



NATIONALLY RECOGNISED  
TRAINING

## Student Handbook

This student handbook is a guide intended to inform and assist student in the process of applying for competency based training or Recognition of Prior Learning with FPMS.

### Introduction

Established in Australia in 1999, FPMS (Ferguson Project Management Services Pty Ltd) are Internationally Accredited Management Consultants and Training Providers. Our core business is in the creation, development and support of Portfolio, Program and Project Management Capability within organisations based upon internationally recognised best practices such as P3O (Portfolio, Programme and Project Offices), MSP (Managing Successful Programmes), PRINCE2 Project Management Methodology and PMI PMBoK (Project Management Body of Knowledge).

FPM is a RTO approved by the AQTF administering bodies.

### Copyright

#### Copyright Statement

All training materials have been developed and produced by FPMS and are the property of Ferguson Project Management Services Pty Ltd (FPMS) and are protected by the COPYRIGHT ACT OF 1976, AS AMENDED under the Berne Convention for the Protection of Literary and Artistic Works

No part of these materials may be copied or reproduced in any format or by any means, electronically or mechanically including photocopying, scanning or recording without the express consent of FPMS in writing. All rights are reserve.

#### FPMS are:

RTO Registered Training Organisation

APMG Group Accredited Consulting Organisation (ACO) in P3M3®, MSP® and PRINCE2®.

APMG Group Accredited Training Organisation (ATO) in MSP® and PRINCE2®.

PMI Global Registered Education Provider ( REP) providing PMI PMP and CAPM Examination Preparation Courses.

Where reference has been made to material that are the property of other organisations, these materials and logos have been reproduced under the accreditations held by FPMS and by kind permission by the appropriate bodies. OGC for PRINCE2 and MSP and the PMI for the PMBoK

The Swirl logo™ and MSP® are Trade Marks of the Office of Government Commerce

The PRINCE2® logo is a Registered Trade Mark of the Office of Government Commerce in the United Kingdom and other countries

The PMI® Registered Education Provider Logo is a registered service and collective mark of the Project Management Institute, Inc.

The AQTF logo is used by kind permission of Department of Employment and Education and Training Services.

## Admissions

FPMS are committed to providing equal opportunity and promoting inclusion for all students. There are no restrictions placed on entry to competency-based courses, however participants must have the required level of experience and qualifications for the intended course and satisfy any entry requirements for the specific courses. Details of any prerequisites are provided in the Course Outlines for each course offered.

### Pre course assessment

On initial enquiry, all students will have the opportunity to have a preliminary assessment and telephone interview carried out by an FPMS assessor to determine the appropriate pathway for the competency based training and assessment.

Some candidates may be suitable for Recognition of Prior Learning while others may require to attend classroom based training and assessment before an award can be made. Our experienced assessors will advise on the most appropriate route after a brief pre course assessment. This assessment is normally conducted by telephone.

### Recognition of Prior Learning (RPL) Process

Many people have gained their experience in the workplace without formal documentation or qualification. RPL is provided specifically for such cases so that individuals, who have been performing the role and executing the tasks in the workplace, can have that experience formally assessed and a qualification appropriate to that level of experience awarded.

### Recognition of Prior Learning (RPL) application process

**Participants can download relevant RPL documentation from the FPMS web site at [www.fpmsgroup.com.au](http://www.fpmsgroup.com.au) Guidance on the process is provided below.**

#### Step 1 – Provide information of skills and experience

In order to determine if RPL may be applicable to you, please complete the attached form providing as much information on your experience in project management as possible. and submit to FPMS for assessment. Information may include:

- General employment documents
- brief CV or work history
- position descriptions
- certificates/results of assessment
- details of in house courses, workshops, seminars, orientation or induction sessions
- staff appraisals
- references/letters from previous employers/supervisors

#### Workplace documents

- diaries / task sheets / job sheets
- document relating to projects you have worked on (eg. Briefs, Scoping Documents, preparation of cost and budget estimates, plans, etc)
- membership of relevant professional associations – e.g. The Australian Institute of Project Management, PMI.
- interests/special skills outside work
- references/letters from previous employers/supervisors
- industry awards
- any other documentation that may demonstrate industry experience and support your application

**Please note all documents submitted must be originals or certified copies**

**Step 2 – Assessment Interview**

Once an assessor has reviewed the information provided against the performance criteria for the qualification that is being sought, you may be invited to participate in a competency interview. During this interview you will have the opportunity to verify and supplement the information already provided.

