



**DELIVERING WORLD CLASS QUALIFICATIONS**

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# Student Information Handbook

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# Student Information Handbook

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## WELCOME

Congratulations on choosing to expand your knowledge and improve your career prospects by studying with FIT College. FIT College registered as an RTO in 2009 and commenced delivery in the same year. Since its inception FIT College has achieved the lowest rating for risk and subsequently achieved the longest available registration period of five years at each renewal audit. FIT College started with its core area of expertise in Fitness qualifications and has since expanded into business, management, and training & assessor qualifications as well as a range of ongoing education courses. FIT College launched these new qualifications under the FC Education banner in 2013. This brings the total number of programs currently delivered by FIT College and FC Education to 15 different qualifications.

FIT College delivers face to face courses from multiple physical campuses in Australia as well as a number of international locations. These include face to face delivery programs in Fiji, Papua New Guinea, Solomon Islands, India and New Zealand. In 2016 additional international campuses will commence in both Australia and internationally. Additionally, FIT College delivers a range of qualifications via our online platform which is cutting edge with an extensive online resource and assessment tools utilised currently by thousands of students across 11 different countries.

I have personally been involved in the fitness industry since 1987. During that time I have been a personal trainer, centre manager, and business owner having interviewed and employed literally thousands of people for the fitness industry. This has taught me to recognise what type of people become successful in the industry and to recognise those qualities that indicate a person's potential for success from a very early point in each interview.

When developing our courses at FIT College we wanted to make sure that these qualities were integrated into every unit of competency and ensure our graduates understand what it takes to be a successful fitness professional. Our experienced staff are always available to answer questions, provide guidance, share insider tips and strategies with unlimited support before and after you graduate. If you're planning to work outside of Australia, you'll be happy to know your fitness qualifications will allow you to register with ICREPs and work internationally in many other countries.





My personal commitment to you with the help of all staff at FIT College; we will provide you with quality teaching, training, and support to ensure your time as a student with FIT College is one you will always remember as a truly professional and important foundation toward a successful fitness career.



Sincerely,  
Mark Stitt  
Managing Director/CEO FIT College



## CONTACT DETAILS

-  Websites: [www.fitcollege.edu.au](http://www.fitcollege.edu.au)  
[www.fceducation.edu.au](http://www.fceducation.edu.au)
-  General: [info@fitcollege.edu.au](mailto:info@fitcollege.edu.au)  
[info@fceducation.edu.au](mailto:info@fceducation.edu.au)
- Assessment: [assessment@fitcollege.edu.au](mailto:assessment@fitcollege.edu.au)  
[assessment@fceducation.edu.au](mailto:assessment@fceducation.edu.au)
- Business/Financial: [admin@fitcollege.edu.au](mailto:admin@fitcollege.edu.au)
-  1300 887 017 or +61 7 5409 7070
-  Suite 8 / 102 Wises Road, Maroochydore, Qld, Australia 4558

## Company Details

COMPANY	FIT College Pty Ltd
TRADING	FIT College and FC Education
RTO CODE	31903
ABN	51 143 802 966
ACN	143 802 966
RTO TYPE	Education/Training Business or Centre: Privately Operated Registered Training Organisation



## Registered Training Organisation

FIT College and FC Education offer a number of VET (Vocational Education and Training) programmes which can lead to nationally recognised qualifications for students. These qualifications lead to Certificates at levels III, IV and Diploma. Completion of all or some requirements of the qualification, lead to a Certificate or Statement of Attainment which will be recognised in all eight States/Territories in Australia. In order to offer national qualifications, FIT College is a Registered Training Organisation (RTO) and is able to deliver, assess and issue qualifications (certificates and statements) for those certificate courses within its Scope of Registration. The national qualifications framework in Australia is called the Australian Qualifications Framework (AQF).



## Nationally Recognised Training

The NRT logo is used to promote and certify national vocational education and training leading to AQF qualifications or statements of attainment. It is a distinguishing mark of quality for promoting and certifying National Vocational Education and Training, leading to Australian qualifications.



## About this Handbook

This handbook sets out students' rights, obligations and responsibilities. Students enrolling with FIT College and FC Education are training with one of Australia's leading private providers of Education and Training. The training provided is directly relevant to immediate job opportunities and towards the acquisition of skills which are recognised by the labour market. We pride ourselves on producing graduates who are highly skilled in their area of employment, and professional in their attitude and presentation.



# REGISTRATION INFORMATION



## REGISTRATION INFORMATION

### Read through this Student Handbook

It is important that you understand what we expect from you and what you can expect from us. This Student Handbook contains everything you need to know about your obligations in undertaking study with FIT College and FC Education.

### Confirm the Qualification you intend to study

Once you have selected the qualification you intend to study, confirm with our Career Advisor that you wish to proceed with your FIT College or FC Education Registration.

### Tell us more about your previous studies and experiences

Sometimes a student has already acquired experiences that may cover competencies required to complete a qualification. Previous skills and experiences which have been gained through study, work or other life experiences is known as Recognition of Prior Learning (RPL). To be considered for RPL, you will need to make an application. Our Career Advisor will discuss this with you.

### Review AND Agree to our Terms & Conditions

Our Career Advisor will take you through these summarised points and make sure that you are aware of your obligations explained in full in this Handbook. You will need to confirm in writing or by recording of your agreement to these Terms & Conditions. If you are under the age of 18 involve your parents/guardians in this process.

### Review AND Agree to your Payment Plan

Your payment plan outlines the manner in which you have agreed to pay for your course. Our Career Advisor will take you through it and make sure that you understand the payment methods, associated obligations under this payment plan and everything about our fees and charges. You will need to confirm in writing or by recording of your agreement to your Payment Plan. If you are under the age of 18 your parents/guardians will need to confirm they approve of this study and plan.

All payment terms and circumstances under which refunds may be issued will also be explained at this time. This information is also disclosed within this handbook. Our Career Advisor will also discuss with you the possibility of your course being funded by the government. When you confirm your Registration you agree that you understand the fees and any other charges related to your course. If you are eligible to receive funding to undertake a qualification, you must meet all required criteria.

### Cooling Off Period

This Registration has a cooling off period during which you can terminate your Registration or make adjustments to the contract. The cooling off period ceases when any of the following occur:

- 7 calendar days has passed since your registration was completed
- You have attended a class as part of the course of study
- You have finalised your enrolment
- You have logged into the student portal
- You have accessed any material associated with your course either as hard copy or digital.

In circumstances where the cooling off period has passed, and you wish to withdraw from the course, you will still be liable to pay all fees owed as agreed to during your Registration.





## Your Rights

Your rights are governed by State and Federal legislation. As a student of FIT College and FC Education, you have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a healthy, safe and supportive environment where the risks to personal health and safety are minimised
- Have your personal details kept private and access the information we hold about you
- Have any complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet your needs
- Be given clear and accurate information about your course, training and assessments
- Provide feedback to FIT College and FC Education on the services, training, assessment and support you have received from our administration team.

