



FMI

Student Handbook

FINANCIAL MARKETS INSTITUTE OF AUSTRALIA

RTO #45709

Student Handbook v2.0

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ACKNOWLEDGEMENT OF UNDERSTANDING

To ensure sound judgment and decision making, and to provide the opportunity to potential Financial Markets Institute of Australia students to raise issues, concerns and questions prior to commencement of training, Financial Markets Institute of Australia makes the Student Handbook available at: www.fmi.edu.au

The Financial Markets Institute of Australia requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact Financial Markets Institute of Australia at:

Address: Australia Square, Level 33, 264 George Street, Sydney NSW 2000, Australia

Email: admin@fmi.edu.au

Contact number: 02 6658 1400



INTRODUCTION

Welcome to Financial Markets Institute of Australia! Our number one priority is to help you achieve your new qualification. We deliver the training and support that will help you complete your training goals as quickly as you can achieve them. You will receive training from our dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current and relevant.

To ensure that your learning experience will be a positive one, our courses are delivered using high quality and innovative course materials. Our student support services team is committed to deliver an excellent experience to you. We wish you all the best in your studies and we look forward to helping you achieve your new qualification to advance your career.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive at Financial Markets Institute of Australia. Please read the Student Handbook before enrolling in any Financial Markets Institute of Australia courses.

Financial Markets Institute of Australia is a Registered Training Organisation (RTO No. 45709) and is recognised by Australian Skills Authority as a deliverer of nationally recognised training from Business Services and Financial Services Training Packages.

Mission Statement

As a training organisation, Financial Markets Institute of Australia is committed to providing the highest quality and standard of industry relevant skills instruction and teaching to all of its students. In line with this pursuit Financial Markets Institute of Australia aims to deliver the highest quality courses within the extensive sphere of business services and financial services training. The current social and economic climate, and the plethora of technology available arm the organisation with sufficient resources to offer high-value strategies and fundamental concepts in business and finance to individuals across Australia and other countries.

With the aim of ensuring that each graduate will be prepared to get immediately engaged in and become part of the workforce as soon as they finish their training, the organisation will make sure that all of its classes and learning experiences will directly reflect and impart to each of its students all of the necessary knowledge and practical skills, which they will be required to perform in the actual field and setting of the real-world workplace environment. Financial Markets Institute of Australia will be committed to providing the best student support from qualified and seasoned staff, so that each of its graduates can bring about immediate positive changes to their respective workplaces and organisations.

As a testament to this undertaking Financial Markets Institute of Australia will continuously strive to implement efficient operational systems and financial management systems which will ensure its ongoing financial viability as a business and company operating in the fast-paced and ever-changing landscape of the Australian VET fee-for service space.



Vision Statement

As an organisation founded by a team of people who have been in business for 25 years and have directly and successfully engaged in Australia's current online landscape, Financial Markets Institute of Australia ultimately seeks to raise the industry standards for delivering Vocational and Educational Training to students within the business and financial services industry. Considering this vision, the organisation will vigorously strive to provide affordable and accessible higher quality of skills instruction to students with the goal of filling in the significant gap in knowledge and understanding which is present and prevalent in the country's existing population and workforce.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, Financial Markets Institute of Australia offers the following nationally recognised qualifications and nationally accredited qualifications including:

- **BSB50120 - Diploma of Business (Release 1)**

For more information on the courses Financial Markets Institute of Australia has on offer, please refer to our website: www.fmi.edu.au.

Student Guarantee

Financial Markets Institute of Australia guarantees to advise students of any changes to the services provided under agreement as soon as practicable, including any changes of ownership.

Financial Markets Institute of Australia guarantees that if, for whatever reason, it is unable to deliver the agreed training for a student, Financial Markets Institute of Australia will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

Financial Markets Institute of Australia Team

Students completing a training program will be supported by Financial Markets Institute of Australia's Student Support Team. Our knowledgeable team will work with you to help you achieve success in your chosen field.

The Support Team can assist students through a variety of activities:

- Assistance with logging in to the website and accessing the various resources
- Supporting flexible learning and processing extensions where applicable
- Arranging contact between trainer/assessor and student where required
- Assisting students with understanding their trainer's feedback

Trainers

Your trainers will be qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.