**Step 3 – Verification of your skills in the work place by a third party**

The assessor may wish to contact your manager / supervisor for verification of information provided and also to gain an independent assessment of skill levels relevant to the qualification. Please provide us with contact details of two work referees, who should be your managers / supervisors, (past employment or present) who can confirm your application of the skills in the workplace. They will be asked to complete a similar assessment questionnaire.

Alternatively, you may be requested to conduct a practical skills test. This may be arranged at your workplace (if appropriate) or at another suitable venue. This assessment will focus on skills that are required to meet the performance criteria of the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

**The Assessor may, at their discretion, request both references and a practical skills test.**

**Step 4 - Recommendation**

Once the assessor has reviewed all the information, you will be sent notification of the recommendation made in respect of your application. There are 3 recommendations:

1. Award full RPL - The applicant has demonstrated and provided evidence of competence that meets the acceptance criteria in all modules of the qualification.
2. Partial Award – The applicant has demonstrated and provided evidence of competence that meets the acceptance criteria in the following modules (modules will be listed) but has failed to satisfactorily demonstrate the requirements in the following modules (modules will be listed). We recommend further training in the areas of non compliance.
3. No award – The applicant has failed to satisfactorily demonstrate the competence level required to meet the performance criteria of this qualification. We recommend that the applicant undertake an appropriate training course to gain the necessary skills.

**Fees and charges for RPL**

Fees will be charged per module assessed at a rate of \$150 per module. This covers all administrative costs and assessor fees.

Where an assessor is required to carry out an assessment at the applicant's workplace, all expenses for travel and accommodation will be paid for by the applicant at cost.

Fees for RPL must be paid at time of application. No recommendations will be provided unless full payment has been received.

**Please complete the RPL form and return to us with supporting information to**

**FPMS**

**AQTF Assessor**

**PO Box 62**

**Unley Business centre**

**Unley SA 5061**

**All evidence documents will be returned once sighted and verified.**

## Registration

All enquiries regarding training courses, assessments or RPL can be made directly on 08 8172 1867

Registration for any of the training courses offered by FPMS can be by:

- contacting FPMS
- downloading the registration form from our website and faxing it to FPMS at 08 8172 1868
- by email at [fpms@fpms.com.au](mailto:fpms@fpms.com.au)

A \$500 deposit is payable at time of registration. Once the registration form and non refundable deposit has been received, an acknowledgement and pre course reading pack will be issued with the invoice for full payment. If confirmation of receipt of the registration has not been received within 5 working days of the application, please contact us to confirm that we have received your application. Full joining instructions will be issued in the week prior to the commencement of the course.

***For terms and conditions of payment, cancellation and transfer, see the Fees and Payments section***

## Fees and Payments

### Fees

FPMS reserve the right to change or alter the course fees. Details of the current fees for courses please contact the training coordinator on 08 8172 1867

All fees include unless otherwise stated:

- Course materials
  - Mind mapped student course book
  - Course reference book
  - Laminated process model
- Classroom facilitation
- All assessments
- GST

### Payment Terms

#### Individual Registrations

A non-refundable deposit of \$500 will apply to all registrations and is payable at the time of registration. This fee will cover administration expenses incurred by FPMS. A further payment of \$1000 of the course fee shall be paid before the classroom component of the course has been completed. The balance of the course fee will then become payable on submission of workplace assignment for assessment.

#### Corporate Registrations

An invoice will be raised on receipt of the AQTF Corporate Course Confirmation Form

Payment is required in full prior to the commencement of the Training Course

#### Security of fees paid in advance

All fees paid in advance are secured through the FPMS' rigorous financial management and control systems, policies and procedures.

#### Non-Payment

All instances of non-payment will be referred to the Director of Training. The Director of Training will advise on the appropriate course of action. Non-payment may result in cancellation of the registration of an individual student and cancellation of the course in the case of a corporate course. Cancellation in this manner does not remove any liability for the debt.

FPMS reserve the right to pursue non - payment of fees through the appropriate legal channels

## **Cancellation of Registration and Refund Policy**

The policy for the management of cancellations and refunds will be listed and maintained on the FPMS website. There are three sources of cancellation from training course:

1. FPMS Cancellation
2. Individual Cancellation, Non Attendance or Transfer
3. Corporate Cancellation

### **1 FPMS Cancellation**

FPMS reserve the right to cancel, postpone or re-schedule training courses due to low enrolment or unforeseen circumstances.