## Your Responsibilities

We expect you to:

- Follow the guidelines set out in this handbook
- Provide us with relevant and accurate information when asked
- Update FIT College or FC Education of any changes to your personal details
- Approach your course with commitment
- Complete all assessment tasks, learning activities and assignments without cheating
- Progress steadily through your course in line with your training plan
- Prepare for all workshops and assessments
- Make payments – where applicable - for your training within agreed timeframes
- Let us know if you're experiencing any difficulties or if you're unable to attend classes or workshops as early as possible

## Here is a summary of the Terms and Conditions you will need to agree to.

I agree that I have read the Student Handbook in full and accept and agree to the following summary of this handbook:

- All information I have provided is true and correct
- I accept that course dates provided by FIT College and FC Education are accurate at the time of publication but maybe subject to change at the discretion of Fit College and FC Education. (You will be notified of any changes)
- I give permission for FIT College and FC Education to use any marketing or advertising materials including my image or my name.
- I agree to the refund and withdrawal policy and Cooling Off period.
- I understand I have 1 year to complete each individual certification level, or 2 years for a combined certification. There after I will need to re-enrol and pay the costs associated.
- I have read, understand and agree to abide by the Fit College and FC Education code of practice as described in this handbook.
- I agree that I am of legal age or have parent/guardian approval for this course of study,
- I agree that I or my parent/guardian approve the financial agreement I have made for the course I have registered.
- I acknowledge and agree to all aspects of the Registration and have confirmed this by return email or voice recording of my commitment to the course described.
- I give permission for FIT College and FC Education to include me in future contact lists and databases (ONLY to be used for FIT College and FC Education)



# ENROLMENT INFORMATION



## ENROLMENT INFORMATION

### Complete your Enrolment

Once you've completed the Registration Process with the Career Advisor and agreed to the Terms and Conditions as outlined in this handbook, you can now complete your enrolment via our online enrolment page. This will allow us to gather all your personal details and help us to work out whether you are eligible for government subsidised training. Your Career Advisor will help you through this process.

### Parent/Guardian Approval if Under the Age of 18

If you are under the age of 18 you will need your parent/guardian to approve your registration and enrolment in the course of study. Secondly your parent/guardian will also need to approve your payment plan and agree to the payments coming from your account or an account in the parent/guardians name. this is normally required by law for students under the age of 18 and if payment will come from an account of credit card not in the student's name.

### Unique Student Identifier (USI)

Under the Student Identifiers Act 2014, if you're studying any nationally recognised Vocational Education and Training (VET) course in Australia from 1 January 2015, you must have a USI. We will need this before you can enrol with us. More information on this is provided later in the handbook.

### Complete Your Pre-training Exercise

The LLN Exercise is a tool that helps us determine if you need additional support to complete the qualification you have chosen. It also gives us an insight about your specific training needs. We also offer support for people from various backgrounds. Additional support is in place for:

- People who have difficulties in social interactions;
- People who struggle with learning, reading, writing, numeracy and oral communication; and
- People with disabilities.

The Language, Literacy, and Numeracy (LLN) exercise is a requirement and must be completed by potential students who do not meet the entry requirements as specified by the Higher Education Support Act 2015. Our student support services are made available for you, and if you require assistance in completing your LLN Exercise, our staff will be happy to assist you.



# CODE OF PRACTICE



## CODE OF PRACTICE

FIT College and FC 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.

FIT College and FC Education VET Code of Practice is outlined below:

- Recognises the importance of all students receiving a broad-based education, comprising both general and vocational education
- Has the relevant registration to provide the vocational education qualifications offered at the College;
- Has in place policies and procedures that comply with ASQA guidelines, relevant legislative requirements and that govern the administration, delivery and assessment of all VET training programmes at the College
- Has access to the required facilities and resources (including human resources) which will be provided to students on a fair and equitable basis
- Aims to adopt a Quality Management approach which focuses on student service, continuous review and improvement
- Has a process in place that enables students to apply for Recognition of Prior Learning (RPL) for the vocational education modules offered at the College
- Has a process for addressing any concerns students may have and offers students access to a range of people who can provide advice and guidance about the vocational education courses offered at the College.

### Registered Training Organisation (RTO: 31903)

FIT College and FC Education ensures that all resources meet the requirements of the relevant endorsed training package(s) and Standards for RTOs 2015, for the delivery, assessment and issuing of qualifications.

All assessment conducted within the organisation is competency based and includes group work, practical applications and/or oral, written or video theory assessments.

FIT College and FC Education assessment staff meet the assessor requirements as set by either:

- The assessment guidelines of training packages; and/or
- The assessment requirements of Nationally Accredited Courses and Frameworks.

### Trainers/Assessors employed by FIT College and FC Education are required to have:

- Relevant vocational competencies at least to the level one higher than the level delivered or assessed
- TAE40110 Certificate IV in Training and Assessment and hold or demonstrate equivalent competency for the unit TAELLN401A Address adult language, literacy and numeracy skills.
- Current industry skills/experience
- Continuous professional development of Vocational Education & Training (VET) knowledge and skills



## **Delivery of Training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

FIT College and FC Education takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of AQF certificates.

## **Quality Improvement Focus**

FIT College and FC Education has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from our students and industry representatives.

## **Management System**

FIT College and FC Education has policies and procedures that ensure sound financial and administrative management practices. We guarantee the organisation's sound financial position and safeguard student fees until used for training or assessment. We have a fair and equitable refund policy. Student records are kept securely and confidentially and are available for student perusal on request. FIT College and FC Education has public liability insurance necessary for the operational needs of the organisation.

## **Marketing**

FIT College and FC Education ensures all marketing meets the requirements of Standards for RTOs 2015. FIT College and FC Education will market all products with integrity, accuracy and professionalism. FIT College and FC Education is committed to integrity and accuracy in its marketing activities. The information provided to students avoids vague or ambiguous statements and false or misleading comparisons with other providers or qualifications.

## **Student Recruitment**

FIT College and FC Education will recruit students in an ethical, responsible and equitable manner. The courses have been designed and targeted for all members of the community who are interested in further vocational training.

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

All students at FIT College and FC Education are treated as individuals and offered advice and support services to assist them in achieving their identified outcomes.



# POLICIES & PROCEDURES



## **POLICIES & PROCEDURES**

### **Legislative Requirements**

FIT College and FC Education complies with current legislative and regulatory requirements impacting on participants in training. FIT College complies with all auditing processes as per the ASQA Standards for NVR Registered Training Organisations 2011. All assessment and certification is granted under and complies with the AQF (Australian Qualifications Framework, 2011)

FIT College and FC Education will comply with all legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti - Discrimination and Equal Employment and Opportunity.

### **Access, Equity, Student Selection and Admission**

FIT College and FC Education incorporates the principles of equity to all programs. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

#### **Recruitment**

The College advertises its courses on-line, in various newspapers, directories, on radio and on television and promotes courses at careers expos and school visits. Interested applicants are requested to telephone the College or complete and online details form to enquire about the qualification content.

A Careers Advisor explains the various qualifications offered to applicants including details of qualification duration, qualification outcome and other requirements. As part of this process, applicants are invited to inspect the College facilities and participate in an interview. Applicants are requested to bring copies of documents related to previous school or tertiary education and/or work history to the interview.

Students are recruited responsibly and ethically at all times and recruitment is consistent with the requirements of qualifications and curriculum, RTO Standards guidelines. The recruitment process and all operational procedures incorporate access and equity policies. The organisation prohibits discrimination towards any group or individuals in any form.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery. It is our goal to maximise the opportunity for access and participation by disadvantaged students.

#### **Selection**

Students are selected provided they meet qualification entry requirements as prescribed in the relevant Training Package. FIT College and FC Education is committed to non-discrimination when recruiting and selecting students and at all times complies with equal opportunity and anti-discrimination legislation.

### **Centrelink Allowance**

Full-time qualifications are Centrelink Allowance approved and FIT College and FC Education students are eligible to apply, provided they fulfil the normal conditions applicable to that allowance.





## Student ID Card

Face to Face students will be issued with a student ID Card. Replacement cards will incur an administration fee.

## Student Travel Concession

All normal concessions apply to students including rail and bus.

## Cooling Off Period

This Registration has a cooling off period during which you can terminate your Registration or make adjustments to the contract. The cooling off period ceases when any of the following occur:

- 7 calendar days has passed since your registration was completed
- You have attended a class as part of the course of study
- You have finalised your enrolment
- You have logged into the student portal
- You have accessed any material associated with your course either as hard copy or digital.

