

FSTFS04

Future Skills Training Pty Ltd

Student Handbook

Version 2.0 | May 2026

Document Code	FSTFS04
Document Title	Student Handbook
Version	2.0
Effective Date	May 2026
Review Date	May 2027
Document Owner	CEO
Approved By	CEO
Related Standards	Outcome Standards for RTOs 2025
Related Policies	FSTP01, FSTP02, FSTP13, FSTP14, FSTP15, FSTP16, FSTP17

Welcome to Future Skills Training

My name is Fred Furnell and I am the CEO of Future Skills Training (FST).

We are a registered training organisation specialising in telecommunications and ICT training. Our courses are practical and hands-on. We train people who work in the field — in pits, on poles, in fibre splicing environments, and in ICT infrastructure roles.

Everything we teach is based on what the industry actually needs. Rick Furnell, our Managing Director, has more than 40 years in telecommunications. Between the two of us, we have delivered training across Telstra, NECA, and a number of other RTOs. We know this industry and we know what good training looks like.

This handbook tells you what you need to know about studying with FST — how training works, what we expect from you, and what you can expect from us.

If you have any questions at any time, please get in touch. We are a small team and you will always get a real response.

Frederick Michael Furnell

CEO — Future Skills Training Pty Ltd

Phone: [Insert phone number]

Email: futureskillstraining26@gmail.com

1. About Future Skills Training

Who We Are

Future Skills Training Pty Ltd (FST) is a registered training organisation (RTO) registered with the Australian Skills Quality Authority (ASQA). We are based in Victoria and also operate a campus in Western Australia.

RTO Code	[Insert RTO number once registered]
ABN	38 690 988 311
Registered with	ASQA (Australian Skills Quality Authority)
Type of students	Domestic students only
Head office	Victoria

What We Deliver

We deliver training in telecommunications and ICT. Our programs cover:

- Full qualifications — Certificate III in Telecommunications Technology (ICT30524) and Certificate III in Telecommunications Network Build and Operation (ICT30419)
- Short courses and standalone units — including White Card, Gas Testing, Power Awareness, Alarm Installation, CCTV, Pit and Pipe, Aerial Cabling, Fibre Optics, and Fault Finding

All training is delivered in purpose-built simulated environments. We do not use workplace sites for training or assessment.

Our Campuses

We operate from two campuses:

Victoria Campus	72-92 Langford Street, North Melbourne VIC 3051
WA Campus	41-45 Commerce Ave, Armadale WA 6112
All enquiries	Contact the CEO — details on back page

Each campus has purpose-built simulated environments that replicate real telecommunications field conditions. Equipment, tools, and safety resources are provided as part of your training.

2. Enrolling With Us

Before You Enrol

Before you enrol, we will have a short conversation with you about the course and what it involves. This is your pre-training review. It helps us make sure you are selecting the right course and that we understand any support needs you might have before training starts.

How to Enrol

To enrol you will need to:

- Complete a Student Enrolment Application (FSTFS02)
- Provide proof of identity — driver's licence or passport
- Provide your Unique Student Identifier (USI) — see Section 3
- Complete LLND test.
- Tell us about any prior qualifications or units you have already completed
- Sign the enrolment form confirming you have read this handbook

Who Can Enrol

Our courses are open to adults aged 18 years and over. There are no formal academic entry requirements.

Our training is physically demanding. Before you enrol, you should be aware that courses may involve:

- Working at heights — aerial cabling and pole work
- Working in confined spaces — underground pit environments
- Physical tasks such as cable handling, climbing, and working with hand tools
- Colour recognition — required for fibre and copper jointing work
- Fine motor skills — required for optical fibre splicing

If you have any health condition or physical limitation that may affect your participation, please tell us before you enrol. We will discuss your options with you. This is not a reason to exclude you — it is about making sure we can support you properly.

Course Fees

Your course fee will be confirmed in writing before you enrol. We will tell you:

- The total fee for your course or unit
- When and how payment is due
- What is included in the fee — for example, materials or equipment

You will not be charged anything that was not disclosed to you before you enrolled.

Refunds

Full Qualification enrolment: -

If you are enrolled in Full Qualification and you withdraw before training starts, you will receive a full refund less admin fee AUD 150.

If you withdraw after training has started, a refund will be calculated based on the training not yet delivered or AUD 150 whichever is higher.

Short Course Enrolment:

If you are enrolling for short course (Units only) and wishes to cancel will be charges as follows: -

Cancellation Request	Cancellation Fee
5 or more working days before course commencement	AUD 150.00
Less than 5 but more than 1 working day before course commencement	50% of the Course Fee or AUD 150 whichever higher
Less than 1 working days before course commencement	100% of the Course Fee or AUD 150 whichever higher

Refunds will be processed within 15 working days of receiving the cancellation request and returned via the original payment method (bank transfer or credit/debit card).