In the event that FPMS cancel a training course, the limit of liability will be the return of fees already paid by the client. In the event of a cancellation, FPMS will always offer a transfer of registration, without fees, to the next available training course. Where a refund is due it will be sent within 28 days.

### **2 Individual Cancellation, non attendance or Transfer**

If a student registered for a course, cancels within 21 days or more of the start of the course, they shall be entitled to a full refund of fees paid, minus the non-refundable deposit of \$500.

Students, who are registered to attend, are liable for all monies paid where notification of non attendance or cancellation is provided less than 21 days before the start of the course. Substitutes will be accepted at any time prior to course commencement. Substitutes cannot be made once the course has commenced.

Registered students may transfer to a future course on request. The following conditions of transfer will apply: The request must be received in writing more than 21 days before the commencement of the course.

Where a student is unable to attend a training course through illness, FPMS Training Coordinator should be notified as soon as possible prior to the day that the course is due to commence or on the day that the student is unable to attend. In these cases, students may transfer to the next immediate course on provision of a valid medical certificate for the dates concerned

Where notification of a cancellation is within 21 working days or less before the course commencement date, fees paid will not be refunded or allocated to another course. FPMS cannot accept responsibility for changes to work commitments or personal circumstances within this 21 day period.

A transfer fee of \$250 will be payable in all situations.

Where students leave before completion of the course, the student is liable for the full course fees, including the assessment component.

### **3 Corporate Cancellation**

In the event that a corporate training course is cancelled, after returning the Corporate Course Confirmation Form, the organisation will be liable for full course fees.

In the event that FPMS is unable to fulfill its contract with a client, then FPMS will refund the client the proportion of fees paid by the client for which services were not received.

## **Refunds**

Refunds will be processed upon completion of the Refund Request Form. Refunds must be approved by the Director of Training and will be processed within 28 days of the claim being received.

## **Issue of certificates and statement of attainment**

FPMS require confirmation of payment in full before any results, certificates or statements of attainment will be issued or released to any parties.

FPMS charge an administration fee of \$30 to issue a replacement certificate and or statement of results.

### Discounts

The following discounts are available:

- Group registrations
- For participants enrolling on two or more FPMS Training programs
- Membership of professional associations

### Student Induction

Student induction occurs both before and at the start of training and will generally include:

- Overview of the course and expected outcomes from the experience.
- Method of delivery
- Assessment procedures, if applicable
- Schedule of delivery and assessments
- Introductions to Training team and other group members
- Student / trainer expectations and responsibilities
- OH&S issues and procedures

### Student support

All FPMS students will be given access to the web based FPMS AQTF Certification Support Forum which provides online discussion groups and helpdesk. The Training Coordinator will provide advice and support concerning any aspect of the course that students are undertaking. This support will be available during business hours Monday to Friday. Students can seek advice via phone 08 8172 1867.

## The FPMS Approach to Competency Based Training

### Training Delivery and Assessment Policy

FPMS are committed to high standards in the provision of training and assessment. FPMS only uses qualified staff, facilities, equipment and materials to provide the training and/or assessment services within scope of registration and to accommodate client needs, delivery methods and assessment requirements.

In developing, adapting or delivering training and/or assessment products and services, FPMS ensure the following;

- Methods used to identify learning needs, and methods for designing training and assessment, are documented;
- The requirements of the Training Package or accredited course are met;
- Language, literacy and numeracy requirements are developed to suit the individual needs of each client using allowable adjustment;
- Delivery modes and training and assessment materials will meet the needs of a diverse range of clients;
- where assessment or training is conducted in the workplace, the organisation will negotiate the delivery and assessment strategy with the employer and learners, work with the employer to integrate any on-the-job training and assessment; and schedule workplace visits to monitor/review the training and assessment; where assessment or training is conducted on-line or by distance, the organisation has effective strategies for learner support, monitoring and assessment
- FPMS assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified
- in accredited courses within the scope of registration.

FPMS ensure that all assessments:

- comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses;

- comply with the principles of validity, reliability, fairness and flexibility; provide for applicants to be informed of the context and purpose of the assessment and the assessment process;
- where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace
- covers all aspects of workplace performance, including task skills, task management skills and job role and environment skills;
- involve the evaluation of sufficient evidence to enable judgments to be made about whether competency has been attained;
- strategies are reviewed by industry on a regular basis (at least annually);
- provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options;
- are equitable for all persons, taking account of cultural and linguistic needs;
- provide for reassessment on appeal;
- RPL is offered to all applicants on enrolment.

