



2023

STUDENT INFORMATION HANDBOOK

FIT COLLEGE | RTO CODE 31903

Fee For Service

Certificate 3 Guarantee (QLD)

User Choice School-Based Trainees (QLD)

Apprentice and Trainee Fund (TAS)

Job Trainer Funding (SA)

Abstract

This handbook has been prepared as a resource to assist students in understanding their obligations and also, those of FIT College.

This 2023 Student Information Handbook contains correct information at the time of release.

Changes to legislation and/or FIT College policy may impact the currency of the information included. FIT College reserves the right to vary and update information without notice.

Students are advised to seek any changed information and updates from their trainer or contact FIT College.

This handbook has been prepared as a resource to assist students in understanding their obligations and those of FIT College.

Please read carefully through the information contained in this guide. Students need to read, understand, be familiar with and follow the FIT College policies and procedures outlined in this handbook. Any queries may be directed to:

FIT College Head Office Location: Suite 8/102 Wises Road, Maroochydore QLD 4558, Australia

RTO Code: 31903

CRICOS Code: 03926G

Phone: 1300 887 017 or +61 7 5409 7070

General Enquiries: info@fitcollege.edu.au

Website: www.fitcollege.edu.au

Student Services Office Hours: Monday to Friday 8:00 am – 5:00 pm QLD Time

Welcome to FIT College

Congratulations on choosing to expand your knowledge and improve your career prospects by having a great learning experience with FIT College.

FIT College became registered as a Registered Training Organisation (RTO) in 2009 and commenced delivery in the same year. FIT College started with its core area of expertise in fitness qualifications and has since expanded into:

- Sport
- Disability Skill Set
- Weight Management
- Training & Assessor qualifications

FIT College delivers face-to-face courses from multiple physical campuses in Australia and several international locations.

In 2021 FIT College became CRICOS accredited, allowing us to expand our course delivery to international students by offering our fitness training package that can lead to multiple career options, continued Student Visa, and Graduate Visa Pathways.

I have personally been in the fitness industry since 1987. During that time, I have been a personal trainer, centre manager, and business owner, having interviewed and employed thousands of people for a range of employment positions. This has taught me to recognise the qualities required to succeed in any industry. Therefore, when developing our courses at FIT College, we wanted to ensure that these qualities were integrated into every unit of competency to ensure our graduates understand what it takes to become successful.

Our experienced staff is always available to provide support before and after you graduate by answering questions and offering guidance, tips, and strategies.

With the help of all FIT College staff, my commitment to you is to provide quality teaching, training, and support, to ensure your time as a student here with FIT College is unforgettable and a vital foundation toward a successful career.

Sincerely,

Mark Stitt



Managing Director & CEO of FIT College



Only Registered Training Organisations (RTO) can issue nationally recognised qualifications in Australia.

Our registered training organisation provider code is 31903. Students may check our registration by accessing the national training database:

<https://training.gov.au/Organisation/Details/31903>

As a registered training organisation, FIT College delivers and assesses nationally recognised Vocational Education and Training in the following subject areas:



FITNESS



SPORT



EDUCATION



WEIGHT MANAGEMENT



DISABILITY SKILL SET



FIRST AID



CEC PROVIDER

We also offer ongoing progression development for personal trainers through AUSactive's Continuing Education Credits (CECs).

FIT College offers accredited training in an extensive range of nationally recognised qualifications from Certificate III and IV levels to Diplomas, aiding personal and career growth towards future promotions or career moves. FIT College is recognised for the diversity of courses on offer and its commitment to providing a high-quality learning experience.

User Choice (QLD)

The User Choice 2021-2022 program provides a funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and School-Based Trainees. Once completed, Australian qualifications can be used to work anywhere in Australia and worldwide.

School-Based Traineeships:

- offer the opportunity to study and earn an income while undertaking a qualification;
- can be done by anyone of working age;
- give you the chance to learn new skills while getting paid in more than 500 careers and jobs;
- can be studied full-time, part-time or while still at school.