Course transfer and date change: -

Student may change course, start date and venue once without any charge. But any subsequent request will incur admin fee of AUD 150.

In case of subsequent cancellation after course, venue or date change, cancellation fee will be calculated based on the number of days between “the request to change/transfer course and initial commencement” and “the cancellation request and new commencement” whichever Less.

All change or cancellation/refund requests must be submitted in writing to the CEO.

3. Your Unique Student Identifier (USI)

All students studying nationally recognised training in Australia must have a verifiable USI or an exemption before any VET Qualification or Statement of Attainment is issued. This is a legal requirement.

A USI is a reference number linked to your training records. It means your qualifications and units are stored in a national database so you can always access your training history.

If you do not already have a USI, you can create one for free at www.usi.gov.au . It takes about five minutes and you will need a form of ID such as your driver's licence or passport.

You must provide your USI to FST. We are required by law to verify your USI before we can issue any qualification or statement of attainment.

If you need help setting up your USI, just ask us. We can walk you through it.

4. Training and Assessment

How Training Works

Our training is competency-based. This means you are assessed on whether you can do the job — not on how long you sat in a classroom.

All training is delivered face to face at our training campuses. You will learn by doing — working with real telecommunications equipment and infrastructure in our simulated environments.

Class sizes are kept small (maximum 15 students per session) so you get proper attention from the trainer.

How You Will Be Assessed

We use two assessment methods:

AT1 — Written Assessment	You answer questions to show your knowledge of the subject area. Questions may be short answer or scenario-based.
AT2 — Practical Assessment (Direct Observation)	You perform tasks in our simulated environment while the assessor observes you. This is how we confirm you can actually do the work.

You must be assessed as Competent in both to complete a unit. There is no grading system — it is Competent or Not Yet Competent.

If You Are Not Yet Competent

If you do not complete an assessment satisfactorily the first time, you will be given feedback and an opportunity to re-attempt. Your trainer will explain what you need to work on.

Reasonable Adjustment

If you have a disability, a health condition, or another circumstance that affects your ability to complete an assessment in the standard way, let us know. We can make adjustments to how you are assessed — as long as the adjustment does not change what the assessment is measuring.

Talk to your trainer or the CEO. We will work something out with you.

Credit Transfer

If you have already completed a unit of competency in the past and the unit is equivalent, you will be able to get credit transfer so you do not have to repeat it.

To apply for credit transfer, you need to provide your original Statement of Attainment /verifiable USI records or transcript. We will verify it and let you know the outcome within 10 business days.

Ask us about credit transfer when you enrol — it is best to sort this out before training starts.

5. Your Certificate or Statement of Attainment

Once you have been assessed as Competent in all required units, we will issue your certificate or statement of attainment.

Full qualification	Certificate III in Telecommunications Technology or Certificate III in Telecommunications Network Build and Operation — issued as an AQF certificate
Short course / single unit	Statement of Attainment — issued listing the unit(s) you completed

We are required to issue your certificate within 30 calendar days of you meeting all requirements. We aim to issue within two weeks.

Your certificate will show your full legal name. Make sure the name on your enrolment form matches your legal name exactly as per ID and USI.

Keep your certificate safe — we can reissue a copy if needed for a re-issuance fee, but we recommend you keep the original in a safe place.

6. Student Support

Learning Support

If you are struggling with any part of your training, talk to your trainer. We would rather know early so we can help you get back on track.

Support we can offer includes:

- One-on-one time with your trainer to go over areas you are finding difficult
- Extra practice time in the simulated environment
- Adjustments to how learning is delivered if you have literacy or numeracy needs

Personal Support

We understand that people sometimes go through difficult periods. If something is affecting your ability to study, let us know. We can look at options like deferring your training or adjusting your schedule.

If you need support beyond what we can offer, we can point you in the right direction. Some useful contacts:

Lifeline (24/7 crisis support)	13 11 14 www.lifeline.org.au
Beyond Blue (mental health support)	1300 22 4636 www.beyondblue.org.au
MensLine Australia	1300 78 99 78 www.mensline.org.au
National Debt Helpline	1800 007 007 www.ndh.org.au
1800RESPECT (family violence support)	1800 737 732 www.1800respect.org.au

Disability Support

Students with a disability or health condition that affects their training are encouraged to disclose this to the CEO so we can put appropriate support in place. Disclosure is voluntary but it helps us help you.

We will never discriminate against a student on the basis of disability. Our obligation is to make reasonable adjustments to support your participation.