## Assessment Procedures for Students

### What will be assessed?

During the course, each participant will be assessed against each required unit of competency so that it can be credited towards their qualification.

### How will the assessment take place?

Within the assessment process, different types of assessment take place for specific purposes and situations. Such a flexible approach ensures that the assessor gains sufficient evidence of your competence and that assessment is fair; relevant and valid. Sometimes, a single assessment exercise may assess a number of competencies e.g. a case study, scenarios, questioning, role play and a project assignment with classroom presentation.

### What if I am unhappy about the assessment process?

If you are unhappy with the assessment process in any way, please talk to your assessor. If you are not satisfied with the outcome of your discussion you can request a complaints form which you should complete and forward to the FPMS Lead Trainer.

### What if I am unhappy about a particular assessment result?

If you are unhappy with the result of an assessment, you are able to request another assessment, at date advised by the Lead Trainer. You are permitted to re-submit assignments ect for this assessment by the date advised by the lead trainer before a final grade is given. Assessment methods can be designed to meet specific needs of students e.g. people with disabilities or with literacy/language problems needs.

## Certificate IV

Certificate IV and Diploma in Project Management both have a classroom based component and a workplace Assignment that all students require to complete.

### Certificate IV

Certificate IV is intended for those with little or no experience in Project Management and provides a solid foundation in Project Management knowledge areas, processes, tools and techniques. This equips the students for applying these back in the workplace. This classroom component is delivered over 3 consecutive days.

<b>Delivery</b>	<b>Part 1</b>	<b>Trainer Facilitated Classroom Component</b>
<b>Duration</b>	<b>5 days</b>	<ul style="list-style-type: none"> <li>◦ <b>Trainer facilitated sessions utilising a number of presentation mediums including:</b></li> <li>◦ <b>PowerPoint slides,</b></li> <li>◦ <b>Video/DVD,</b></li> <li>◦ <b>Case studies,</b></li> <li>◦ <b>Discussion,</b></li> <li>◦ <b>Role play.</b></li> </ul>

**Participants will be led through a case study that will involve utilisation of project Management tools and techniques. This case study assignment will form the basis of formal instruction in the tools and techniques that participant will be expected to perform in the workplace. Participants will be assessed on their participation within the classroom.**

#### Home study

**Participants should allow approximately 2 hours per evening for home study during the classroom component.**

**Training will be delivered at either:**

- **Client Provided Venue**
- **FPMS Provided venue**

### Part 2 Workplace Assessment Component

**Duration 4 weeks assignment assessment.**

**After successful completion of the classroom component, participants will be required to complete a Workplace Assessment Component. This will comprise a case study assignment based upon a project (or projects) that they are involved with in their workplace. During this assessment, participants will require to maintain a progress log and complete a weekly assignment that will be verified and signed off by their supervisor/ manager.**

**Participants will be required to submit a weekly progress report to the Assessor. This report will include copies of any documentation or artifacts produced as part of the assignment.**

Support Services On course commencement, participants will be provided membership to the FPMS AQTF Certification Forum, members only support network for FPMS Alumni.

Participants will be monitored on a weekly basis during the workplace assessment component and any potential issues will be quickly identified and support provided.

**Prerequisites** There are no prerequisites for attendance on this course.

Full details are included in the course outlines which can be downloaded from our website.

## Diploma

Those who benefit from attending this course will include those who hold a Certificate IV of Project Management and who wish to progress to Diploma Level. Those who are currently involved in Project Management who wish to attain a formal qualification. Project support team members who undertake the project on a day-to-day basis; Assistant Project Managers, Project Managers, Team Leaders, Project Management Facilitator, Project or \Program Administrator.

<b>Delivery</b>	<b>Part 1</b>	<b>Trainer Facilitated Classroom Component</b>
<b>Duration</b>	5 days	<ul style="list-style-type: none"> <li>◦ Trainer facilitated sessions utilising a number of presentation mediums including:</li> <li>◦ PowerPoint slides,</li> <li>◦ Video/DVD,</li> <li>◦ Case studies,</li> <li>◦ Discussion,</li> <li>◦ Role play.</li> </ul>

Participants will be assessed during classroom participation by end of session questions, case study work and role play.

