

FIT EDUCATION

INTERNATIONAL STUDENT HANDBOOK

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Approved January 27 2020	

WELCOME

A message from the Chief Executive Officer:

On behalf of all our staff, welcome to Fit Education (RTO ID: 32155).

We believe our students are part of Fit Education team and we take a team approach in assisting you in your study. This means we will be actively involved in your learning journey and academic progress throughout the duration of your program.

As a student, you will enjoy access to high quality services which will help you to reach your career goals and aspirations. When you complete your course of study, we want you to be well informed of your career opportunities and direction. Fit Education's staff members are always willing to help, so feel free to drop into our office whenever the opportunity arises.

Welcome to the Fit Education team!

Chris Weier
CEO Fit Education

About the Handbook

This handbook will be your guide throughout the duration of your study. We understand that new study and training experiences can be daunting so we have compiled a list of important information that will be particularly relevant to you – especially as a new international student. Please refer to the Table of Contents to help you find the information you need. Fit Education website also has up to date information such as contact details, policies and procedures and we encourage you to take the time to familiarise yourself with the website. If there is any information you require which is not addressed in this handbook or on our website ([link here](#)), please contact our office to discuss your needs on 1300 FIT EDU (1300 348 338)

EMERGENCY AND CONTACT INFORMATION

Emergency Services: Dial 000 for Police, Fire or Ambulance

Address: 55 Queenscroft Street,
Chelmer Qld 4068

Mail: PO Box 2505,
Graceville Qld 4075

Telephone 1300 FIT EDU (1300 348 338)

Email: info@fiteducation.edu.au

Website: 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: Private Registered Training Organisation

Contact List

Chief Executive Officer: Christopher Weier
chris@fiteducation.edu.au

Administration Co-ordinator: Linda Cioni
linda@fiteducation.edu.au

International Relations: Dundee Kim
dundee@fiteducation.edu.au

OUR MISSION

Our mission is to build an innovative company that defines excellence in health and fitness education, expertise and exercise prescription.

GOVERNANCE

Fit Education is governed by numerous forms of Australian legislation, regulations and guidelines that regulate and monitor our activity in the training industry. This provides the foundation for our policies and procedures, ensuring that students are provided with a supportive and high quality learning experience.

ESOS Framework and CRICOS

Fit Education wants all of its enrolled students to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for all international students. These laws are known as the ESOS Framework and they include the Education Services for Overseas Students (ESOS) Act 2000, and the National Code 2018.

For further information, please refer to following link <https://internationaleducation.gov.au>

An international students on a student VISA must study with an education provider in a course that is registered on the Commonwealth Register of Institutions and Courses for Overseas Students

(CRICOS) (<http://cricos.education.gov.au> . CRICOS registration guarantees that the course and the education provider with whom you chose to study meets the highest standards necessary for international students. Fit Education’s CRICOS Provider code is 03804F.

Tuition Protection Service (TPS)

For many years Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student VISA. The Education Services for Overseas Students (ESOS) Act provides protection for international students through the introduction of the Tuition Protection Service (TPS).

In the extremely unlikely event that Fit Education is unable to deliver a course you have paid for and does not meet its obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

YOUR STUDY EXPERIENCE

SIS30315-Certificate III in Fitness	52 weeks (includes up to 12 weeks holiday)	Minimum 20 contact hours per week
SIS40215 Certificate IV in Fitness	52 weeks (includes up to 12 weeks holiday)	Minimum 20 contact hours per week
SIS50319 Diploma of Sport	52 weeks (includes up to 12 weeks holiday)	Minimum 20 contact hours per week

Course Information

All information about courses for international student enrolment are available on the Fit Education website. Simply click on the tab titled ‘International Students’ to navigate to the information that you require.

Pre-enrolment

Many of Fit Education’s international students come to study through word of mouth or recommendations from family and friends. Fit Education does have formal agreements with a limited number of education agents that provide referrals. A detailed list of these agents is available on the Fit education website (link not working yet

Students making an enquiry about studying with Fit Education, either directly to Fit Education or through an Education Agent, will be provided with information relating to minimum English proficiency requirements, pre-requisite educational and work experience requirements for the course. Application documents are forwarded to students for completion and returned to Fit Education. If the application is accepted, Fit Education will send a Letter Offer and a written agreement that is signed by the student and returned to Fit Education. Enrolment is confirmed (CoE) and the student is able to apply for a student VISA to commence study in the nominated course. The Letter of Offer will include information about dates of the compulsory Orientation session for international students.