In circumstances where you wish to withdraw from the course, you will still be liable to pay all fees owed as agreed to during your Registration and explained below.

Fees associated with cancelling during or after this cooling off period are as follows:

- If you withdraw during the Cooling Off Period
  - \$150 Administration Fee– if you withdraw during the cooling off period this fee applies as long as you have not commenced classes in a face to face class, completed your enrolment, logged into the online portal, or accessed any study materials.
- If you withdraw after the Cooling Off Period
  - \$495 Cancellation Fee – if you withdraw after the Calendar cooling off period this fee applies as long as you have not commenced classes in face to face class, completed your enrolment, logged into the online portal, or accessed any study materials.
- If you withdraw at any other time
  - Full Course Fees – if you wish to withdraw your enrolment at any time after you have commenced classes in a face to face class, completed your enrolment, logged in through the online portal, commenced study, or accessed any learning materials, you will be responsible for the full amount remaining as that you agreed to during your Registration.
- Withdrawals must be done in writing to FIT College or FC Education. Failure to pay any outstanding fees will result in the students' account being passed to a debt collection recovery organisation to collect outstanding monies.



## Refund Policy.

- A full refund will be given if the program or course is cancelled by FIT College and FC Education before formal classes commence.
- A refund will be given if the student formally withdraws their enrolment within the Cooling Off period and more money has been paid than the fees associated with this withdrawal.
- A student cannot apply for any form of reimbursement or refund if they have completed any part of the course (attended college lectures) or accessed online learning topics – and chooses not to complete all necessary assessment in order to achieve competence in the course.
- A course deferment may be applied for – for students that cannot continue current studies under extenuating circumstances.
- If a student is suffering from a medical condition and needs to suspend their enrolment for a certain period of time, a Change of Enrolment Form will need to be submitted along with supporting documentation.
- The student's enrolment may be suspended for a period no longer than 6 months. No refund of course fees will apply and the student will still be liable for all payments due under the agreed payment plan (if applicable).

## Course Transfer, Cancellation & Suspension of Payment Policy

- Should a student default on a payment contract, FIT College and FC Education will place the student in the hands of a debt collector. The cost associated with debt collection, will, in addition to outstanding fees, become the liability of the student.
- Students will be given 7 calendar days to bring their agreement back to correct payment terms, otherwise the student will be temporarily suspended from the course until this is completed.
- Should a student need to defer a FIT College or FC Education course due to extenuating circumstances, this will be done at the discretion of FIT College or FC Education management and can only occur for a maximum period of 6 months. This will depend on the individual circumstance and whether or not there is a place in upcoming courses. A formal deferment application will need to be filled in by the student. If successful, deferment will incur a \$150 administration and processing fee. This will need to be paid upfront before the application is confirmed.
- If a student wants/needs to suspend a payment at any time—this needs to be done 7 days prior to the next Direct Debit. Students can formally apply in writing to FIT College or FC Education or speak to the Student Coordinator. Suspension requests must be received by FIT College or FC Education a minimum of 7 days prior to the date of the next debit transaction. If this written application is received inside the requested 7 days, the usual payment due at that time may still occur and students must be aware that they will need to ensure adequate funds are available for the transaction.
- All requests and changes will be granted at the discretion of FIT College and FC Education management. A payment suspension can only be applied for a total of 2 (TWO) payments (weekly or fortnightly) consecutively, and a maximum of 4 payments in any 6 month period. An administration fee of \$7.50 will be added to the next debit for any successful suspensions.



## Course Withdrawal and Completion Period

FIT College and FC Education are not responsible for your course completion and submission of assessment. All students have 1 year to complete each individual certification level (i.e. Certificate III and Certificate IV in Fitness), or 2 years for completion of a Diploma. There after you will need to re-enrol and pay the costs associated. If a student is not active for a period of 6 months or more (meaning, no communications online, no contact with FIT College or FC Education, failure to reply to communications), this student will be made inactive. The student will still be liable for all associated costs with the course and there are no grounds for refunds or reductions in payments.

## Participant Registration

FIT College and FC Education conducts a Registration and Enrolment process for all students. This program reviews all student services and relevant organisational procedures, behaviour expectations as well as facilities and programs. In relation to the Online Platform – you will need to read and accept all terms and conditions of study online to access the learning platform.

## Communication with FIT College and FC Education

When you need to contact us please use this guide to make sure we provide you with the right advice by talking to the right person or department.

### Student Support (Questions related to course work)

1. If you are happy to wait up to 48 hours use one of the following options:
  - a. In the Online Student Area: “Communication Log” you can leave a message for your tutor and also receive feedback and responses.
  - b. Email: [assessment@fitcollege.com.au](mailto:assessment@fitcollege.com.au) or [assessment@fceducation.edu.au](mailto:assessment@fceducation.edu.au)
2. If you are in a rush and need help during business hours, call:
  - a. 1300 887017
  - b. or +61 7 5409 7070

### Business and Payment questions/queries

It is very important to us that you are comfortable with your terms and agreements related to paying for your course. If there are questions about payment, or you are having problems with payment etc. —please do not hesitate to call and talk to us today! We are here to help!

1. If you are happy to wait up to 48 hours
  - a. Email: [admin@fitcollege.com.au](mailto:admin@fitcollege.com.au)
2. If you are in a rush and need help during business hours, call:
  - a. 1300 887017
  - b. or +61 7 5409 7070



## Behaviour Expectations

FIT College and FC Education endeavours to provide a learning environment supportive of group and individual learning. 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. This requires support from all students and presenters. It is therefore expected that students will:

- Respect the rights of other students attending the course
- Be respectful of FIT College and FC Education staff and representatives
- Refrain from behaviour that is disruptive, offensive or may undermine group dynamics
- Sign and agree to the behaviour expectations outlined on the Student Behaviour Agreement.

## Disciplinary Action

Students are also expected to take responsibility for their own learning and behaviour during both on- and off-the-job training and assessment. Work Experience behaviour must comply with the standards of the individual business or Fitness Centre. These expectations will be clearly outlined at initial consultation with vocational placement. Any breaches of behaviour will result in the student being handled via FIT College and FC Education's Disciplinary Procedures and thus may be expelled from study and not receive certification. If a student is deemed to have negative and detrimental behaviour in or out of the College (whilst studying in FIT College or FC Education tuition hours or work experience) and is expelled from study – it will be at the discretion of FIT College or FC Education management as to whether that student can join another course in the future, or not at all. In each case – the full amount of course fees will be paid to FIT College or FC Education.

## Disciplinary Procedures

Any breaches of behaviour or where an individual behaviour impact on group learning and /or harmony, the course presenter has the right to follow the following steps:

- Give a verbal warning - Speak to the student, identifying the issues that are of concern.
- The Presenter will inform the Education Manager
- Management will be informed of all behaviour and this will be recorded on the student file.
- If the behaviour continues, the student concerned may be asked to leave the course (Under these circumstances the student will not be eligible for a refund).



## Work Health & Safety

### First Aid and Incidents

First Aid facilities are available where training is delivered. All accidents and incidents must be reported to the trainer or the organisation as soon as possible. Documentation of any incident or accident must be recorded by staff involved as soon as possible.

### Lifting & Work Health and Safety

Students are not to lift any training equipment or boxes of resources/materials due to the risk of injury. Please ensure that Work Health and Safety guidelines are followed at all times (refer to separate policy), to prevent injury and reduce risk to the trainer and student. A student must notify the trainer before commencement of the course if they have any injuries or medical conditions which may impact on their ability to participate in training activities, to enable the organisation the flexibility to meet student needs in the classroom.

### Work & Study Areas

All work areas are to be kept clean and clear of clutter and food. All rubbish is to be placed in the bins provided. Kitchen bench spaces must be left clean and tidy, with all used dishes washed and put away. Students are not to sit or climb on desks/tables or to balance on the back legs of chairs due to the potential risk of injury, or damage to furniture.