### Home study

Participants should allow approximately 2 hours per evening for home study during the classroom component.

Training will be delivered at either:

Client Provided Venue

FPMS Provided venue

### Part 2 Workplace Assessment Component

**Duration** 4weeks assignment assessment.

After successful completion of the classroom component, participants will be required to complete a Workplace Assessment Component. This will comprise a case study assignment based upon a project (or projects) that they are involved with in their workplace. During this assessment, participants will require to maintain a progress log and complete a weekly assignment that will be verified and signed off by their supervisor/ manager.

Participants will be required to submit a weekly progress report to the Assessor. This report will include copies of any documentation or artifacts produced as part of the assignment.

**Support Services** On course commencement, participants will be provided membership to the FPMS AQTF Certification Forum, members only support network for FPMS Alumni.

Participants will be monitored on a weekly basis during the workplace assessment component and any potential issues will be quickly identified and appropriate support provided.

## Advanced Diploma

This course will also satisfy the Training requirements for Registration for PMP Examination and AIPM professional competency standards for Certified Practicing Project Director Level. This course also provides participants with grounding in Program Management.

Those who will benefit from attending this course will include those who hold a Diploma in Project Management, PMP, or those who are experienced Project Managers who are already managing projects and or programs who wish to attain a formal qualification or upgrade existing qualifications.

This course is suitable for senior Project Managers, Program Mangers. Experienced Project Support Team Members, Experienced Program Support Team Members, Senior Management who require to direct projects

**Delivery** Part 1 Trainer Facilitated Classroom Component

**Duration** 3 days

- Trainer facilitated sessions utilising a number of presentation mediums including:
- PowerPoint slides,
- Video/DVD,
- Case studies,
- Discussion,
- Role play.

Participants will be assessed during classroom participation by end of session questions, case study work and role play.

### Home study

Participants should allow approximately 2 hours per evening for home study during the classroom component.

Training will be delivered at either:

Client Provided Venue

FPMS Provided venue

## Part 2 Workplace Assessment Component

**Duration** 12 weeks plus 1 day classroom presentation/ assessment.

After successful completion of the classroom component, participants will be required to complete a Workplace Assessment Component. This will comprise a case study assignment based upon a project (or projects) that they are involved with in their workplace. During this assessment, participants will require to maintain a progress log and complete a weekly assignment that will be verified and signed off by their supervisor/ manager.

Participants will be required to submit a weekly progress report to the Assessor. This report will include copies of any documentation or artifacts produced as part of the assignment.

On completion of the workplace assessment, participants may be invited to make a presentation to the assessors on their assignment.

## Appeals Procedure

Any complaint about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the lead trainer.

The following procedures are in place:

- Notify trainer within 21 days.
- Negotiate for re-assessment.
- Lead trainer provides a written statement of outcome within a further 21 days.
- Seek arbitration by a third party or panel acceptable to all parties to the appeal.

If the appeal is still unresolved, the student will be advised of external organisations, eg Consumer Affairs or the Training Advocate [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au) **Phone** 1800 006 488

### **Complaints Procedure**

In the event that a student has a grievance concerning any matter in relation to the training or the organisation the student must within seven days speak directly with the person concerned. If grievance is unresolved the student will be given the opportunity to speak with lead trainer.

Outcomes will be presented in writing from lead trainer within 14 days of determination if complaint cannot be resolved in discussions with them. If the student is still not satisfied they will be directed to relevant tribunal or Government Department.

Training Advocate. [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au) Phone 1800 006 488

### **Customer Complaint**

Matters of complaint outside of grievance and appeal will be dealt with according to its merit. The written complaint will be formally viewed by the lead trainer within seven days of receipt. A response in writing will be forwarded to the complainant within a further seven days notifying of result and/or any further action.

If the complaint is unresolved, the complainant will be advised of external organisations that may assist, eg Consumer Affairs. Training Advocate. [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

### **Recognition of attainment form other RTO's**

As required by the Australian Quality Training Framework (AQTF) FPMS recognise qualifications and statements of attainment issued by Registered Training Organisations (RTO) throughout Australia. It will be the responsibility of the Lead Trainer to sight original parchments presented by candidate. If it is a photocopy, then the copy must be a certified copy only.

## **Employable skills**

What are Employability Skills? They are

- a set of skills which support our ability to perform effectively in the workplace
- non-technical skills that might also be called 'soft skills', 'generic skills' or 'transferable skills'
- part of your training and assessment
- defined for your qualification, in the Employability Skills Summary.