For further information, please refer to Engagement Prior to Enrolment Policy on Fit Education’s website (link here).

Specific entry requirements for each course are identified on Fit Education website: however, generally the following applies.

At the time of enrollment students must meet the following conditions:

- they must meet an IELTS requirement of 5.5
- or have completed an Australian accredited Certificate IV, or equivalent, and
- are 18 years or older at time of the course commencing.

Orientation

All International students are required to attend a compulsory international orientation session. At this session, you will be provided with information that will assist you to settle in to your new study environment, including a campus tour, and an introduction to the Fit Education team. The orientation session provides information about training, assessment and support services, your responsibilities as a student, key policies that impact upon course progression and completion, and your rights and responsibilities as a student of Fit Education.

Unique Student Identifier

All students of any RTO in Australia, including Fit Education, will require a Unique Student Identifier number (USI). This is a regulatory requirement for all RTOs and without this, Fit Education cannot issue your results and final qualification (Testamur).

It is the student's responsibility to register for and receive their USI number. If you already have a USI, students are required to provide this to the Administration Co-ordinator as soon as possible. Students commencing study for the first time in Australia will receive instructions about applying for a USI at the Orientation session.

Your USI will give you access to an online record of training you have done since 1 January 2015 with any Australian registered training organisation. As a result, you will be able to produce a comprehensive transcript of your training; this is particularly useful if you have undertaken training with more than one provider. Fit Education also retains records of your training undertaken with us.

Information about USI is available at www.usi.gov.au

Credit Transfer and Recognition of Prior Learning

Fit Education recognizes the AQF Qualifications and Statement of Attainment issued by any other Registered Training Organisation or education provider in Australia. If you have completed previous studies in Australia and wish to apply for credit in your intended course of study, contact the Course Co-ordinator as soon as possible to begin the Credit Transfer application process. There is no fee charged for Credit transfer.

The principle of Recognition of Prior Learning (RPL) is that students should not be required to undertake a unit of study for which they are able to demonstrate satisfactory achievement of the competency standards for that unit. If you believe that you have the required skills and knowledge to demonstrate competency in a unit/units in your course, contact the Course Co-ordinator as soon as possible. A fee is charged for RPL applications.

For further information, refer to Recognition Policy on the Fit Education Website.(Link here)

Course progress and Monitoring

International students must complete their course within the time specified in their Confirmation of Enrolment (CoE). Fit Education may offer elements of a course through distance or online delivery, however online learning units cannot exceed more than a third of the total course.

Students must enrol in at least one face-to-face unit on campus in any given study period/semester.

International students are required to maintain satisfactory academic progress as part of their VISA conditions. Your academic progress is carefully monitored by Fit Education. Support and guidance is available to ensure that you have every opportunity to meet your academic progress responsibilities.

You must complete all assessment requirements to be deemed competent in each unit of study. If you are having trouble with your studies or meeting assessment deadlines, talk to your trainers to arrange learning support. If you are recognized as being 'at risk' of not progressing satisfactorily, you will receive a letter to invite you to access learning support.

Fit Education is required to report students who have achieved competency in less than 50% of their units in two consecutive study periods. This may affect a student's VISA.

For further information, refer to Progress, Completion and Attendance Policy, and Intervention Policy on the Fit Education Website.(Link here)

Plagiarism and Cheating

Plagiarism is a form of cheating, where a student takes someone else's writings or thoughts and represents them as their own work. Examples of plagiarism include:

- Presenting work by another individual as your own, even when it is unintentional
- Handing in assessments copied from another student
- Allowing another student to copy your work
- Handing in assessments taken totally or in part from the internet

Plagiarism is viewed as a very serious breach of the Student Code of Conduct, and will result in disciplinary actions by Fit Education staff.

Students are expected to exhibit honest and ethical behaviour in undertaking assessment. If there is evidence of cheating in an assessment, disciplinary action will be taken by Fit Education. This may result in cancellation of the student's enrolment, and may affect the Student's VISA.

For further information, refer to Student Misconduct Policy on Fit Education's website.(link here)

Copyright

Under Copyright Law, you must be careful when photocopying the work of others. A student studying at Fit Education is allowed to photocopy a maximum of one chapter of a book, or not more than 10% of a book for research or study purposes.

Assessment

Students are provided with a Unit Outline and Learner guide for each Unit of Competence. The Learner Guide explains the assessment submission requirements, due dates and the criteria for each assessment.