### Harassment Antidiscrimination Bullying

FIT College and FC Education aims to sustain a climate and culture for FIT College and FC Education participants, where harassment and victimisation are unacceptable forms of behaviour. FIT College and FC Education's philosophy is that all participants have the right to be treated equally regardless of job status, age, race, background, educational opportunities, gender, sexual preference, marital and parental status, national or ethnic origin, religious or political beliefs, physical and mental impairment, social origin, political opinion, trade union activity, criminal record, medical history or HIV status (all of which are "protected characteristics" i.e.: those characteristics protected by law). College participants have the right to enjoyment of the training environment which is free from discrimination, harassment or bullying behaviour of any sort. FIT College and FC Education promotes acceptance and recognises the equality of all people by ensuring that all College participants receive fair and equal consideration.



## FIT College and FC Education Complaints and Appeals Policy

### Definitions

**Complaint:** an action taken by a participant/trainee or rectification of an issue in response to their dissatisfaction/ disapproval with any aspect of the operation of FIT College Pty Ltd, other than the result of an assessment. The issues, of which a participant/trainee may lodge a complaint/grievance include, but is not limited to: a policy or procedure, fees, teaching/delivery styles etc.

**Appeal:** an action by a participant/trainee to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

### Informal complaints/appeal resolution

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course may take their grievance/appeal to:

- Teacher/lecturer
- Student services (RTO Manager)

The complaint or appeal can be presented in person or in writing. Written complaints can be sent by e-mail or letter and should use the Complaints and Appeals Form. FIT College and FC Education will then follow a set process to deal with the issue.

Students have the right to appeal the outcome of an assessment if they feel that their work has not been assessed fairly or they have other concerns with the process leading to their result.

### Formal complaints resolution

Follow the formal complaints process if the complaint cannot be resolved informally. The process will begin within 10 days of lodging the formal complaint.

1. A written (formal) complaint is to be lodged with the RTO Manager outlining the circumstances of the complaint/appeal.
2. A written record of the complaint will be completed and a written statement of the outcome (to include details and reasons) will be provided once completed.
3. The complainant will be given an opportunity to formally present his or her case at no cost to him or herself.

### External Complaints Resolution

If, after following your RTO's internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit a complaint to ASQA. ASQA, the Australian Skills Quality Authority is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Complaints to ASQA must be made by completing the online complaint form at [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints) . Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's formal complaints procedure, and
- the RTO's response.



ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes. If you wish to discuss your situation with a third party, the state Training Ombudsman would be the best choice.

Contact details for the State Ombudsman Offices are available from the websites below:

ACT [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)

NSW [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

NT [www.omb-hcsc.nt.gov.au](http://www.omb-hcsc.nt.gov.au)

TAS [www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

WA [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

QLD [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

VIC [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

SA [www.trainingadvocate.sa.gov.au](http://www.trainingadvocate.sa.gov.au)

If the student chooses to access the Complaints and Appeals process FIT College will maintain the student's enrolment while the complaints and appeals process is ongoing. If the internal or external complaint handling or appeal process results in a decision that supports the student, FIT College and FC Education will immediately implement any decision and/or corrective and preventative action required and advise the student of outcome.



## Recognition of Prior Learning/Recognition of Qualifications Issued by Other RTOs

Recognition of prior learning/recognition of current competence assessment is available to all students. FIT College and FC Education recognises registered qualifications issued by any other registered training organisation and may provide credit transfer for any formal learning that a student has completed. Application for RPL must be submitted with supporting documents and candidates must satisfy the competencies of the unit being sought. Students will be charged an assessment fee for the RPL process.

- Any student wishing to apply for an assessment of RPL must do so in writing and pay a \$25 application fee.
- Once accepted into the RPL process additional fees will be required. There will be a maximum of \$495 assessment fee for one qualification, and a maximum of \$750 for 2 qualifications.
- On completion of the RPL, gap training fees will be calculated for the remaining competencies (\$250 each) PLUS the RPL fee before full enrolment can occur.

### Credit Transfer (CT)

As a condition of registration, the College is required to recognise and grant Credit Transfer for Nationally Recognised qualifications from other RTOs. This is called national recognition.

### Steps to apply for CT

1. Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer.
2. Complete an Application for Credit Transfer form which is available from Student Administration at the College and lodge the application along with evidence to support the application. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately certified copies.
3. The RPL Officer will review the CT application form and note on the form whether the units applied for are approved or not.
4. The granting of CT will result in a reduction in student tuition fees for fee-paying students. The amount of fee reduction is dependent on the number of units for which CT has been granted and the qualification which the student is enrolling in.
5. Applicants are advised of the decision in a CT letter within 7 working days. Where Credit has been approved, students will be informed of the amount of reduction in tuition fees and the commencement date of their qualification. The letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the RTO Manager.
6. Appeals to the RTO Manager shall be accepted in cases where the applicant is not satisfied with the decision.
7. Appeals must be made within 14 days of the original decision.
8. A copy of the Credit Transfer Application and the Letter are placed in the Credit Transfer folder and stored in Student Administration.





## Issuing of Qualifications & Statement of Attainment

The Standards for Registered Training Organisations 2015 are our guidelines to the training we provide, and therefore our courses are “Nationally Recognised Training”. They require a formal Course Code which then identifies the exact Accredited Course or Unit of Competency being delivered. When you complete your training and demonstrate competence in the Course or Unit, a Qualification (for a full Course) or Statement of Attainment (for a Unit, or number of Units, as part of a full Course) will be issued within thirty (30) days of completion. Students will receive their certificate/statement of attainment only when all course fees are fully paid.

If you are enrolled in two courses and wish to receive your certificate/statement of attainment for the first course completed prior to completing the second course (E.g. you’ve completed Certificate III in Fitness but still studying in your Certificate IV in Fitness) you will need to have paid a minimum of 60% of the total and combined course fees before the certificate/statement of attainment will be issued. If you are on a payment plan and you have not yet reached the 60% you can choose to pay the top up fee to reach 60% via other means such as Cash, Credit Card, or Direct deposit.

If you require replacement documentation as evidence of your training with FIT College or FC Education, contact Administration. There will be a charge of \$65 per certificate for reissuance of each certificate/statement of attainment.

FIT College and FC Education will not issue ‘Certificates/Statement of Attainment’ documents until appropriate course fees are paid (either 60% for first qualification or 100% for final qualification).

## Language, Literacy and Numeracy Policy

FIT College and FC Education understands the importance of skills in English language, literacy and numeracy (LLN) and recognises that many adults do not have the LLN skills they need to effectively participate in training and workplace communication. The College also recognises its obligation to ensure as much as possible, that Students enrolled in FIT College Training Courses are given the opportunity to learn, based on their current skills in LLN.

### Purpose of LLN:

Language, literacy and numeracy skills underlie almost all areas of work to some extent. From the gym floor to the highest level of fitness centre management, language, literacy and numeracy skills influence the performance of workplace tasks. Research has indicated that many adult Australians do not have the language, literacy and numeracy skills they need to effectively participate in vocational training and workplace communication. The increasing importance of 'generic' or 'employability' skills such as teamwork, communication and problem solving in the workplace highlights the need for underpinning language, literacy and numeracy skills.

The ASQA Standards for Registered Training Organisations (RTOs) 2015, includes a requirement for a Registered Training Organisation to provide clear information to its students about the detail of the language, literacy and numeracy assistance available.

### What is meant by Language, Literacy and Numeracy?

In everyday workplace tasks it is common for a person to use and respond to spoken and written language and use numeracy skills at the same time, all within a cultural context, which needs to be interpreted and responded to appropriately. Language, literacy and numeracy skills are integrated into the units of competence in all Industry Training Packages. In most instances, they are part of a task and integrated in units of competence in the performance criteria, range of variables or evidence guide.



