



**2020**  
**STUDENT HANDBOOK**

---

## Table of Contents

<b>WELCOME</b>	<b>4</b>
<b>ABOUT THIS HANDBOOK</b>	<b>4</b>
<b>OUR MISSION</b>	<b>4</b>
<b>CONTACT DETAILS</b>	<b>5</b>
<b>COMPANY DETAILS</b>	<b>5</b>
<b>CONTACT LIST</b>	<b>5</b>
<b>INTRODUCTION</b>	<b>6</b>
<b>PRE-ENROLMENT</b>	<b>7</b>
<b>STUDENT SELECTION</b>	<b>7</b>
<b>ACCESS, EQUITY, STUDENTS SELECTION AND ADMISSION</b>	<b>7</b>
<b>CODE OF PRACTICE</b>	<b>8</b>
<b>ENROLMENT/ADMISSION</b>	<b>8</b>
<b>UNIQUE STUDENT IDENTIFIER</b>	<b>8</b>
<b>FUNDING</b>	<b>8</b>
CERTIFICATE 3 GUARANTEE	8
VET STUDENT LOANS (VSL)	9
FEE-FOR-SERVICE	9
<b>LANGUAGE, LITERACY AND NUMERACY</b>	<b>9</b>
<b>RECOGNITION OF PRIOR LEARNING (RPL) / NATIONAL RECOGNITION</b>	<b>10</b>
<b>FEES, CHARGES AND REFUNDS</b>	<b>10</b>
REFUND POLICY	10
SUSPENSION OF PAYMENTS	11
<b>STUDENTS WELFARE, GUIDANCE AND SUPPORT SERVICES</b>	<b>11</b>
<b>COURSE ENROLLED STUDENTS</b>	<b>11</b>
<b>ACCESSING ONLINE</b>	<b>11</b>
<b>ATTENDANCE ONSITE</b>	<b>12</b>
<b>DELIVERY</b>	<b>12</b>
<b>OCCUPATIONAL HEALTH &amp; SAFETY</b>	<b>13</b>
<b>SUPPORT</b>	<b>13</b>
<b>ASSESSMENT</b>	<b>14</b>
<b>ASSESSMENT PRINCIPLES</b>	<b>14</b>
RELIABLE	14
FLEXIBLE	14
FAIR	14
VALID	14

<b>ASSESSMENT PATHWAYS</b>	<b>14</b>
<b>COMPETENCY BASED TRAINING</b>	<b>14</b>
<b>ASSESSOR QUALIFICATIONS</b>	<b>15</b>
<b>ASSESSMENT RESOURCES</b>	<b>15</b>
<b>CONDUCTING ASSESSMENT</b>	<b>15</b>
<b>APPEALS PROCESS</b>	<b>16</b>
<b>COMPLETION PERIOD / EXTENSIONS</b>	<b>17</b>
<b>DISCIPLINARY PROCEDURES</b>	<b>17</b>
<b>ISSUING OF QUALIFICATIONS / STATEMENTS OF ATTAINMENT</b>	<b>17</b>
<b><u>RIGHTS AND RESPONSIBILITIES OF PARTICIPANTS</u></b>	<b><u>18</u></b>
<b><u>STUDENT FEEDBACK &amp; QUALITY IMPROVEMENT</u></b>	<b><u>18</u></b>
<b><u>LEGISLATION</u></b>	<b><u>19</u></b>
<b><u>MARKETING</u></b>	<b><u>19</u></b>
<b>ETHICAL MARKETING PRACTICES</b>	<b>19</b>
<b>ACCURATE AND CLEAR MARKETING</b>	<b>19</b>
<b><u>ACCESS TO STUDENT' RECORDS</u></b>	<b><u>20</u></b>

## **WELCOME**

Welcome to FIT Education and congratulations on commencing their course. Fit Education is a registered training organisation (RTO ID: 32155), CRICOS Provider (03804F) and an approved VET Student Loan (VSL) provider.