When choosing the most appropriate assessment method, the following will be considered:

- The four dimensions of competency (task skills, task management skills, contingency management skills and job/role environment skills).
- The skills or cluster of skills applied in a workplace situation, specific Training Package or Accredited Course requirements.
- Underpinning knowledge/skills that are required.
- The unit of competence level and outcomes.
- The individual needs of the student.
- Where the assessment will be conducted (on-the-job, off-the-job, simulated environment).
- The available resources.

Assessment methods include practical skills, written and oral examinations, case studies, workbooks, worksheets, written reports, oral presentations, role plays and project implementation.

Assessments tasks are based on principles of validity, reliability, fairness and flexibility. Students are provided with feedback about outcomes of the assessment process and guidance in relation to those outcomes.

Reasonable adjustment may be made to assist a learner with a disability. A reasonable adjustment can be as simple as changing classrooms to be closer to amenities, or installing a particular type of software on a computer for a person with vision impairment.

It is the student's responsibility to ensure assessment tasks and assignments are submitted by the due date. Academic penalties will be imposed for late submissions if prior approval has not been granted.

Competent

A student who is deemed as satisfactory in all assessment activities required in a unit, will be deemed as **competent** for that unit.

Not yet Competent

A student who is deemed as unsatisfactory in an assessment activity is entitled to a 2nd [second] attempt, or re-submission of the assessment activity,

A student who is unsuccessful after a 2nd [second] attempt for assessment activity/activities for a unit will be deemed as **not yet competent** for the unit.

The outcome of being deemed to be **not yet competent** in a unit may have an impact on the student's academic progression. Students who are identified as 'at risk' of not achieving satisfactory academic progression will be offered student support.

NOTE:

All assessment activities have a due date. Failure to submit by the due date, without formal approval at least 7 days prior to the due date, will be deemed as a first attempt. If the due date is a re-submission date, it will be deemed second attempt.

Requests for an extension within less than 7 days of the due date, may be approved in extenuating circumstances by the Course Co-ordinator.

A student has the right to appeal an assessment decision. For further information, refer to the Complaints and Appeals Policy on the Fit Education website.([link here](#))

Issuing Qualifications

When you have successfully completed all of the competencies for a particular course, and have completed your Fit Education studies and your fees are paid in full, you will receive the appropriate certificate or testamur. Students undertaking nationally recognised training will receive a Statement of Attainment (SOA), Diploma or Certificate (course dependent) following the successful completion of their final assessment. These documents are official, embossed with the Nationally Recognised Training logo and are recognised by other Registered Training Organisations across Australia.

Your Feedback

At the completion of a unit, students are issued with a Student feedback Survey that is designed to collect feedback in relation to the student's experience in that Unit. The completion and return of this survey is vital to the continuous improvement of Fit Education's training and assessment.

SUPPORT SERVICES AND FACILITIES

International Student Support staff can help you to settle into Australia and can provide extensive support to assist you in your studies. Sometimes problems such as homesickness, food, personal safety, money safety, transport, medical incidents and cultural expectations arise that may impede the successful completion of your study program. The Student Support Officer is available for support and counselling to help you to resolve any such issues. Fit Education's Student Support Officer and Course Co-ordinator are also available for guidance and counselling in other areas such as academic progress, options for further study and/or career pathways. Contact Fit Education on 1300 348 338 to discuss your support needs.

HEALTH AND WELLBEING

Overseas Student Health Cover (OSHC)

International students studying in Australia must have private health insurance as a condition of their student VISA. Australia's national health system Medicare, covers Australian citizens and permanent residents only. There are a number of private service providers who offer overseas student health cover (OSHC). Please refer to the Fit Education website to find a list of Health Insurance providers who can assist you to find the appropriate health and medical insurance cover. ([Link here](#))

Emergency Medical Treatment If you require immediate emergency medical assistance, call 000. The Queensland Ambulance Service will respond to your call, although charges may apply if the ambulance service is not covered by your OSHC.

Emergency medical treatment is available 24 hours a day at both public and private hospital Emergency Departments. Emergency Care is also available at some medical centres. Public and Private hospitals are listed in the White Pages online ([link here](#)). If you need to visit a hospital in an emergency, remember to carry your health insurance card and any medications that you are currently taking.

If it is not an emergency, make an appointment to see a general practitioner (GP or Doctor) at a local medical centre.

Prescription Medicines

If you take prescription medications in your home country, you are advised to request a letter from your doctor in English. The letter should include details about your condition and the medication you are taking. This will assist a doctor to prescribe the correct repeat medication if required.