## **The FIT College and FC Education LLN Policy**

We are committed to ensuring accessibility to all respective students for the training courses we provide. We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs. The College will make every effort to assess a prospective student/learners ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs.

### **Pre-requisite competency standards**

Depending on the skill and knowledge requirements of a specific course, a minimum pre-requisite standard may be set for intending participants. This may include a level of competence of the English language or basic numerical requirements. These standards will be clearly identified in all pre-course material. In respect of such courses, we may arrange for assessment of an intending participant's level of literacy and/or numeracy, in cases where uncertainty may exist.

### **Assessment of literacy and numeracy levels**

An initial assessment of participant's literacy and numeracy skills will be made upon enrolment in a course or module where it is deemed necessary. A numeracy evaluation and a reading and writing evaluation will be conducted. Additionally, supervisors' certification of intending participant's skills will be required. If the numeracy and/or literacy level of an intending course participant is not sufficient for the person to be able to complete the existing course program satisfactorily, two possible options will be explored:

- If possible, changing the course methodology to compensate for the participant's needs
- referral to a suitable agency for remedial training in the required areas

We will make an assessment of the intending participant's likelihood of acquiring the relevant competencies through other educational strategies, and will make a final decision as to the person's ability to undertake the course.

### **Resourcing considerations:**

An important consideration in accepting onto a program a person with literacy/numeracy problems is the availability of resources to offer additional tuition or coaching, or to redesign learning activities. It is important that the quality and validity of the training offered to all course participants be maintained.



# ATTENDANCE PROCEDURES



## ATTENDANCE PROCEDURES

It is a requirement that a student attends a minimum of 80% of ALL required classes, lectures and additional course workshops (if applicable). All course dates; days and timeframes will be issued to the student prior to the course commencement date as well as reiterated in the student induction process. Online students are not required to attend face-to-face lectures, however attendance at workshops will be required as part of the online study.

If a student fails (at their own account) to attend assessment sessions, or does not meet the 80% minimum attendance required, they will not be assessed as competent until this requirement is met.

Each qualification is allocated one year for completion, after which students agree they must re-enrol and are subject to either full course fees, or extension fees for uncompleted modules of the course. You may apply for a time extension to complete your course, and this will be considered on a case by case basis. Should you require an extension to this 12 month term you can apply for a 3 month extension to this end date and a fee of \$150 applies. A maximum of 2 three month terms are allowed for extension. These fees must be paid up front at the time of the application for extension.

### What happens if I miss a class?

There is a minimum of 80% attendance rate in order to pass all College Courses. However you must still complete the other 20% of the course in your own time. You are expected to catch up with the material from the class you missed before the next lesson. Medical certificates are required for you to miss more than 20% of class time and the College reserves the right to defer your enrolment to the next course if you are unable to meet the 80% attendance rate across the course.

**Please note:** It is a requirement that you call or advise a College staff member if you are not going to be in attendance at any formal class for whatever reason.

### Procedures for absence

If a student does not show up for an entire lecture

- Student must fill out an Absent Student Form when they are next in with the campus receptionist or campus coordinator explaining their absence. If the reason for absence is medically related, a doctor's certificate must be provided for the date of absence clearly explaining why the student was unable to attend class.

If a student arrives late to class

- Student must fill out an Absent Student Form before entering the classroom with the campus receptionist or campus coordinator explaining their absence. If the staff members are unavailable the form will need to be completed at the earliest convenience. If the reason for absence is medically related, a doctor's certificate must be provided for the date of absence clearly explaining why the student was unable to attend class.

If a Student leaves class early

- Student must fill out an Absent Student Form before leaving the campus with the campus receptionist or campus coordinator explaining their reason for leaving early. If the reason for absence is medically related, a doctor's certificate must be provided for the date of absence clearly explaining why the student was unable to attend class.



If a student misses an assessment task or date

- Student must fill out an Absent Student Form when they are next in with the campus receptionist or campus coordinator and provide a doctor's certificate for the date of absence clearly explaining why the student was unable to attend class.

### Protocol to Maintain Currency

If you miss a session, or part of a session, you will be required to review the lecture in your own time and it is your responsibility to approach the campus coordinator to discuss any assessments or activities that were missed and arrange with the coordinator to complete at an alternate time. If missed material can be completed in student support time the teacher will arrange this, otherwise missed material may need to be completed during catch up time at the end of the certificate.

### Student Support Time

For each morning class in full time courses, Teachers will arrive at the campus at 8.30 am and for part times courses they will arrive at 5.30 pm each night. During this time, the teachers will be available for student support time. In most instances this support time should be sufficient to maintain your currency with the course content if you have only missed a single class. If, however, you have missed a number of sessions, or are having difficulty understanding the material, you have the additional option of requesting and paying for additional one on one tuition from one of the campus teachers. Tutorial sessions will be charged at \$60 /hr and must be organised through the campus coordinator at each campus.

### Process when students attendance drops below 80%

Student will be contacted via email or phone and given 3 choices:

1. Be moved into the Online Course
  - a. Process is free, no refund is applicable
  - b. Competent assessment will be credit transferred from face-2-face to online course
  - c. The online course assessments are not identical so in some cases students will have to do an online task that is similar to a face-2-face task that they have previously completed
1. Be deferred to another upcoming face-to-face course
  - a. Subject to availability in the course
  - b. Process involves a \$150 deferral fee, no refund is applicable when deferring
  - c. Classes will need to be attended from the start and 80% attendance maintained
  - d. Competent assessments will remain competent
  - e. Your financial obligations for course fees still remain the same
2. Be removed from course
  - a. Process is free, no refund applicable,
  - b. Your financial obligations for course fees still remain the same



# PLAGIARISM



## PLAGIARISM

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media. In a study environment, cheating means to act dishonestly in any way so that the assessor of the work accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned.

Plagiarism is to copy work without acknowledging the source and is a form of cheating. FIT College and FC Education will not tolerate plagiarism or cheating, and a penalty may be imposed if you are accused of either.

Plagiarism includes the following:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one assessment task or exercise and submit multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement (includes web-based work)
- steal an examination or solution from a teacher.

If you are suspected of cheating, the teacher will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, the teacher will notify the RTO Manager about the concerns. You will have the opportunity to counter the allegations made against you. Once you have provided your information, the RTO Manager may come to one of two decisions:

- Minor or unintentional offence - you will need to undergo an alternative form of assessment, or resubmit a completely rewritten task.
- Serious offence - you will be deemed Not Yet Competent for the entire Topic, and will have to resubmit all assessment.
- Repeated offences will result in exclusion from the current course and future courses. In this instance all course fees will still need to be paid in full.



# ASSESSMENT POLICY





## ASSESSMENT POLICY PROCEDURE

Every competency that is completed at the College will require the student to undergo a number of assessment tools, both written and practical. The assessment tools are designed to confirm that the student is able to competently conduct all elements and performance criteria as indicated in the curriculum. Assessment tools are contained within each assessment workbook provided for each subject. Students are encouraged to always keep in mind that the assessment reflects specific requirements of the career they have selected. By achieving competency in each of the assessment pieces, students are ready and eligible to perform those elements in the workplace.

Students are required to ensure:

1. A copy of their work is prepared before submitting it so if requested a second copy could be submitted (this is your responsibility).
2. All written assessment must be submitted as a typed document.
3. All assessment tools from an entire subject are to be handed in at the same time; individual tools will not be accepted for marking.
4. All practical assessment must be viewed and signed off by:
  - a. A College Facilitator in class time,
  - b. A College Facilitator during a designated Testing day, or
  - c. Selected qualified observer within the industry.
5. If a student does not understand what is expected in each of the assessment tools they are to contact their teacher or tutor immediately.