Fit Education prides itself on producing quality and skilled graduates. Qualifications obtained through Fit Education are well respected in the health and fitness industry and are nationally recognised.

Fitnace Australia Pty Ltd (Fitnace) was founded in 1994 by Steve Nance. While being involved with Fitnace Chris Weier became the CEO when Fitnace changed its name to Fit Education Pty Ltd in 2016.

Since then Fit Education has contoured to develop and grow its reputation as a specialist training provider in the fitness and sports sectors.

## **About this Handbook**

This student handbook provides essential information to prospective and enrolling students on key information relating to being a student of Fit Education. Information provided in this handbook provides the framework for students to complete their course in a professional and supportive environment. Key sections include information in relation to students' rights, responsibilities and obligations.

It is important that students read through this handbook and familiarise themselves with the policies, procedures and the obligations of Fit Education and of students toward each other.

For those students seeking application for a VET Student Loan (VSL), additional information is available on the website and in Fit Educations VSL Guide. It is important that VSL applicants read this additional information in conjunction with this Student Handbook.

Please feel free to call 1300 FIT EDU (1300 348 338) if a student has any queries regarding their course or information provided to a student. Our staff are readily available to support their continuing education and assist a student to plan and develop skills and knowledge to support their future endeavours. Should a student have any feedback to provide us, it can be done through our feedback forms, trainers, coordinator or any of the management team.

## **Our Mission**

To build an innovative company that defines excellence in health and fitness education, expertise and exercise prescription.

## CONTACT DETAILS



55 Queenscroft Street, Chelmer Qld 4068



PO Box 2505, Graceville Qld 4075



1300 FIT EDU (1300 348 338)



[info@fiteducation.edu.au](mailto:info@fiteducation.edu.au)



[www.fiteducation.edu.au](http://www.fiteducation.edu.au)

## Company Details

Company:	Fit Education Pty Ltd
ACN / ABN:	109 869 981 / 22 109 869 981
RTO code:	32155
RTO Type	Education/training Business or Centre: Private Registered Training organisation
Status:	Current

## Contact List

Chief Executive Officer:	Christopher Weier <a href="mailto:chris@fiteducation.edu.au">chris@fiteducation.edu.au</a>
Office Manager:	Linda Cioni <a href="mailto:linda@fiteducation.edu.au">linda@fiteducation.edu.au</a>

## Introduction

Welcome to Fit Education and congratulations on choosing a course that will help a student with their future career in the sport and fitness industry.

The 2020 Student Handbook outlines key information relevant to all students enrolled with Fit Education. For certain circumstances or issues Fit Education has more detail on policies and procedures. This additional information will be accessible on the website for pre-enrolment information or in the student portal for enrolled students.

Additional information is also provided for students accessing specific funding such as the Queensland Government C3G funding or for those students applying for a VET Student Loan (VSL).

At any stage, if a student has challenges with their course, or with understanding information in this Guide, or with any policies or procedure, students are encouraged to contact FIT Education so we can assist to resolve their issues or concerns.

FIT Education staff take pride in their professional expertise, in their professional development and in their commitment to students as a specialist provider of education and training in the sport and fitness industry. Our aim is to assist a student achieve their goals and their aspirations within this dynamic and rewarding sector

Best of luck with your course and future careers.

Chris Weir

Chief Executive Officer

## Pre-Enrolment

### Student Selection

Fit Education ensures that the principles of access and equity in the provision of timely and appropriate information, advice and support services in order to assist students to identify and achieve their desired outcomes is provided at all times. Fit Education ensures that it meets the needs of individuals without discrimination.

Conversely, students must adhere to the Fit Education Code of Conduct and Student Rights and Responsibilities.

Specific entry requirements into a course will be determined by:

- The relevant national training package and the specific qualification
- Any eligibility for funding by a state government contract
- Any eligibility for a loan through the VET Student Loan (VSL) process

Students must be 16 years to enroll in a VET course of study. Students of this age may only enroll in a course with Fit Education if they have met all other entry requirements relevant to the course being undertaken.