All Financial Markets Institute of Australia's trainers must follow the below requirements as outlined in the Standards for Registered Training Organisation 2015 (SRT0 2015) Clause 1.13 to 1.15:

Training and assessment is delivered by trainers and assessors who have:

1. *vocational competencies at least to the level being delivered and assessed;*
2. *current industry skills directly relevant to the training and assessment being provided; and*
3. *current knowledge and skills in vocational training and learning that informs their training and assessment.*
4. *The RTO's training and assessment is delivered only by persons who have:*
 - *TAE40116 Certificate IV in Training and Assessment or its successor, or*
 - *TAE40110 Certificate IV in Training and Assessment plus the following units:*
 - *TAELLN411 (or its successor) or TAELLN401A; and*
 - *TAEASS502 (or its successor) or TAEASS502A or TAEASS502B; or*
 - *A Diploma or higher-level qualification in adult education.*
5. *Where a person conducts assessment only, the RTO ensures that the person has:*
 - *As above; or*
 - *TAESS00011 Assessor Skill Set or its successor*

Student Selection

Financial Markets Institute of Australia always conducts recruitment of students in an ethical, fair and responsible manner using various methods.

Financial Markets Institute of Australia is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program is based upon the applicant:

1. meeting any pre-requisite qualifications or work experience, and
2. meeting any age requirements that may be in place for a particular course

Student enrolments are subject to availability of places on the training program.

Financial Markets Institute of Australia shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

While Financial Markets Institute of Australia will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive via email course information and personalised logins.

The training and assessment resources necessary to complete the selected course are available on the online portal profile specific to each student and accessed with these personalised logins.



Students can enrol by choosing a payment plan which requires a deposit upon enrolment and a number of regular payments made during the enrolment period. Students who miss a regular payment will receive a reminder of the payment due. If seven (7) days pass without receipt of this payment, the student's enrolment will be suspended until the payment has been received. The student will be notified of the suspension. Once payment has been received, the suspended enrolment shall be restored.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by Financial Markets Institute of Australia to apply for and supply their USI if authorised by the student. Financial Markets Institute of Australia has a registered facility to verify each USI before issuance of any certification. All students should be aware that Financial Markets Institute of Australia nor any VET provider, can issue a certificate for a VET qualification without being supplied a student's USI.

Exemptions to the USI requirements may apply including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. The Financial Markets Institute of Australia can use the following links to search for or create USIs (ONLY with student permission):

- <http://usi.gov.au/Pages/default.aspx>
- <https://portal.usi.gov.au/org/>

Transfer to Another Course

Students who wish to transfer to another course offered by Financial Markets Institute of Australia must submit their request in writing. Additional fees may be incurred.

No refund is applicable where a student chooses to transfer to another course of lesser value.

Upon transferring to another course, a student relinquishes their enrolment in the original course.



STUDYING AT FINANCIAL MARKETS INSTITUTE of AUSTRALIA

Financial Markets Institute of Australia conducts training courses to suit student needs, course type and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Personal & Academic Support

As a student at Financial Markets Institute of Australia, you will enjoy the many benefits of studying at your own pace with flexible hours. Our student support team is available from Monday to Friday 9am - 5pm to assist you with any questions you may have.

Email: admin@fmi.edu.au

Phone: 02 6658 1400

Language/Literacy and Numeracy

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment to enable Financial Markets Institute of Australia to identify any issues that may need to be addressed prior to the commencement of training.

Where can I get help with language, literacy and numeracy?

Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?

The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?

You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?

You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

Flexible Learning and Assessment

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) if sufficient and current evidence is provided as required. To learn more about credit transfer



and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook. For further information on how to apply for credit transfer and RPL you can contact Financial Markets Institute of Australia's student support team.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submitting them online. Financial Markets Institute of Australia can accept no responsibility for lost assessment tasks.

Please note: *Students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.*

Assessments must be always submitted online.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Financial Markets Institute of Australia regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Financial Markets Institute of Australia has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.



What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to, copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, web sites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating, they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current student's work. If evidence to support the suspicion is established your trainer will then report their concerns to Financial Markets Institute of Australia's Training Manager. From there the following process will be followed:

1. *The assessor will contact you in writing outlining their concerns with your submitted work.*
2. *You will then have an opportunity to respond to any allegations of cheating or plagiarism.*
3. *If the Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:*
 - *If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by Financial Markets Institute of Australia's, Training Manager; OR*
 - *If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by Financial Markets Institute of Australia's, Training Manager.*
4. *If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Training Manager, such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.*

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.