### Assessment Submission

Completed assessment is to be submitted to the College via the options shown below. Students will be notified in when the assessment has been received and marking has commenced. If you do not receive this email, notify the College immediately via email.

Submission of your completed assessment asks can be made as follows:

1. Electronic Upload:
  - a. Use the upload function in your student area for each topic to send assessment items to the College for marking – be sure to save a backup copy to your hard drive.
  - b. Be sure to check the size of your file and be aware of the time large files may take and the limits to your monthly broadband provider account.
2. Email submission:
  - a. send an email with your completed assessment tasks to [assessment@fitcollege.edu.au](mailto:assessment@fitcollege.edu.au) or [assessmetn@fceducation.edu.au](mailto:assessmetn@fceducation.edu.au)
  - b. Please ensure you have your Full Name as the “Subject title” of the email
  - c. Please write in the full the task number and topic to ensure we match it to the correct item in your student portal
3. Submission via Post:
  - a. When granted special permission to send items via post, please address to ‘FIT College – Assessment Department’, 8 / 102 Wises Road, Maroochydore, QLD. 4558 (Please note: We recommend that you use registered post – or alternatively have another copy of your work at home, just in case there is a problem with the post)



## Failure to Attempt an Assessment Task

As there are usually multiple assessment tasks for each unit, students who do not attempt an assessment task without a valid reason will receive a NYC result for the unit being assessed. This means that failure to complete an assessment task will jeopardise your ability to complete your qualification. However, FIT College and FC Education understands that there may be valid reasons why a student may not attempt an assessment task. Students may apply for an alternative assessment or special consideration if illness or other circumstances (not work-related) occur beyond their control. To be considered, students must:

- Inform the College as soon as is practicable and no later than the day of the assessment;
- or Inform their Educator/Assessor at the time, if they attempted any part of the assessment; and
- Provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner, a Police Report or any other documentation that will support their application.

## Assessment Marking Procedure

FIT College will aim at having all assessment marked within 3 weeks of receipt.

Assessment will either be marked as 'competent' or 'not yet competent'. Students will be notified in writing of their results by email and they are also able to collect a formal letter outlining results on request. If a student is 'not yet competent' for any assessment tool, they will be required to either, re-sit selected components or all components of the assessment tool. Students are given the opportunity to sit their assessments a total of 3 times. It is the student's responsibility to have their assessment workbook signed off in class by the assessor for practical assessment.

## Requirements to Achieve Competence

In order for students to be deemed 'competent' they must achieve competence in all assessment tasks. After achieving competency in all assessment tasks the student will be issued with a 'Statement of Attainment' for the competencies outlined within their appropriate course.

## REASSESSMENT PROCEDURE

For many different reasons some students may not complete an assessment task to a Competent level. At FIT College, our approach to these situations is to work with you to build your skills and knowledge in preparation for a reassessment.

In rare instances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the course schedule. When this occurs, the student will be offered additional learning assistance and a reassessment will be organised at a later date. As a general rule, assessors will make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the College assessment policy. In some cases, after alternative arrangements have been exhausted and student counselling has taken place a student may be deemed not-yet-competent.

All tasks set for resubmission or reassessment must still be completed in the allotted time for each qualification.



## ASSESSMENT APPEAL PROCESS

### Assessment Appeals

Please note that assessment appeals must be taken within two weeks of you receiving your results. If you are concerned that you did not perform as well as you anticipated or that you are in doubt as to the assessment marking procedure please take the following steps:

1. Request that your assessment be reviewed by the teacher to identify any unusual or incorrect marking, or to identify where you did not perform well. This can be achieved via the telephone or proceed to step 2.
2. Make an appointment to sit down with your teacher and review the assessment to identify the difficulties. At this stage a learning difficulty may be identified that was previously undetected. In this case a verbal assessment may be arranged. If at this point a suitable solution has not been agreed upon proceed to step 3.
3. The teacher will liaise with the RTO Manager to seek a solution. This will require up to 7 days. If at this point a suitable solution has not been agreed upon proceed to step 4.
4. The RTO Manager may choose to call a minuted meeting with the teacher, student, and any other interested parties (e.g. parents) in order to find, and later, action a resolve.
5. If unsuccessful, the student may request the assistance of an independent mediator at the student's own expense in attempt to reach an equitable and reasonable solution.
6. FIT College and FC Education will provide the appellant with a written statement of the appeal outcome.



# YOUR RESPONSIBILITY AS A LEARNER



## YOUR RESPONSIBILITY AS A LEARNER

### Enrolment and Study Information

A student will be notified of their confirmed enrolment once all the necessary paperwork and payments have been finalised. This includes payment of the course fee or deposit and PaySmart plan completed. If under the age of 18 you will need to have your parent/guardian confirm both your enrolment and payment procedure.

### Unique Student Identifier

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life. Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

### Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and
- view online and download their training records and results in the form of a transcript.

For international, overseas or offshore students please visit [www.usi.gov.au](http://www.usi.gov.au) or more information.

### How to get a USI

It is free and easy for students to create their own USI's online. Training organisations will require your USI as part of the registration process when students first enrol.



## Steps to create a USI

The following steps show how students can create a USI:

1. Have at least one and preferably two forms of ID ready from the list below:
  - Driver's Licence
  - Medicare Card
  - Australian Passport
  - Visa (with Non-Australian Passport) for international students
  - Birth Certificate (Australian)
  - Certificate Of Registration By Descent
  - Citizenship Certificate
  - Immigration Card

**IMPORTANT:** To make sure we keep all a student's training records together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

2. Have contact details ready (e.g. email address, or mobile number, or address).
3. Visit the USI website at: [www.usi.gov.au](http://www.usi.gov.au)
4. Select the 'Create a USI' link and follow the steps.
5. Agree to the Terms and Conditions.
6. Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.
7. The student should then write down the USI and keep it somewhere handy and safe.



## Payment of your course fees

As per the College Agreement – you are liable for all monies in accordance with the agreed course price. Payment Options consist of one of the following (in which you have already confirmed with your Careers Advisor at the time of Registration. If under the age of 18 you will need to have your parent/guardian confirm they accept liability of these fees.

## Government Funding Schemes

FIT College receives Government funding support for students through a number of Government programs. Entry into a course conducted by FIT College and FC Education through these programs requires specific criteria and we rely on the honesty of each student who applies for and is accepted into such programs. If at any time during your study or on completion of your study, it is found that you have not fully disclosed your situation, personal circumstance and history with us which results in the College not receiving Government funding for your place in the course, the full and normal fees associated with your study will still remain your liability. This means that should the College not receive the funding for your place in the course because of you not disclosing your full position, you will remain liable for the full course fee and be responsible for full payment of these fees.

## Full Amount (Pay in Full)

You nominate to pay the entire amount upfront. You may pay via cash, credit card or Electronic Funds Transfer.

## Deposit and Payment Plan

This option means that you will pay the deposit upfront today via Cash, Credit card or Electronic Funds Transfer. You will then be asked to nominate a credit card or bank account to pay the direct debit from. If this credit card or bank account is not in your name or you are under the age of 18 you will need to have your parent/guardian or the account holder confirm they agree to allow payments to be drawn for their account.

## FFA PaySmart - Easy Payment Plan (Direct Debit).

If you have nominated to pay your course fees via Direct Debit, please read the following.

Please note – ALL College Payment Plans are Interest Free! By accepting this document as part of your induction to the College Online you acknowledge that a set-up fee of \$5.50 will be added to the first payment only. After which an additional Admin fee of \$1.30 for weekly payments, or \$1.95 for fortnightly payments will be added to each direct debit bill. Students who choose a payment plan are responsible for having sufficient cleared funds in their nominated account.