Students under the age of 18 should have their parent/guardian confirm both their enrolment and payment method when enrolling in:

- VET in Schools (VETis) courses
- State government funded / subsidised courses
- VSL eligible courses when the student is seeking approval for a VSL
- Where a student is under the age of 18 at the time of application, and is unable to have a parent or guardian signature, applications will be assessed by the CEO.
  - Where a student under the age of 18 is undertaking a fee-for-service course, and a payment plan is to be established, the CEO will make an assessment of the application.
  - This assessment may include an interview with the student prior to any payment plan being approved.

### Access, Equity, Students Selection and Admission

Students who meet the entry requirements (if applicable) as prescribed by the appropriate Training Package and minimum age requirements based on training package or industry advice and Language, Literacy and Numeracy skills will be accepted into their designated training/assessment program.

Fit Education incorporates the principles of equity into all programs. Fit Education's staff have been instructed in their responsibilities with regards to Access and Equity principles. Student have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

## **Code of Practice**

Fit Education has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This code of practice provides all policies and procedures and it is a requirement of employment and a requirement of study at Fit Education that all personnel abide by it. The code of conduct is provided to students as part of the application process.

## **Enrolment/Admission**

Students are to apply online via FIT Education's website or by completion of the Fit Education Course Enrolment form. Forms are to be returned to the Fit Education office.

Students will need to provide formal identification through a birth certificate, driver's license or passport. These must be sighted and signed by a Fit Education trainer/employee.

Additionally, all students will need to provide proof of a Unique Student Identifier Number (USI) and a LUI in the event that they are a current school student.

Students may be eligible for credit or recognition towards other courses or for Austudy or Abstudy by applying through Centrelink and should discuss this with FIT Education staff as early as possible, and ideally before the course commences.

## **Unique Student Identifier**

All students undertaking nationally recognised training delivered by a registered training organisation must have a Unique Student Identifier (USI). Therefore, Fit Education requires a student's USI as part of the enrolment/registration process.

A USI gives students access to their online USI account which is made up of 10 numbers and letters, looking something like this: 3AW88YH9U5. One of the main benefits of having a USI is that students will have easy access to their training records and results throughout their life.

Acquiring a USI is a free and is an easy process for students to create online.

Visit the USI website for more information and easy to follow steps to create their USI.

<https://www.usi.gov.au>.

## **Funding**

### **Certificate 3 Guarantee**

Fit Education is a Pre-Qualified Supplier of the Queensland Government's Certificate 3 Guarantee for the Certificate III in Fitness (SIS30315). The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school Certificate III qualification. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

All eligible students must pay a co-contribution fee towards the cost of their course.



Students who withdraw from the course will be expected to pay for the entire cost of the course (the same amount a full fee-paying student would have to pay if they were to withdraw).

For more information on the policies for the Certificate 3 Guarantee, please visit the government website <https://training.qld.gov.au/providers/funded/certificate3>

## **VET Student Loans (VSL)**

FIT Education is an approved VET Student Loan provider.

The VET Student Loans program is an Australian Government loan program that helps eligible students enrolled in approved courses pay their tuition fees via a Government supported loan.

If a student is an eligible student, the Department of Education and Training (the department) may approve their VET Student Loan for an approved course.

The department will pay their loan directly to their approved course provider. A student will be responsible for any gap amount in the tuition fees, which are not covered by the loan.

A student will owe a debt to the Australian Government for the loan, which will be managed by the Australian Taxation Office (ATO).

Fit Education has provided more detailed information on VSL:

- In the 2020 VSL Guide
- On FIT Education's website

## **Fee-For-Service**

Any course that's does not attract government funding, is a fee-for-service course. Additionally, if an individual is ineligible for a state-based subsidy, then they do have the option to continue with the course on a fee-for-service basis.

