



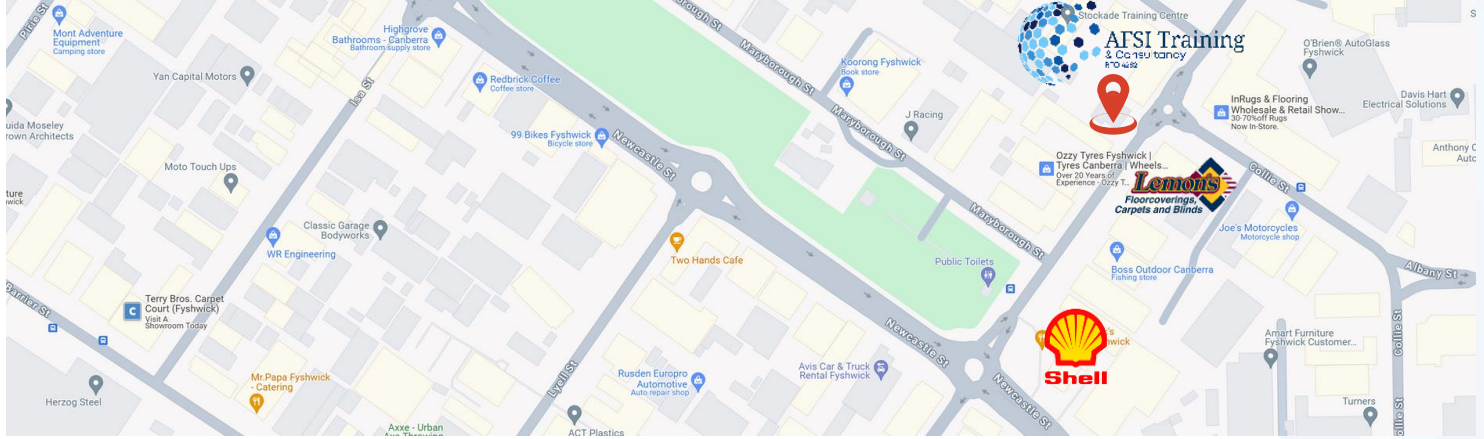
AFSI Training
& Consultancy
RTO 4282

THINGS TO KNOW

When Studying With AFSI Training & Consultancy
In Canberra

Office Location:

If you are attending our course in Canberra – AFSI is located at -
21 Wollongong St, Fyshwick, ACT, 2609



Offsite Parking:

We do not have parking on site for students, but there is **free all-day parking offsite** one block away in the park off Maryborough Street:



Attending a course in person:

All of our courses run from **9 a.m.** to approximately 4:30 p.m.

Please allow time for traffic and **offsite parking**. You are required to show photo ID on the first day you attend the course. You will need to sign in and out, every day that you visit our offices.

If you will be late for any reason, please contact the AFS office on **02 6106 9332**. If no one answers, try mobile number 0402 887 335.

Attending a course in person:

You will usually be allocated a desktop computer. However, for some courses, you may be asked to bring a laptop. If this is the case, we will let you know about this, with ample time to prepare before the course. Please ensure that your laptop is fully charged and that you bring your charger with you for backups.

Make sure you have set up your MFA, and logged in to the LMS, prior to the first day!

Don't forget to have your username and password with you. Please bring any stationery or items to assist you in your course.

Student Accommodation:

Thanks to Abode Apartments, students who are travelling and require accommodation in Canberra to complete their studies can receive AFS discounted rates. Please make sure to mention that you are studying with AFSI Training & Consultancy when you book directly with Abode. Reservations can be made by phone on 1300 122 633 or via email reservations@abodehotels.com.au.

The two closest Abode Hotels are Abode Kingston and Abode Narrabundah. The main dining precincts near our offices are Manuka and Kingston, followed by Canberra Centre, Woden and Queanbeyan.

Weather:

Canberra is known for being cold in Winter and hot in Summer. At times the weather can be unpredictable. Layers are a good idea if you are travelling from outside the region. A good idea is to check the weather just before you come on your favourite weather app.

AFSI Training Facilities:

Our training facility has bathrooms, heating, and air conditioning. When attending a course at our training facility in Fyshwick, Canberra, a light morning tea and fruit bowl will be provided. We also offer tea and coffee-making facilities, fridges, microwaves, and some other small kitchen appliances for visitor use.

We have soft drink cans for sale at \$2 per can. If this interests you, please bring coins as we can't give change. Please bring a refillable bottle for water, as open containers are not permitted on desks. We will provide you with a gift bag with a keep cup for hot drinks.

Our Office Space:

You will be training in our office shared workspace, where we hold other classes, and often have outside professional visitors, and for this reason, we ask that your dress is smart casual. Please be mindful of others in the workplace, and keep noise to a minimum during your break times.

Our Classrooms:

We have various classroom options, some are equipped with desktop computers. For some courses, we might ask that you bring a laptop. If this is the case, we will let you know about this with ample time to prepare before the course.

Attending a Virtual Classroom online:

For Virtual Classroom (online) courses, students will receive Teams link before the course start date. These will also be available in the Learning Management System, in 'Course Announcements'.

If you have any problems on the day, you can contact our office on 02 6106 9332 or reception@afsi.com.au.

If hard copies of course materials are required, you will receive these approximately a week before the course commences. These will be sent by express post to the address nominated on your enrolment form.

For Virtual Classes, it's essential that you have a computer, reliable internet access, and video and microphone capability. A second screen is beneficial (but not necessary) to enable access to the AFS Learning Management System for the duration of training. Please ensure your computer has power, and if using a laptop, it is fully charged or connected to power for the course. This will ensure you can participate fully without any technical interruptions. In some courses, additional reference materials, including presentations, become visible as the face-to-face elements of the course progress.

If you are using a work computer** – Please ensure that you can access the course and the Virtual Link, **prior to the course start date

It's crucial that you ensure you are in a well-lit area with no interruptions or distractions when you attend the course. This will help you focus and get the most out of your learning experience. You should also equip yourself with water and food for sustenance during the course outside of break times.

Course Payment:

The invoice for enrollment must be paid in full prior to accessing the course, and before course attendance, and course materials are posted out.

If you are attending as part of a group training, we will liaise with your group coordinator.

Assessment and Marking:

Assessment and grading of student work is prioritised in the order in which assessments are received. Every effort is made to grade work in the shortest possible timeframe; however, due to assessment administration, workload, and course sizes, please allow up to 30 days to grade any assessment or reassessment submission.

Please ensure that you log in to the LMS REGULARLY to check your progress, assessors feedback, re-submissions required etc.

Certificate Issuing:

Please be advised that certificates will ONLY be issued once you have submitted a completed enrolment form (which must have a USI number and your personal email and residential address). All course fees have been paid in full by either yourself or your company/department, and all assessments have been graded satisfactorily by the trainer/assessor.

Certificates will be processed in the order in which requests are received from all trainers. You will receive a digital copy by email.

If you require a printed hard copy you can order one by completing the details via this [LINK](#). This process will be completed as quickly as possible; however, at peak times, it may take up to 30 days after the final assessments are marked satisfactory.

If you order a printed hard copy, this will be posted to the address nominated on your enrollment form, within 14 business days from invoice payment.

***Note that upon issue of your qualification certificate, all access to the AFSI Learning Management System is suspended.**

If you require assistance with the course content, and have not received a response from the trainer/assessor through the LMS, please do not hesitate to contact us at studentsupport@afsi.com.au or on 02 6106 9332