or special population people. The student will be eligible for a refund on a pro-rata base taking into account how many units of competency have been accessed, duration of study and support accessed over the length of the enrolment. The student must advise Foundation Education immediately if they have any concerns or questions regarding their Working with Children Check.

No student will be allowed to undertake Child-related Work as part of their Work Placement if they do not hold a WWCC Clearance.

If a student does not intend to undertake Child-related Work as part of their Work Placement, they will be required to declare that they understand their obligations with respect to the Working with Children Check and they have determined they will not require a WWCC Clearance. The WWCC Clearance must be provided to Foundation Education for the student to gain access to the practical component of the course.

Processing times for obtaining a WWCC Clearance will vary. Foundation Education will not be responsible for a student being unable to commence their Work Placement in circumstances where the student did not apply for a WWCC Clearance within sufficient time to enable the WWCC Clearance to be obtained prior to the Work Placement.

Each state and territory have different requirements that will need to be met.

Please refer to our S5.0-PL003 Child Safe Policy FE for more information as to how we seek to create and maintain a child safe and friendly environment.

Contact Details

If you have any questions during your time studying with us, please do not hesitate to contact our Student Support Team. They are available from 8.30am until 6pm Monday to Thursday AEST, and from 8.30am until 5pm on Fridays AEST.

Phone: 1300 130 157
Email: student.services@foundationeducation.edu.au

Should you have questions regarding your school VET in Schools program, enrolment or have any other queries, you may also reach out to our Programs Team. They are available from 8:30am until 5:30pm Monday to Thursday AEST, and from 8:30am until 5:00pm on Friday AEST.

Phone: 1300 130 157
Email: programsfe@foundationeducation.edu.au