For students undertaking a fee-for-service course, then a range of payment options are available:

- Payment plan: approved students are able to pay off their course in a series of payments over an agreed period of time.
- VSL eligible courses potentially allow students to apply for a loan with the Commonwealth Government. (refer: Fit Education's 2020 VSL Guide for more details)

## **Language, Literacy and Numeracy**

Fit Education recognises that all vocational training includes language, literacy and numeracy tasks and all Fit Education trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require Student to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed
- Clear models of the language/literacy/numeracy task
- Opportunities for repeated and supported practice and
- Opportunities for independent practice.

Where some Student require additional practice and training, Fit Education arranges appropriate language, literacy and numeracy support.

## **Recognition of Prior Learning (RPL) / National Recognition**

Recognition of Prior Learning assessment & National Recognition is available to all Students. Students wishing to be assessed through a recognition pathway can either provide sufficient evidence of competence or undertake the required assessment tasks.

Student wishing to apply for recognition should contact their trainer/assessor. Students wishing to apply for national recognition will be required to provide their Statement of Attainment or Certificate and Statement of Results. Where the unit is not equivalent gap training and assessment may apply.

Fit Education may conduct an assessment process that assesses the competency which a student may have acquired through formal, non-formal and informal learning to determine the extent to which a student meet the requirements specified in the training package.

## **Fees, Charges and Refunds**

Students of Fit Education pay an agreed fee prior to commencement of the program in which they are enrolled. Refunds are made in accordance with the Refund Policy.

### **Refund Policy**

All Students enrolled with Fit Education who are unable to complete their learning units for which they have nominated, for whatever reason, will receive a refund for fees paid in advance towards the incomplete units on return of all learning materials in good condition by the Student to Fit Education subject to the following conditions:

#### Online Courses

- No refund on course fees is available for Online Courses unless agreed to by the CEO.

Any queries concerning this policy are to be directed to the Fit Education CEO

## **Suspension of Payments**

Payment Plans entered into between a student and Fit Education for payment of courses must be paid in full as the Direct Debit agreement. Course qualifications will not be issued until full payment of the debt has been paid.

If a student's direct debit payment fails, the student is liable for failed payment fee for each failed payment.

Should the student default on the payment plan, the student's studies will be suspended and Fit Education reserves the right to pass on the debt to a debt collection agency to pursue the remaining debt. All costs incurred by the debt agency will be payable by the student. A credit default may be issued by the debt collection agency should the debt remain unpaid.

## **Suspending Enrolment**

If a student is suffering from a medical condition and needs to suspend their enrolment, they may do so for a period of no longer than 6 months. An application in writing with any supporting documentation should be sent to [info@fiteducation.edu.au](mailto:info@fiteducation.edu.au).

## **Students Welfare, Guidance and Support Services**

All Students of Fit Education are treated as individuals and are offered advice and support services which assist Students in achieving their identified outcomes.

Fit Education does not offer formal welfare or guidance services but every effort will be made to assist Student to access appropriate support agencies.

## **Course Enrolled Students**

All Fit Education students are given access to their course material through the online student portal. This means that a student can continue their study from anywhere, anytime. The online learning platform has many resources available for a student to download and review.

Students that wish to access their course content online will need to have a computer that has a quality internet connection as well as taking into consideration whether their internet plan is suitable.

## **Accessing Online**

The Fit Education student portal has been developed to be used across all platforms (MAC and PC).

Some assessment tasks require students to create videos and submit them through their student profile.

Students will need to have:

- Capacity to film and create video files (eg. smart phone)
- Capacity to transfer videos to their PC to be uploaded through the student portal
- Access to video compression software to reduce file size (if applicable).

Passwords – All students should immediately change the auto-generated password provided to them. It is recommended that a student use a strong password that is at least 6 characters in length. If a student loses or forgets their password, a student can reset it by clicking on the “Forgotten their username or password” link on the student login page.