Employability Skills that you attain in one workplace can be applied and further developed other workplaces and job roles. In most cases Employability Skills are already part of the tasks and activities you do on a daily basis.

Employers in Australia, and around the world, are placing greater and greater emphasis on these skills.

A summary of the employability skills developed can be downloaded from

<http://employabilityskills.training.com.au>

## Code of Practice

FPMS training courses adhere to the standards that have been drafted by AQTF. We have management systems in place to ensure quality control is maintained throughout the company to deliver quality services to our clients.

### **Policies, processes and procedures for providing quality training and assessment**

Policies, processes and procedures are in place to ensure quality control throughout the company for all areas of business, to provide consistency in the management, delivery, assessment and support provided by FPMS to their clients as an RTO.

Our courses have been developed using current national and international best practices and have been developed in consultation with leading industry groups within the project management business community.

Our Assessments have been developed in consultation with industry partners and reflect the competency standards that are required of Project and Program Managers in the workplace and have been created using defined learning strategies that have been outlined by the AQTF.

### **Compliance with legislative responsibilities**

FPMS are committed to ensuring the health, safety and welfare of its employees and all other persons. We aim to fulfill our statutory duties with regard to legislation.

### **Effective Financial Management**

We have in place secure financial practices to ensure the protection of clients and any funds that are paid in advance. FPMS complete an annual audit by a qualified CPA.

### **Effective administration and records management**

Student records are held within the FPMS AQTF data base. All student records are confidential and information will not be released to any party without the express authorisation in writing of the student concerned. Where a company has paid for the course and the student provides a written declaration to give authorisation they may be released to that entity. Confidentiality is a priority of FPMS and all records are maintained in a secure location. Training records are kept for a period of 30 years.

### **Recognition of qualifications issued by other RTO's**

FPMS will recognise other qualifications that have been issued by other RTO's throughout Australia, evidence must be provided and FPMS reserve the right to contact the RTO to gain authentication.

### **Access and equity and client service**

FPMS will where possible ensure access is available to all people regardless of their age, gender, culture and background. Some courses at FPMS require a minimum of HSC level English or equivalent and a high level of numeracy, where this standard is not met, we may reserve the right to refer participants onto other training organisations or agencies.

FPMS will ensure that clients receive a student handbook that provides information relevant to the courses and the competencies that can be achieved, including a desired pathway to achieve Certification including RPL. Recognition of Prior Learning can be achieved if a participant is able to provide the relevant certificates or experience that demonstrates the competencies required by that level of certification.

FPMS understand the importance of ensuring the welfare of our clients and staff, we endeavor to provide the following services:

- Client support
- Grievance and disciplinary procedures
- Special need support will be provided to students and staff where applicable.

## **Continuous Improvement**

FPMS are committed to the continued improvement to all aspects of their services. As such we actively seek consultation with our industry partners, clients, staff and student in the assessment and evaluation of our services.

As a result of these consultations our management processes, policies and services are regularly reviewed and modified as deemed necessary.

## **The competence of RTO staff**

FPMS presenters are experienced Program and Project Managers who hold the following accreditations:

PMP (Project Management Professional) certification through the Project Management Institute  
PRINCE2 Project Management Methodology through the APMG as both Trainers and Consultants;  
MSP (Managing Successful Programmes) through the APMG as both Trainers and Consultants;  
Certificate IV in Workplace Assessment and Training.  
Buzan Licensed Mind Mapping Instructors (BLI)

Our training staff is assessed on a regular basis to ensure compliance to the training packages and continuing staff development is maintained to the levels of the courses/assessments they train.

## **Issuing AQF qualifications and statements of attainments**

Issue of certificates and statement of attainment Certificates, statement of attainment will only be issued on successful completion of courses and assessments as specified by the relevant level of training undertaken. FPMS require confirmation of payment in full before any results, certificates or statements of attainment will be issued or released to any parties.

FPMS charge an administration fee of \$30 to issue a replacement certificate and or statement of results.

## **Use of national state territory logos**

These are adhered to by FPMS and will only be used as specified by the rules of usage from the company, department or government industry body who issues them.

## **Ethical marketing and advertising**

FPMS adhere to the requirements of the AQTF with regards to the advertising material, we are a company that prides itself on its ethical beliefs and our vision.