Code of Conduct

All Financial Markets Institute of Australia participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a written warning. Further breach will result in a participant being asked to show cause as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the student's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-student and student-to-student is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Harassment will not be tolerated at Financial Markets Institute of Australia and disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.



Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated in any shape or form and any instances of physical abuse will result in instant termination of the student's enrolment.

Change of Personal Details

Students are required to ensure their personal details recorded with Financial Markets Institute of Australia are always up to date. Students must advise Financial Markets Institute of Australia of any changes in personal details immediately in writing. If the student has an applicable loan or financial arrangement, it is the student's direct responsibility to notify the financial service provider of any change in personal details that may adversely affect payment arrangements.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Financial Markets Institute of Australia relies heavily on the feedback from students. Financial Markets Institute of Australia requires all students to complete various feedback and evaluation forms.

Financial Markets Institute of Australia will fully protect student's anonymity and the confidentiality of student's response within the limits of the law.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this.

To optimize your own learning and successful completion, Financial Markets Institute of Australia encourage you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow learners;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to the Assessor;
8. Keep track of your progress;
9. Complete and submit all assessment on time using clear and concise language;
10. Contact your trainer/assessor if you do not understand the training activity or assessment task.



COURSE INFORMATION

Our training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills and foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

1. Communication
2. Teamwork
3. Problem solving
4. Initiative and enterprise
5. Planning and organizing
6. Self-management
7. Learning
8. Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency Based Training

Financial Markets Institute of Australia will assess the student's ability (or competence) to carry out the activities in each unit of competency.

When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in Financial Markets Institute of Australia's Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Qualifications are issued from the results recorded in Financial Markets Institute of Australia's Student Management System.

Flexible Online Delivery

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Microsoft Word, PowerPoint, Excel and Adobe Reader
- the latest version of Flash-Player for videos
- We recommend Google Chrome as an Internet Browser
- Webcam so you can speak to your trainer or assessor online

We recommend an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this [one](#). Slower connections may suffice for accessing your materials through Adobe Reader. However,



you may experience quality and downloading issues with other multimedia resources. We aim for maximum operational efficiency with our high-quality SMS however from time-to-time outages may occur, but these will be attended to as quickly as possible.

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Examples of work completed or special projects
4. Question responses
5. Tests

Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. In order to be assessed as competent, you will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that you can do the task with confidence to the required industry standard as endorsed by the training package or VET accredited Course.

An assessment of 'Not Yet Competent' (NYC) is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Our trainers will provide feedback to guide your resubmission and are available for contact if required. The student will be required to successfully resubmit the assessment with the required rectifications to achieve a competent result. The student will be allowed a limit of three submissions per unit of the course. To be eligible for the qualification, the student must receive a competent result for all units of the course.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other students.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects.



Principles of Assessment

There are four key principles that are a part of the assessment process:

<p>Fairness</p>	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
<p>Flexibility</p>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner’s needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate.
<p>Validity</p>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual student.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
<p>Reliability</p>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:



Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the student's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to students as soon as practicable. These results are available through your student login account.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with Financial Markets Institute of Australia any reasonable adjustment to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for Financial Markets Institute of Australia to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension.

Additional Submission and Support

Further submission attempts may be provided only at the discretion of Financial Markets Institute of Australia. Students may request a 2nd submission attempt - approval will be at the discretion of the trainer. Students may request a 2nd attempt which may be provided at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

Should the 2 submission attempts be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, students will have the opportunity to purchase re-submissions/re-assessments as per Financial Markets Institute of Australia's fees. The student is advised to speak to a student support officer to assess the need for course extension and/or support services provided by the Financial Markets Institute of Australia.



Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with a Qualification and an accompanying Record of Results.

For students who have not met all requirements for the course or students who withdraw from a course and have paid relevant fees have the right to receive Statement of Attainment from Financial Markets Institute of Australia for the units of competency they have been deemed competent in.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in Financial Markets Institute of Australia's Student Management System. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Important Information regarding awards at Financial Markets Institute of Australia

- Awards will only be issued to students whose financial status with the college is up- to-date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

See the Certificate Issuance Policy for more details.