Intellectual Property / Copyright – All students are prohibited from redistributing any course material which remains the intellectual property of Fit Education. Students must not copy, print or distribute notes or take copies of Fit Education’s online student platform. If a student does redistribute any of the intellectual property belonging to Fit Education, the student will be in breach of copyright and the appropriate measures will be taken. For any further information regarding this, please contact a Fit Education staff member.

## **Attendance Onsite**

When a student attends a FIT Educations campus for either a class, workshop or assessment activity, they are required to comply with the following:

- What to wear – Comfortable Gym / exercise /workout clothing and appropriate gym shoes.
- What to bring – pens and paper for note taking, water bottle and a towel. The campus has access to fridges, microwave, tea and coffee etc. All students are expected to clean up after themselves.
- Facilities – Fit Education provides the full learning experience by providing both a classroom for theory based work as well as a fully equipped gym for practical learning.
- Electronic Equipment – Students are welcome to use their laptops/tablets etc. in our classrooms. However, power cables must be tagged and tested by a licensed electrical tradesperson before plugged into our power supply. Students use their own equipment at their own risk

## **Delivery**

Fit Education ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

Fit Education affirms that it has in place and provides the following:

- Trainers and Assessors with appropriate qualifications and experience, including assessor only requirements as identified in the relevant Training Package assessment guidelines
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.
- Delivery strategies utilised by Fit Education are always selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant.
- The provision of training may include a flexible combination of on-the-job delivery, classroom and workshops activities, online learning and a range of assessment methodologies.

Fit Education has an obligation under its conditions of registration to comply with ASQA / VET Quality Framework / Standards for Registered Training Organisations (RTOs) 2015 to issue AQF certification documentation to a student when a student has:

- completed their course and
- been deemed competent through the assessment process and
- finalised all course fees.

## **Occupational Health & Safety**

When undertaking an activity within a FIT Education environment, including a campus / classroom, the FIT Education's gym or in an online workshop, participants are required to:

- Read the Fit Education's OH&S Policy and abide by OH&S rules
- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements regarding protective clothing. Students are notified of such circumstances at enrolment or prior to the commencement of a specific activity
- Ensure that safety directions are followed and students are asked to think about their own actions so as not to endanger the safety of others
- Listen carefully to the trainer or assessor or other professional staff (eg: guest presenter, administration staff) when they are informing a student of OH&S matters
- Ensure the trainer is aware of issues relating to OH&S regulations or any practices a student believes to be unsafe
- Ensure that they are aware of the location of exit plans, emergency assembly areas and emergency fire equipment
- Ensure that all accidents or incidents are reported to the trainer or the organisation as soon as possible. All incidents or accidents must be recorded and documented by relevant staff as soon as possible.

## **Support**

Fit Education identifies any specific needs of the individual Students with regard to:

- Language, Literacy and Numeracy support
- Venue safety and facility arrangements
- Relevant legislative requirements and accessibility
- Review of the training and assessment program and flexible learning and assessment
- Students support, welfare and guidance services arrangements
- Appeals and complaints procedures
- Disciplinary procedures and
- Recognition arrangements.

## Assessment

Fit Education has demonstrable experience and skill in providing or facilitating assessments that meet the endorsed components of relevant training package(s) and/or accredited courses.

Fit Education is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by Fit Education remains consistent with the National Assessment Principles and the requirements of relevant Training Packages.

### Assessment Principles

Fit Education ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid:

#### Reliable

All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.

#### Flexible

Assessment may be offered in the workplace (on-the-job), in the training environment (off-the-job), in a combination of both or via recognition of prior learning/national recognition. Fit Education will ensure that all assessment methods and practices allow for diversity with regard to how, where and when competence has been/will be acquired.

#### Fair

Assessment methods and procedures will not, under any circumstance, disadvantage any student.

#### Valid

Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected, and will be relevant to the standard/module being assessed.