Emergency Translation

For translation services in an emergency situation, call the Translating and Interpreting Service (TIS) on Free call 13 14 50.

ADJUSTING TO LIFE IN AUSTRALIA

Living and studying in Australia is an exciting prospect, and can bring many rewards. Adjustment to a new country and its culture is a process that occurs gradually and takes time. If you are experiencing difficulty in adjusting, always ask for help from the Fit Education staff. The Student Support Officer offers a free and confidential service to support students in adjusting to life in Australia, or can refer you to support groups in the wider community.

Contact Fit Education on 1300 348 338 to discuss your support needs, or speak to one of Fit Education's staff. Our team understands that adjustment can be challenging, and we are here to support you.

LEGAL INFORMATION

There are several Queensland and Commonwealth legislative and regulatory requirements that impact on students studying in Australia. Further information about these laws will be provided at your Orientation session.

- VET Quality Framework Standards for Registered Training Organisations (RTOs) 2015. These standards provide for the administration of the vocational education and training system in Australia. ([Link here](#))
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (known as 'the National Code 2018'). This Code of Practice establishes the duties and obligations of education providers who undertake to deliver programs of study to international students.

- Work Health and Safety Act 2011 (Qld). This Act provides for the duties and obligations related to workplace health and safety. ([Link here](#))
- Anti-Discrimination Act 1991 (Qld). This Act provides for protection against discrimination for all people, including physical or verbal harassment, sexual harassment, bullying and victimization. ([Link here](#))
- Commonwealth Privacy Act: This Act relates to the collection, use and storage of personal data. ([Link here](#))
- Fair work in the workplace: contact Fair Work at www.fairwork.gov.au. Ph: 13 13 94

YOUR RIGHTS AND RESPONSIBILITIES

Student Code of Conduct

The Student Code of Conduct ensures that all students establish and maintain an acceptable level of conduct during the period of their study at Fit Education. The safety and wellbeing of all staff and students is extremely important to the Fit Education team. Students are expected to be familiar with the Code before they commence classes at Fit Education. The Code of Conduct outlines a student's responsibilities and applies whether the student is on campus or undertaking a related activity off-campus. When a student accepts a Letter of Offer and signs the Written Agreement, there is an expectation that the student agrees to abide by the Student Code of Conduct.

Students are provided with a copy of the Student Code of Conduct as part of the pre-enrolment information pack. The Code is available at all times on the Fit Education website ([link here](#))

Breaches of the Student Code of Conduct are unacceptable, and in extreme circumstances may lead to cancellation of the student's enrolment at Fit Education. For further information, refer to the Misconduct Policy on the Fit education Website ([link here](#)).

VISA Conditions

To maintain a current student VISA, international students must comply with a number of VISA conditions which come into effect after arriving in Australia. For detailed, accurate and up-to-date information on student visas and visa requirements, refer to the Department of Home Affairs website. ([Link here](#))

All international students should understand the conditions of their VISA. Students are required to:

- Maintain enrolment in a Commonwealth Register of Institutions and courses for Overseas Students (CRICOS) registered course and to maintain satisfactory academic progress.
- Continue to satisfy the requirements of the Student VISA by ensuring that the principal course of study matches the VISA type, and that the student has financial capacity
- Notify Fit Education within 7 days of any change to the Student's contact details, including residential address, mobile number and email address
- Must not undertake paid employment for more than 40 hours per fortnight while the course of study is in session
- Maintain overseas student health cover (OSHC) for the entirety of the students stay in Australia

- If the student has dependent children who accompanies the student to Australia, the children must be enrolled in school. International tuition fees will apply. Please refer to the Education Queensland International website for further details at www.eqi.com.au

POLICIES AND PROCEDURES

Complaints and Appeals

Fit Education recognizes that the student's right to access an independent Complaints and Appeals process provides an assurance that the student's complaint or appeal will be heard and addressed in a timely fashion. Students are able to seek recourse through robust and impartial internal processes however the complaint or appeal can be passed to an independent external person or body if it is not satisfactorily resolved.

For further information, please refer to the Complaints and Appeals Policy, Procedure and Forms available on Fit Education's website ([link here](#))

Fees and Charges

All fees and charges pertaining the student's chosen course of study are provided prior to enrolment. Prior to each study period, students will be invoiced for fees due for that study period, as per the Fee Schedule attached to the Letter of Offer and Written Agreement. Fees must be paid by the due date indicated on the invoice.

