



AFSI Training
& Consultancy
RTO 4282

THINGS TO KNOW

When Studying with AFSI Training & Consultancy
– Virtual / Offsite training

Virtual and/or In Person – Classroom Attendance

In your welcome email, you will be advised of the dates to attend a Virtual, OR In Person Classroom. **If you cannot attend this date**, (and you are enrolled through your workplace) please advise your Sector Co-Ordinator straight away for all changes. AFSI will only make changes through direct communication from the supervisor in charge of enrolments. If you are attending through private/individual enrolment please contact reception@afsi.com.au

Attending a course in person:

Our courses run from **9 a.m.** to approximately 4:30 p.m. Please be logged in and ready on time. You may be provided with desktop computers. However, for some courses, you might be asked to bring a laptop. If this is the case, your Sector Co-Ordinator 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 that 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 other stationery or items to assist you in your course.

Attending a Virtual Classroom online:

For Virtual classroom (online) courses, students will receive a Teams link by email, before the course start date. This will also be available in the Learning Management System, in 'Course Announcements'. If you have any problems during the day, you can contact our office at 02 6106 9332 or reception@afsi.com.au.

For Virtual Classes, it's essential that you have a computer (Not a tablet), reliable internet access, and video and microphone capability. A second screen is beneficial (but not necessary) to enable access to the AFSI 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.

***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* (Check background preventions, etc.).

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.

Assessment and Marking:

Assessment and grading of student work are 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 satisfactory 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 this from reception@afsi.com.au

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 copy, this will be posted to the address nominated on your enrollment form, within 5-7 business days from invoice payment.

***Note that upon issue of your qualification certificate, all accesses to the Learning Management System are 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

We look forward to assisting you to achieve your learning goals!