### Assessment Pathways

Fit Education offers Students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification can be listed as follows:

- Knowledge assessment (online or classroom based)
- Simulated environment (including Fit Education's professional operated Gym)
- Work Based assessment
- Recognition of Prior Learning (RPL) and
- National Recognition (credit transfer).

## Competency Based Training

Competency-based training is a method of training that focuses on a learner's ability to receive, respond to and process information in order to achieve competency. It is geared towards the attainment and demonstration of skills to meet industry-defined standards, rather than to a learner's achievement relative to that of others. Learner progress in a competency-based program is not time-based. As soon as a learner achieves a required competency, they can move to the next. In this way, learners can complete training in their own time and at their own pace..

## Assessor Qualifications

Fit Education ensures that staff involved in assessment activities always meet the assessor requirements as set by either:

- The assessment guidelines of training packages and/or
- The assessment requirements of accredited courses.

If staff members of Fit Education do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process.

Fit Education may also utilise auspice assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspice arrangements may involve Fit Education staff members assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

## Assessment Resources

When designing assessment resources, Fit Education ensures that all aspects of competence is covered, including:

- Task skills (performance of individual tasks)
- Task management skills (managing a number of different tasks within the job)
- Contingency management skills (responding to problems, breakdowns and changes in routine) and
- Job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the unit/s of competency that the individual has attained.

## Conducting Assessment

When conducting assessment, Fit Education ensures it has personnel that have appropriate qualifications and adheres to the requirements of the Training Package and ASQA / VET Quality Framework / Standards for Registered Training Organisations (RTOs) 2015.

Fit Education ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by Fit Education follow the methodology outlined below:

- Assessment procedures are fully explained to students. Throughout all training, students are regularly reminded of the ongoing availability of assessment.

- Opportunities for Recognition (Recognition of Prior Learning/National Recognition) are also discussed, as are any options for flexible methods of assessment. The appeals and reassessment process is also outlined.
- The assessment requirements of the unit(s) of competence/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
- All evidence-gathering methods remain reliable, flexible, fair and valid.
- As assessments are undertaken, Fit Education trainers/assessors record individual Students assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
- Post-assessment feedback and guidance is available to each Student.
- A fair and impartial appeals process is always available.
- Evaluation of assessment processes and procedures is gathered on an on- going (informal) basis.
- Evidence gathering methods commonly utilised by Fit Education include, but are in not limited to:
  - Demonstration
  - Questioning
  - Work based performance
  - Role-play
  - Simulation
  - Oral presentation
  - Graphic presentation
  - Projects/assignments
  - Audio/visual display
  - Written tests
  - Skills portfolio

## Appeals Process

Having an effective complaints and appeals process assists Fit Education to comply with the conditions of registration as well as giving a student faith in the RTO and the quality of its operations.

To ensure complaints and appeals are addressed efficiently and effectively a Complaints and Appeals Procedure has been developed. This is available to a student and can be obtained by contacting Fit Education.

The Complaints and Appeals Policy and Procedure is available to all students of Fit Education. The Policy and Procedure is administered by the Chief Executive Officer.

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework.

A fair and impartial appeals process is available to Student of Fit Education. If a student wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the Students would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal. Fit Education's time period for the acceptance of appeals is 28 days after the Students has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the students' and Fit Education's satisfaction. An independent person or panel may hear each appeal. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the



decision. Fit Education has in place a procedure for dealing with appeals if a student would like more information, please contact Student Administration. Should any outcome not be acceptable to the Students, they will be informed, in writing, of the opportunity to lodge a complaint with the government body.

## **Completion Period / Extensions**

All students have 12 months to complete each certification level (ie. 12 months for Certificate III and 12 months for Certificate IV in Fitness) or 2 years for completion of a Diploma. If a student requires an extension past this period, the student must contact Fit Education prior to their completion date. All extensions will incur a \$50 per month extension fee.