If a student wants/needs to suspend a payment at any time—this needs to be done 7 days prior to the next Direct Debit. Students MUST formally apply in writing to the College for a suspension and this formal written application must be received by the College a minimum of 7 days prior to the date of the next debit transaction. If this written application is received inside the requested 2 days, the usual payment due at that time may still occur and students must be aware that they will need to ensure adequate funds are available for the transaction.

For any additional information regarding payments, fees and charges – please call the College on 1300 887 017 or email [info@fitcollege.edu.au](mailto:info@fitcollege.edu.au) or [info@fceducation.edu.au](mailto:info@fceducation.edu.au)

FIT College and FC Education may under certain provisions of the 'Privacy Act 1993' give information about you to a credit reporting agency if you default on payments that are overdue.



## All Face to Face Students

### What to Wear:

College Staff cover the expectations and requirements for uniform during the first session. However smart casual clothing should meet with minimum standards at times.

### What to Bring:

- We will explain how the course is conducted and what is required (if anything) each day. But for reference – Pens and paper is required for all note taking.
- Please note: Only water is allowed in the classroom. There is no food allowed at any time in the classroom.
- The campus has access to fridges, a microwave and seating area for meal times – as well as storage for bags and personal things.

### Homework

FIT College expects that you will need to complete at additional hours of home study outside the formal face to face classes (revision and practice) to become fully competent and graduate. The expected number of hours required for each form of study are as follows:

- Full time face to face students - 1-2 hours per day
- Part time face to face students – 6-10 hours per week

### Mobile Phones

Mobile phones must be switched to SILENT at all times and not used in classrooms unless required as part of the class activities. Please understand that mobile phones disrupt trainers, lessons and students' concentration. Please be considerate to all. If students continue to leave their mobile phones switched on, the College reserves the right to confiscate the phones until the end of the day and/or ask the student to leave the class. Confiscated phones may be collected from the Campus Coordinator or Careers Advisor. Please note, if students need to be contacted by their families as a matter of urgency, messages can be left with office administration and these will be delivered to the class for the student.

### Smoking

The College is a smoke free zone. Students wishing to smoke must do so outside and away from the College. Amendments to the Smoke-free Environment ACT 2000 and Smoke-free Environment Regulation 2007 make it an offence to smoke within four (4) metres of the doorway to any public building (Jan 2013). Local council officers are authorised to issue on the spot fines for breaches of these regulations.





## **Additional Students Information – Face to Face Fitness Qualifications**

### **What to Wear:**

FIT College Staff cover the expectations and requirements for uniform during the first session. For the first class – please wear comfortable clothing and appropriate gym shoes (please ensure that shorts are no higher than mid-thigh).

Please note: A towel is also required in the gym at all times.

### **FIT College Clothing**

On completion of enrolment you will be able to follow a link in your student profile to our uniform provider BLK. You will be issued with a code that allows you to get 1 (one) FIT College student shirt free. If you require additional FIT College clothing or gear they can be purchased through the same website.

### **Gym induction**

It is a requirement that all FIT College students are inducted in the policies and procedures for training in the fitness facility (at each campus). All policies and procedures must be adhered to at all times when representing FIT College in the facility. Failure to do so will see your student's gym privilege revoked.

### **Practical assessment for the course**

FIT College face to face classes will conduct most practical assessment onsite. However part time and online students will need to complete some assessment tasks in their own time and submit them through the student portal e.g. videos tasks and online exams. Online students must also attend the practical day workshops during which some assessment tasks are also performed.

### **Facilities**

FIT College in conjunction with a local Fitness facility, provide a unique learning experience with the capability to provide both theory and practical learning. As a student of FIT College, you have limited access to the Fitness centre for the duration of your course to facilitate your learning experience.

Kitchen facilities are available for student use. The kitchen contains a fridge, microwave, kettle, crockery & cutlery. Students are expected to clean up after themselves as they would in any working environment. Therefore do not leave food or dirty dishes lying around. The kitchen is used by both staff and students and an appropriate degree of hygiene and cleanliness is expected so as to maintain a healthy environment.



## Online Students Information

### Online Study Guide

You will receive an Online Study Guide which will set up a plan that you can use as a guide to assist with allocating time towards your study and helping you determine your completion schedule. Typically you will need to allow for approximately 5 hours per week to complete the online tasks for one qualification in 52 weeks or 10 hours per week to complete it in 26 weeks. This is in addition to the practical time explained below.

### Other important information.

Links And Resources - Click on the “Links and Resources” tab to find a large number of resources to assist you through your education and learning Journey! You will find resource manuals, web links, videos, exercise databases and much more. Check back regularly for new updates.

## Additional Students Information – Online Fitness Qualifications

### Practical Assessment Workshops

Practical assessment from a qualified FIT College Trainer and Assessor will take place at a FIT College campus or an affiliated fitness facility. This is where all your hard work, study and practical experience is assessed for you to show us that you are a competent Gym Instructor or Personal Trainer. Further information regarding the practical assessment will be outlined in your Student Online Learning Platform.

Dates when these workshops are conducted will be included in the online calendar available through the student platform.

### Cost of Practical Assessment

A fee of \$125 per practical session is required at the time of booking for the 2 day practical assessment workshops at FIT College to secure your spot. This covers all your materials and assessment.

You will need to have all assessment tasks completed and marked Competent before you can participate in the Practical Assessment Workshop. If you are Not Yet Competent for all assessment tasks 7 days before the workshop your booking will not be confirmed and will be transferred to the next scheduled Practical Assessment Workshop.

### Refund Policy

If you withdraw from the Practical Assessment Workshop 7 calendar days or more from the nominated date with notice, a full transfer can be arranged to the next available workshop date. If you withdraw in less than 7 days prior the Practical Assessment Workshop commencement, no transfers will be provided and full fees must be paid for the next booked workshop.

### What to Wear

Please wear the FIT College student shirt you have been provided via the link and code to the BLK website. Clothing needs to be comfortable and allow you to perform practical activities associated with the assessment tasks.



### **What to Bring**

- We will explain how the workshop is conducted and what is required prior to the start day.
- Lunch/meals – please bring your own as there may or may not be local food services open.
- Please note: Only water is allowed in the assessment area. There is no food allowed at any time in the assessment area.



## Internet and Computer Recommendations.

PLEASE NOTE: In order to complete any course work with FIT College and FC Education, you will need the use of a computer and internet to access course notes, resources and complete exams online.

### All students have full access to FIT College Online.

This is an amazing advantage to you – as you can continue your study from anywhere, anytime. The College Online Learning Platform has thousands of resources available to download and view. You can access the resources anywhere, due to the online nature! This will ensure you can enhance your learning and education journey. Therefore, it is recommended that you have an efficient computer that will enable a quality internet connection as well as a suitable internet plan.

We recommend you have at least ADSL 1 or higher broadband internet connection and have a monthly download limit of at least 50gb.

During your study with the College – you will have access to;

- Course work and information to download and complete (PDF Files)
- Course lectures and voice over videos (WMV and MOV files are available and range from 5mb to 50mb each)
- Resource manuals and supplementary resources (PDF)
- Thousands of online links
- Exercise database of videos
- Practical exercise and course videos plus much more!

### Programs required to effectively study with FIT College and FC Education.

FIT College and FC Education online has been developed across all platforms (i.e. PC and MAC). Assessment tasks require you to create videos and upload/submit through your student profile. You will need:

- Capacity to film video and create video files (Smart phones are ideal)
- Transfer videos to your PC to upload to FIT College Online
- Access to video compression software to reduce file size (if filming in high resolution)

The programs we suggest you consider accessing for your study that will enable you to access course work and resources are listed below.

