



Fortitude Learning Enrolled Student Handbook

Welcome Letter

Dear Learner,

Welcome to an exciting new chapter in your professional journey. As you embark on our innovative industry training programs, you'll discover a streamlined and engaging pathway designed to develop essential skills and competencies.

At **Fortitude Learning**, our training and e-Learning services are designed with simplicity in mind. Regardless of your experience or background, our easy-to-navigate system ensures that anyone can succeed. To assist you further, we've included guides to help you locate important resources that will enhance your learning experience.

Our dedicated support team is here to assist you. Reach out to us at any time at **contact@fortitude.net.au**, and we will gladly address your inquiries. We are proud to provide a training system built to empower your success, and we look forward to celebrating your achievements.

Executive Summary

At **Fortitude Learning**, we have carefully considered every aspect of the learner's journey. Our training is designed to be both informative and accessible, with comprehensive resources available through our intuitive e-Learning platform.

Goals and Solutions

Fortitude Learning is committed to providing individuals and professionals with high-quality industry training and complex soft-skills development. This handbook answers key questions regarding your enrolment and our policies, helping you make the most of your learning experience.

Our training team is well-equipped to support you throughout your studies. Please don't hesitate to reach out if you have any questions. Thank you for choosing Fortitude Learning, and we look forward to helping you achieve your professional goals.

A Learner-Centred Approach

Our commitment to learners is reflected in our approach:

- Explaining how to start your learning journey with us.
 - Providing clear guidance on enrolment.
 - Transparent details on fees and program costs.
 - Comprehensive support throughout your training.
 - Clear instructions on navigating our e-Learning platform.
 - Step-by-step guidance on completing your industry training.
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About Fortitude Learning

Fortitude Learning Pty Ltd is a forward-thinking organisation offering cutting-edge e-Learning services and industry training programs. Our focus is on equipping learners with the tools and skills needed to thrive in competitive industries.

We specialise in delivering complex soft-skills training that helps individuals stand out in the workforce. These invaluable skills, often overlooked in traditional education, are what set professionals apart, making them indispensable in their roles.

Our Commitment

- **Flexibility:** 100% online and accessible anytime, anywhere.
- **Simplified Processes:** Enrol easily and get started immediately.
- **Support:** Our team is always available to ensure your success.

At Fortitude Learning, we have removed unnecessary barriers to learning, ensuring an engaging, efficient, and enjoyable experience for all our learners.

Mission Statement

Our mission is to empower learners by providing exceptional e-Learning services and industry training that meet the needs of individuals and the demands of evolving professions.

Key Policies

Enrolment and Fees

Before enrolling, we encourage you to review our policies and terms on the **Fortitude Learning website**. Once payment is received, enrolment is confirmed, and you can immediately access your learning materials.

We offer flexible payment options, including interest-free finance for eligible learners.

For more information or assistance with enrolment, contact us at: **contact@fortitude.net.au**

Refund and Cancellation Policies

We aim to provide fair and reasonable refund options, ensuring clarity and transparency. Specific refund conditions apply as outlined on our website.

Learners are encouraged to carefully review all course information, FAQs, and policies before enrolling.

Learner Support

Our support team is here to assist with:

- Navigating our e-Learning platform.
- Accessing resources and materials.
- Answering questions about training programs or assessments.

Contact our support team via email at **contact@fortitude.net.au** or call **(07) 3712 2115**.

Training and Assessment

Fortitude Learning offers training programs and e-Learning services tailored to a wide range of industries. Whether you're a seasoned professional looking to upskill or new to the workforce, our programs provide a solid foundation for success.

Our training includes:

- Industry-focused skills development.
- Practical application of complex soft-skills.
- Guidance from experienced professionals.

With Fortitude Learning, you can trust in a system designed to make learning seamless, efficient, and effective.

Get Started

Start your journey with **Fortitude Learning** today! Explore our dynamic e-Learning services and unlock your potential with training designed for your success.

Contact Us

- Email: contact@fortitude.net.au
- Phone: (07) 3712 2115

Visit us at www.fortitude.net.au to learn more about our industry training programs and to enrol today.