If a student's course expires, a \$500 enrolment fee is available up to 6 months after course expiry. Students will be made inactive if their course expires. The student will continue to be liable for all associated course costs and there will be no grounds for refunds or reductions in payments.

## **Disciplinary Procedures**

All Fit Education students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the Students being given a verbal warning. Further breaches will result in the Students having to "show cause" as to why they should not be excluded from further participation in the program.

## **Issuing of Qualifications / Statements of Attainment**

A student will be issued with a certificate on completion of a qualification. If a student completes one or more unit of competency but does not complete a qualification, a Statement of Attainment will be issued within 30 days of completion. Students will only receive their certificate/statement of attainment if all course fees are fully paid.

If a student requires a replacement certificate or statement of attainment they should contact Administration. There will be an administration fee of \$50 per certificate.

## **Rights and Responsibilities of Participants**

The following outlines a student's rights and responsibilities while undertaking a course with FIT Education.

Students have the right to learn in an appropriate environment that is free from any form of harassment or discrimination

- Students have the right to expect a competent trainer who can assist them to achieve the expected course outcomes
- Students have the right to be reassessed if competency is not met in the first instance
- It is the student's responsibility to notify Fit Education or senior management when enrolling if support is required (e.g. help with literacy, transport, access to venue etc.)
- Students are responsible for personal possessions during class and
- It is every participant's responsibility to respect the rights of other participants, tutors and staff while attending a Fit Education course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk
- Is deemed to be disruptive
- Hampers others' learning or
- Contravenes Fit Education's Code of Practice.

In the unlikely event that Fit Education is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 10 working days of the day on which the course ceased to be provided by Fit Education. Alternatively, enrolment in another suitable course by Fit Education may be offered at no extra cost.

The applicant has the right to choose between refund of unspent pre-paid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.

## **Student Feedback & Quality Improvement**

At the completion of a course, student's will be issued with a Student Feedback Survey which is designed to collect feedback in relation to each student's experience with Fit Education.

The completion and return of this survey is vital to the ongoing improvement of our training facility and to enable us to report this information to our registering authority.

## Legislation

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

- ASQA / VET Quality Framework / Standards for Registered Training Organisations (RTOs) 2015: provides for the administration of a vocational education and training system.
- Work Health and Safety Act 2011 (Qld): provides for duties and obligations related to workplace health and safety.
- Anti-Discrimination Act 1991 (Qld): provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation.
- Commonwealth Privacy Act: Relating to the collection, use and storage of personal data is available on: <http://www.privacy.gov.au>

## Marketing

Fit Education ensures that all of its marketing and advertising meets the requirements of the Standards for RTOs 2015. Fit Education will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

In the provision of this information no false or misleading comparisons will be drawn with any other provider or course. Specific course information, including content and vocational outcomes is available prior to enrolment.

### Ethical Marketing Practices

Fit Education will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all Student.

Fit Education will maintain an educational environment that is conducive for all Student for the achievement of the pre-determined competencies.

Fit Education will always gain a student's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the Students.

Fit Education will always accurately represent training products and services to prospective Student.

Fit Education ensures that Students are provided with full details of conditions in any contractual arrangements with the organisation.

### Accurate and Clear Marketing

Where advertisements and/or advertising materials refer to Fit Education's RTO status, the products and services covered by the organisation's Scope of Registration are clearly identified. Fit Education only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by Fit Education identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by Fit Education comply with the names/titles recognised by the State or Commonwealth Registration Authority.

Full information on specific courses is available from Fit Education prior to enrolment.

## **Access to Student' Records**

Each Students' records are available to them on request. Student' records are not available to other people unless Fit Education is requested in writing by the Students to allow such access. Once the appeals process (28) days has passed all students work will be maintained in accordance with registration requirements only. If students wish to keep their work once assessed and if it has been maintained for auditing purposes, a student is able to get photocopies at a cost of \$0.20c per copy or notify the trainer within 28 days that a student want to collect their work.