Course Delivery

Financial Markets Institute of Australia ensures the following resources are in place:

- Trainers and assessors with appropriate qualifications and experience
- Course materials appropriate to the methods of delivery and assessment requirements
- All necessary copyright authorisations
- Appropriate equipment and facilities

Training and assessment methods used by Financial Markets Institute of Australia meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations



- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies

Recognition of Prior Learning (RPL)

All students have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

Financial Markets Institute of Australia believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Financial Markets Institute of Australia aims to always maximise the recognition of a learner's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by Financial Markets Institute of Australia may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact your trainer or any Financial Markets Institute of Australia admissions staff who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.



It is important to note, the onus is on the student to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or at Financial Markets Institute of Australia's training facilities.

Financial Markets Institute of Australia is committed to ensuring that all judgments made by trainers against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

Financial Markets Institute of Australia recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Where a student has completed a unit/s of competency prior to enrolling with Financial Markets Institute of Australia that are included in the course in which the student is enrolling, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Should you wish to seek credit transfer, contact the Financial Markets Institute of Australia Admissions Staff for a Credit Transfer Form.

See the RPL and Credit Transfer Policy for more details.



POLICIES AND PROCEDURES

Access and Equity

Financial Markets Institute of Australia is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Complaints and Appeals Policy

Complaints

Financial Markets Institute of Australia supports the rights of a student to lodge a grievance or complaint if a student feels they have been treated unfairly. Financial Markets Institute of Australia will do everything possible to address written grievances or complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

Where the student remains unhappy with the outcome the student has the right to request a review of the appeal by an independent party. The student will be responsible for the costs of the independent review.

Financial Markets Institute of Australia will aim to complete this complaints process as quickly as possible and within a total of 30 days.

Appeals

Financial Markets Institute of Australia supports the rights of a student to lodge an appeal against any assessment decision and will not impair that right in any way. Financial Markets Institute of Australia will do everything possible to address the appeal in an unbiased and professional manner. Any student wishing to appeal the assessment decision/judgment should follow the steps outlined below.

1. Financial Markets Institute of Australia recommends for students to first try and resolve the appeal informally by contacting their trainer to discuss their assessment result and why they believe that the trainer's judgement is incorrect showing evidence of how they have addressed the assessment criteria. Students may also contact the Financial Markets Institute of Australia support team at 02 6658 1400 or admin@fmi.edu.au
2. All appeals should be committed to in writing at the earliest possible opportunity and lodged with Financial Markets Institute of Australia.
3. The appeal request should contain the following information:
 - a) The student's full name and number
 - b) The unit/subject being assessed



- c) Each assessment task name/number (where the result is being disputed) including why the result should be overturned and referencing any evidence to support their claims.
4. The Training Manager of the Financial Markets Institute of Australia is automatically notified via email each time an Appeals form has been submitted.
 5. The Training Manager will initiate a transparent, participative process to deal with the issues.
 6. Appeals are to be responded to within 10 working days of the initial application.
 7. The Training Manager of the Financial Markets Institute of Australia may delegate responsibility for the resolution of the appeal as required. In all cases the conclusion will be endorsed by Financial Markets Institute of Australia's Training Manager.
 8. The student will be advised in writing of the outcome of their appeal via email.

Where the student is unhappy with the outcome at step two, they can follow the formal appeal process outlined below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.

See the Complaints and Appeals Policies for more details.

Transition of Superseded Courses

The nationally recognised training courses delivered by Financial Markets Institute of Australia may be superseded by a new training package qualification. If required, Financial Markets Institute of Australia will apply to add the replacement training package qualification to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

Financial Markets Institute of Australia will manage the transition of students to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.



Student Records

Financial Markets Institute of Australia will provide students with timely access to their participation and progress throughout the training course.

Procedure

- Students are able to view their grades, trainer feedback and the list of completed units via the student portal. For any other requests on their course progress students are to contact student support by admin@fmia.com.au. Students must list their full name, date of birth, address, course enrolled and Student ID.
- Students will receive notification that the request has been received and may be contacted by Financial Markets Institute of Australia to obtain further information.
- Financial Markets Institute of Australia will issue a letter of confirmation outlining student results within 7 working days of receiving the request. Students will receive this by email.

Record Keeping Policy for Assignments and Student Information

Financial Markets Institute of Australia has effective administrative and records management procedures in place that maintains student data in a secure and confidential manner.

Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files. Electronic files are kept up to date and backed up regularly, with the backup copy being kept in a secure location. All student records are stored for retention archiving and retrieval for a period of 30 years.