Students with outstanding fee amounts will be notified in writing that they have 5 working days in which to pay any amounts owing and that failure to do so may result in their enrolment being suspended or cancelled. Please note that late payment of tuition fees may attract additional charges

Fit Education is obliged to report a non-fee payment, suspension or cancellation to the Australian Government. This may affect the student's VISA.

Fees for each individual course remain fixed at the time of enrolment for the duration of that enrolment agreement. Students who intend to progress to further studies with higher level qualifications (i.e.: Certificate III to IV) will be advised of the current fee prior to enrolment. It is envisaged that course fees will increase in-line with inflation from one year to another, unless there is a significant change in delivery or other related costs.

For further information, please refer to Fees and Charges Policy on Fit Education's website ([Link here](#))

Refunds

Each student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing Fit Education Letter of Offer and Written Agreement. The terms and conditions set out in the Refund Policy & Procedures apply equally to commencing and continuing students.

Refer to the Refund Policy and Procedures ([link here](#)) for full details of:

- the process for applying for a refund,

- situations where full or partial refunds will be approved,
- situations where refunds will not be approved
- timeline for payments, and
- situations where compelling circumstances may influence the decision to approve a refund.

Transfer to or from another Provider

Students wishing to apply for a release from Fit Education must complete at least six months of their enrolled course prior to submitting their transfer application. For further information please refer to the Transfer of Provider Policy, Procedure and Transfer of Provider Request Form on the Fit Education website ([link here](#))

Deferral, Suspension and Cancellation of Enrolment

A student may apply to delay/postpone their enrolment with Fit Education or temporarily suspend their studies for specific compassionate or compelling reasons. To apply for deferral or cancellation of enrolment, students must:

- Submit a completed Deferral, Suspension, Cancellation and Withdrawal Form available on the Fit Education website ([link here](#));
- provide certified documentary evidence to support their application;
- clearly demonstrate that the deferral or temporary suspension of studies is on compassionate grounds or compelling circumstances.

Fit Education may suspend or cancel a student's enrolment for any of the following reasons:

- student misconduct
- non-payment of fees by the due date
- unsatisfactory academic progress

A student has the right to appeal a deferral, suspension or cancellation of enrolment decision made by Fit Education. For further information, refer to the Complaints and Appeals Policy on the Fit Education website. ([link here](#))

For further information, please refer to the Deferral, Suspension, Cancellation and Withdrawal Policy on the Fit Education Website ([link here](#))

Privacy

Under the Data Provision Requirements 2012, Fit Education is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Fit Education for statistical, regulatory and research purposes. Fit Education may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER;

- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statement of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER'S website at <https://www.ncver.edu.au/>)

The Privacy Act 1988 is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to, and correction of, that information. Fit Education is bound by Australian Privacy Principles (APPs) and our obligations under the Act when it handles personal information obtained from and by students of Fit Education. Our Privacy Policy shows the way in which we use and protect the personal information of our students, staff and clients, including those that are making enquiries about services ([link here](#)).

Transport Options

Classroom Delivery Site

Fit Education Brisbane Technology Park

3 Clunies Ross Ct,
Eight Mile Plains QLD 4113

- Bus Route 111 from City
- Ample car parks on site

Supervised Workplace

A broad range of sites may be used for students to practice their skills and knowledge in a workplace, however the following are three key sites used in collaboration with Fit Education.

Fit Education Chelmer

55 Queenscroft St
Chelmer QLD 4068

- Train to Chelmer station (Ipswich line)
- 50 car parks on site
- Route 599 Bus from Sunnybank (Mains Road) to Honour Avenue (Chelmer) near Hurlton St

Dundee's Boxing and Fitness Yeronga

60/62 Shottery St
Yeronga QLD 4104

- Train to Yeronga Station (Beenleigh line)
- Bus Route 105 from City
- Street parking

Dundee's Boxing and Fitness Westend

249 Montague Rd,
Brisbane City QLD 4101

- Bus Route 60 from City
- Limited parking
- Walk from city

Important links

IELTS Information

<https://www.ielts.org/what-is-ielts/ielts-for-migration/australia>

ESOS Framework:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Study Brisbane Information

http://www.choosebrisbane.com.au/study/living-in-brisbane/international-student-guide?sc_lang=en-au

<http://choosebrisbane.com.au/study/news-and-events/articles/why-international-students-love-brisbane>

<https://www.studyinaustralia.gov.au/explore-australia/qld/brisbane>