#### PC Users

- The College recommends using Mozilla Firefox as your browser.
- Media application to view .WMV files (i.e. Windows media player)
- PDF viewer (i.e. Adobe Acrobat reader – latest version)
- A document viewer (i.e. Notepad, Microsoft Word or equivalent)
- Skype (for Skype tutorials from FIT Coaches)
- A printer (to print course work – if required)
- A scanner (not mandatory – but can assist in submission to Learning Platform).
- A smart phone, video camera, or the ability to borrow one



## MAC Users

- Safari Internet Browser
- Media Application to view .MOV files (i.e. QuickTime player)
- PDF viewer (i.e. Adobe Acrobat reader)
- A document viewer (i.e. Microsoft Word for MAC, TextEdit or equivalent)
- Skype (if applicable for Skype tutorials from FIT Coaches)
- A printer (to print course work – if required)
- A scanner (not mandatory – but can assist in submission of assessment to FIT College Learning Platform).
- A smart phone, video camera, or the ability to borrow one

Many of these programs are all available to download online free. Please discuss any queries you have or issues you may face with a College staff member if you are concerned in any way.

## Use of Personal Electronic Equipment

Students are welcome to use their tablets/notebooks/laptops at college for note taking/working on assessments. However, the power cables for these items must be 'tagged and tested' by a licensed electrical tradesperson before being used with college power supply. Students are required to ensure that their equipment is fully charged before attending class and may not connect their equipment to the power supply whilst using the equipment. Students use their own equipment at their own risk and FIT College is not liable for any data loss or damage to equipment caused by use of a College power source. Students must be conscious of safety when connecting to the power supply.

Students who are found to be using their laptops/notebooks or tablet devices during class for non-subject related activities (e.g. social media/gaming) will not be permitted to use their equipment in class.



## The College Online Learning Platform

The College Online Platform has been developed by the College for all students. Regardless of your mode of study you have access to this platform and it is important that you have the correct computer and software as suggested previously. Once set up, you can log in and start studying.

### Creating your password

It is strongly recommended that students change the password that is given to them. The College recommends students choose a password that is going to be easy to remember, however will be extremely difficult for anyone else to decipher. It is recommended that a student use a strong password that is case sensitive, contains letters and numbers and at least 6 characters in length.

### Loss of Password

Should a current student forget their password to the College Online student platform, they will need to communicate with the College via the 'student login' screen and tick the hyperlink that says they have a lost password. The students' password will be sent to the students email address.

### Unauthorised access to FIT College and FC Education Online.

Should a student divulge their password to anyone else and that person gains access to the College Online learning platform, and the College becomes aware of this – the student will be locked out of the website until such time as the College can determine an appropriate course of action. Under no circumstance should a student divulge their secure login details to any third party. It is the responsibility of the enrolled student to ensure they are the only person that uses/knows their password and accesses the online learning platform. Should a student willingly give access to anyone besides themselves, and College personnel can determine that this has in fact taken place, the student will be locked from the website until an appropriate course of action can be determined. In extreme cases students will be denied access to any future study with the College and no refund or remittance will be paid back to the student.

### Exam attendance (Student MUST sit own exams)

Students MUST sit their own online exams. If the College becomes aware that a student has divulged their password to a third party to sit the exam, or had guidance at the time of the exam, that student will be locked out from the online platform and in extreme cases expelled from study at the College. Please refer to a College representative if there are any further questions related to this point.

### Redistribution of Online Study Material

If a student redistributes the course material and intellectual property of the College, the student will be in breach of copyright. A student CAN NOT copy, print and distribute notes or take a screen shot of the College's student area, online platform or study and course material. A student has access to read, study and work on the material provided – this does not mean it can be viewed or distributed to any third party in any case. Should a student be found guilty of a breach of copyright – the appropriate measures will be taken. If there are any further questions in relation to redistribution of the College's intellectual property – please talk to a College representative.

### Breach of Copyright/ Intellectual Property

If a student is to be found guilty of a breach of copyright of the College's intellectual property, that student will be expelled from their current course of study with the College, and not allowed to study in the future. FIT College and FC Education has developed a truly unique set of Teaching and



Assessment resources using paid consultants to develop it over an extended period of time. If it is found that a breach of contractual terms of the College's Intellectual Property occurs – then FIT College or FC Education may pursue reimbursement for some of the costs based on fees of course development. This will be pursued through legal steps.

#### **Expulsion from FIT College and FC Education**

Should a student be deemed expelled from FIT College for whatever reason – the full course costs associated with the individual will still be payable to the College. If the student has paid in full – no refund will be given. If the student is on a payment plan, the payments will continue until all monies are paid. Failure to pay the tuition fees will result in an external collection agency being employed to recover the debt.



# YOUR TRAINER'S RESPONSIBILITIES





## YOUR TRAINER'S RESPONSIBILITIES

### Learning & Assessment Strategies

FIT College and FC Education aims to maximise learning opportunities for its students. It is very important to check that your course information is correct and that it meets your requirements. Please take note of the date and time of classes, assessments, deadlines and content. We will endeavour to be flexible in order to meet your particular training needs. However, in accommodating your needs we must also ensure that we do not disadvantage other students. Wherever possible, please discuss your individual needs with your trainer prior to attendance at training. If you feel that your needs are not being met, please discuss this with the campus coordinator or email to [info@fitcollege.edu.au](mailto:info@fitcollege.edu.au) or [info@fceducation.edu.au](mailto:info@fceducation.edu.au)

### Participant Counselling Services & Support

All students at FIT College and FC Education are treated as individuals and offered advice and support services to assist them in achieving their identified outcomes.

Students are offered support in language and literacy (by referral) when appropriate. FIT College and FC Education provides advice on training and assessment pathways and if these are beyond the resources of the college, students will be referred to other agencies.

### Student Support Hours

Education staff are available to answer questions through normal business hours. However due to various teaching loads you may need to ask for a call back if they are unavailable at the time of your call.

### Student Tutorials

FIT College and FC Education provides support for all students with the availability of tutorial sessions.

Students who have been identified and qualify for added assistance will complete a 'Learning Support Notification Form' which will provide them with additional support and tutorials. Tutorials are an additional service offered by the College and it is essential that students book in advance to use the service.

Tutorials are to be booked in through reception or teacher. Questions / areas of focus need to be identified 24 hours prior when booking in.

### Student Welfare and Guidance

Educational and training guidance is freely available to all students. This includes adjustments and modifications to assessment and training and advice on pathways and directions. Student welfare support is given in the form of referrals to other agencies.

### Privacy - Access to Students Records

Each student's records are available on request. Students' records are not available to other people unless the College is requested in writing by the student to allow such access. FIT College and FC Education will NOT release your details to ANY third party unless authorisation is given by the student.



FIT College and FC Education will make sure that all relevant records are current, accurate and maintain their integrity. Students may have access to their own records if prior arrangements with the college have been made. These records are secured by the college to ensure confidentiality and are kept for a period of 7 years. Access by other people apart from administration staff is granted only when the student provides written permission or for mandatory audits such as those carried out by ASQA. Access is also granted under the rights of the private information act.

### **Retention of Students' Work**

FIT College and FC Education is required by the VET regulator to retain and securely store completed student assessments for verification and review purposes for a minimum of 26 weeks after the date of assessment. Students may request the return of their work by writing to the Campus Manager before this period has passed and providing details on how you wish to collect your work. FIT College and FC Education reserves the right to dispose of materials not claimed after the retention period has elapsed.



# PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT



## **PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT**

### **Our continuous improvement of services**

FIT College and FC Education is committed to the continuous improvement of our training and assessment services, Student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

### **Student Feedback Survey**

At the completion of your training program, you will be issued with a Student Feedback Survey. This is a survey tool, which is designed to collect feedback from students about their experience with the College in undertaking nationally recognised training. Your completion and return of this survey is important to the College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.