Financial Markets Institute of Australia has all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained by Financial Markets Institute of Australia.

Fee Payment and Refund Policy

Financial Markets Institute of Australia is committed to fair and transparent application of fees and charges as well as the processing of refunds where applicable. Financial Markets Institute of Australia encourages all potential students to read and understand the course information before enrolling.

The Refund Policy can be accessed at the bottom of every page of the company website under the heading Refund Policies and Procedures. Please note, all students must declare that they have read and understood the Terms and Conditions and Student Handbook before submitting the online enrolment application form.

All refund requests will be reviewed by the CEO. Refund applications will be individually assessed and a decision will be made based on the merits of the claim. All refund decisions will be communicated to the student within 20 business days via email. All approved refunds are subject to the non-refundable Administration Fee depending on the course you enrolled into.

Refunds will be issued in the following circumstances:

- Financial Markets Institute of Australia is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product).
- A credit that relates to an overpayment.



Refunds shall not be issued in the following circumstances:

- The student changes their mind
- The student has submitted any unit for marking
- The student finds the course too difficult
- The student no longer requires the course
- The student's employment status changes
- The student's personal circumstances changes
- The student's financial position changes
- The student's circumstances change due to family health issues
- The student's access to resources change including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be deemed as a change of mind.
- The student has breached Financial Markets Institute of Australia's Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension
- The student selects the payment plan option (inclusive of the establishment fee and all instalment payments received)

Requesting a refund

Step 1: The student is required to complete the Refund Request Form. To request this form, simply

email admin@fmi.edu.au

Step 2: The student can forward the completed and signed form to admin@fmi.edu.au or by post to:
Financial Markets Institute of Australia
PO Box 1078
COFFS HARBOUR NSW 2450

Once the Refund Request Form is received by the Student Services Department the following steps will be carried out internally:

Step 1:

The Student Services Department will acknowledge receipt of the Refund Request Form by emailing the student. A file note will be made against the student's account in Keap (the student management system) regarding the receipt date of the form.

Step 2:

A copy of the Refund Request Form will be saved into the student's folder in Dropbox

Step 3:

Course fees may change at any time due to additional services being offered or promotional specials. Students are not entitled to a refund as a result of varying special prices.

Administration will record all details of the refund request in the Refund Register. The following details will be noted;

- the student's full name
- receipt date of the Refund Request Form
- the nature of the refund



- the outcome and/or solution offered by Financial Markets Institute of Australia
- the student's response to the outcome and/or solution offered

Step 4:

The Student Services Department will print the following document:

- The Refund Request Form received by the student

Step 5:

The Refund Request Form will be forwarded to the CEO for initial review. The CEO will email the student the refund decision within 20 business days of receiving the Refund Request Form.

Step 6:

If a full or partial refund is approved by the CEO, the student must email through their bank account details to admin@fmi.edu.au

Payment method

Financial Markets Institute of Australia accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)

This refund policy does not remove your right to take further action under Australia's consumer protection laws.

Special Consideration

Financial Markets Institute of Australia understands that some students may experience prolonged difficulties that may impact on their ability to complete their course or a significant disadvantage. In such cases, students should apply for a special consideration via email.

Exceptions

In the unlikely event that Financial Markets Institute of Australia is unable to deliver your course in full:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost. You have the right to choose whether you would prefer a refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

Financial Markets Institute of Australia will follow the Australian Privacy Principles in the management of all student and staff information, but allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Financial Markets Institute of Australia's operations as a RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;



- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complaint if you believe it has been wrongly collected or inappropriately handled.

Workplace Health and Safety (WHS)

Financial Markets Institute of Australia is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

Financial Markets Institute of Australia encourages all persons to regard accident prevention and safety as both a collective and individual responsibility.

Financial Markets Institute of Australia recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors and visitors.



VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified by	Version
11/10/2020	Document creation	360RTO Solutions	v. 1.0
19/10/2020	Document Update	360RTO Solutions	v.1.1
04/03/2021	Document Update	360RTO Solutions	v.1.2
19/07/2021	For publishing	360RTO Solutions	v.1.3
16/08/2022	Document Update	Lucinda Starr FMI	V2.0
02/02/2023	Document Update	Lucinda Star	V2.1
02/02/2023	Document Update	Lucinda Starr	V2.2

RTO INFORMATION

RTO Code	45709
RTO/Company Name	Financial Markets Institute of Australia
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