7. Your Rights and Responsibilities

Your Rights

As a student at FST you have the right to:

- Be treated with respect by all staff
- Receive quality training and honest feedback on your progress
- Have your personal information kept private and secure
- Raise a concern or complaint without fear of it affecting your training outcomes
- Access the complaints and appeals process if you are unhappy with a decision
- Reasonable adjustments to support your participation where applicable
- Receive your certificate within 30 days of completing your course

Your Responsibilities

We ask that you:

- Arrive on time and ready to participate
- Follow all safety instructions from your trainer — our training environments involve real hazards
- Wear appropriate PPE when required — this will be explained at induction
- Treat other students and staff with respect
- Submit your own work — copying or dishonest behaviour in assessments is not acceptable
- Let us know as soon as possible if you cannot attend a session
- Keep your contact details up to date with us

Attendance

Attendance at practical sessions is essential. You cannot be assessed as competent in practical units without attending the relevant sessions.

If you need to miss a session, contact us as early as possible. We will try to reschedule where we can, but this is subject to availability.

8. Complaints and Appeals

Making a Complaint

If something has gone wrong or you are unhappy with any aspect of your training, we want to hear about it. Raising a complaint will not affect your assessment outcomes or your enrolment. Students will not suffer any disadvantage, penalty, or change to enrolment because they have made a complaint or appeal.

The process is straightforward:

Step 1 - Talk to your trainer	Raise your concern directly with the trainer delivering your course. Most issues can be sorted out quickly at this level.
Step 2 - Contact the CEO	If your concern is not resolved at Step 1, or if your concern is about a trainer, contact the CEO in writing (email or our Student Complaint Form FSTFS05). The CEO will respond within two business days and aim to resolve the matter within 10 business days.
Step3 – Right to Appeal	If not satisfied with the outcome, the student may lodge an internal appeal within 20 days of receiving the decision. Outcome of appeal will be notified in 10 working days.
Step 4 - External review	If you are still not satisfied after the CEO's decision, student will be advised of their right to access external Appeal process with the appropriate agencies.

Appealing an Assessment Decision

If you believe an assessment decision was wrong, you have the right to appeal it.

To appeal, complete our Student Appeal Form (FSTFS06) and submit it to the CEO within 10 business days of receiving your result. The CEO will review the decision independently and respond within 10 business days.

Where the CEO was the original assessor, the appeal is reviewed by the Managing Director or an independent external reviewer. We make sure there is no conflict of interest in the review process.

ASQA External appeal :

FST cooperates fully with any external review and will implement recommendations within 30 days of receiving the final report.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. They may also approach other agencies relevant to their specific situation;

- The Office of the Commonwealth Ombudsman (<https://www.ombudsman.gov.au/>)
- The Privacy Commissioner (<https://www.oaic.gov.au/>)
- The Equal Opportunity and Human Rights Commission (<https://www.humanrights.gov.au/>)

- Department of Education (<https://www.education.gov.au/>)

Students may also choose to contact the Department of Education;
Department of Education
GPO Box 9880
Melbourne VIC 2601

<http://education.gov.au/>

9. Your Privacy

FST collects personal information from you as part of your enrolment and training. We handle this information in accordance with the Privacy Act 1988 (Cth).

We collect information including your name, contact details, date of birth, USI, and training records. We use this information to:

- Manage your enrolment and training
- Issue your certificate or statement of attainment
- Report your training data to NCVET (National Centre for Vocational Education Research) as required by the AVETMISS data standard
- Respond to requests from ASQA as part of our regulatory obligations

We do not share your personal information with third parties except as required by law or with your consent.

You have the right to access and correct the personal information we hold about you. Contact the CEO if you would like to do this.

Your training records are kept for a minimum of 30 years as required by law.

10. Health and Safety

Health and safety is taken seriously at FST. Our training environments involve real equipment and real hazards — this is intentional because it prepares you for real workplaces.

Your Safety Obligations

While training with FST you must:

- Follow all safety instructions from your trainer
- Wear PPE as directed — this will be explained at induction and before each practical session
- Not use any equipment unless you have been trained and authorised to do so
- Report any hazard, near miss, or incident to your trainer immediately
- Not attend training while under the influence of alcohol or drugs

Emergency Procedures

In an emergency:

- Call 000 for police, fire, or ambulance
- Follow your trainer's instructions immediately
- Nearest hospital to Victoria Campus: [Insert nearest hospital name and address]
- Nearest hospital to WA Campus: [Insert nearest hospital name and address]

Incident Reporting

Any accident, near miss, or injury during training must be reported to the trainer immediately. The trainer will complete an Incident Report Form (FSTFA11). Depending on the nature of the incident, we may also be required to notify WorkSafe.

11. Contact Us

FST is a small organisation and you will always deal with a real person. All enquiries — regardless of which campus you are enrolled at — contact myself or your Trainer or our Student Services Administrator at the office.

CEO	Frederick Michael Furnell
Phone	[Insert phone number]
Email	Futureskillstraining26@gmail.com
Victoria Campus	72-92 Langford Street, North Melbourne VIC 3051
WA Campus	41-45 Commerce Ave, Armadale WA 6112