The User Choice 2021-2022 program provides flexibility for school-based trainees and their employers to select their own preferred registered training organisation from a list of pre-qualified suppliers to deliver accredited training to meet specific needs.

School-based trainees can only receive a maximum of two government-funded contributions under the current user choice program.

To be eligible for a government contribution towards the cost of training, a student must have entered into a training contract with their employer for a funded and registered qualification by the Department of Education and Training. A school-based traineeship can be arranged and formalised by contacting an Australian Apprenticeship Support Network (AASN). More information about the Australian Apprenticeship Support Network's may be located here:

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

Apprentice and Trainee Fund (TAS)

The Apprentice and Trainee Training Fund (User Choice) provides subsidies to Endorsed RTOs to provide training to Tasmanian apprentices and trainees.

The Fund helps cover the cost of providing quality training and assessment services for nationally-recognised qualifications to Tasmanian apprentices and trainees. Find more information about the Apprentice and Trainee Fund may be located here:

https://www.skills.tas.gov.au/providers/rto/courses_approved_and_funded_in_tasmania

Work Ready Funding (SA)

Work Ready is a South Australian government initiative that contributes funding to the cost of many accredited courses. Allowing eligible SA students to enrol in subsidised Certificate II qualifications through to Advanced Diplomas, across a range of industries. Learners can access bridging units or learner support services to assist them complete their studies. Additionally, job seekers can access employment programs to connect them with jobs in their local area.

Certificate 3 Guarantee (QLD)

The Queensland Government focuses on providing skills for jobs and recognising the industry's role in supporting the Government to establish Vocational Education and Training opportunities. The Certificate 3 Guarantee Program offers a Queensland Government subsidy for selected qualifications, allowing eligible Queenslanders to obtain their first post-school certificate III level qualification under the Vocational Education and Training Investment Plan.

Fee for Service

Fee for Service means that Training for which most or all of the cost is borne by the student or a person or organisation on behalf of the student.

FIT College offers flexible delivery for Fee for Service qualifications, allowing students to choose a delivery model that best suits their individual circumstances. By providing a variety of study options, including in-person classroom-based learning, workshops, and online learning, FIT College can provide the best training solution for the student. In addition, fee for Service qualifications are delivered in a way that allows students to self-pace their own learning progress, permitting the choice of timeframe and structure that best suits the constraints of personal and working life.

The tuition fee for your FIT College course depends on a range of factors, including:

- the course you choose
- the length of your course
- whether you study full-time, part-time or online
- if you apply for course credits or recognition of prior learning
- your eligibility for subsidised training, concessions, or fee exemptions

Legislation

As a registered training organisation, FIT College is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we train and assess and the quality of our training and assessment processes. This includes compliance with:

- The Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training (VET) Regulator Act 2011 Additionally, FIT College complies with a range of other legal, regulatory and legislative requirements at a state and commonwealth level including, but not limited to:
 - Anti-discrimination;
 - Apprenticeships and traineeships;
 - Children and Young People;
 - Copyright;
 - Corporations;
 - Employment and Workplace Relations;
 - Equal Opportunity;
 - Fair Work (including harassment and bullying);
 - Privacy and Personal Information protection;
 - Taxation;
 - Unique Student identifiers;
 - Work health and safety.

FIT College is dedicated to applying the Vocational Education and Training Quality Framework to ensure that our services are of the highest quality. More information about these regulations and legal frameworks may be located at:

- www.legislation.gov.au, which is the Australian Government website for Commonwealth Law.
- www.legislation.qld.gov.au, which is the website for Queensland Government Law.
- www.asqa.gov.au, which is the website for the Australian Vocational Education and Training regulator.

Code of Conduct

As a responsible Vocational Education and Training industry member, FIT College follows a Code of Conduct that outlines how students can expect the organisation and our staff to behave. FIT College also has expectations for student behaviour as outlined in 'Student Conduct'.

Enrolment

Applicants who choose to study with FIT College are supported by a Careers Advisor who will assist applicants through registration and enrollment.

An enrolment form must be completed for all new FIT College enrolments, irrespective of the type of enrolment or qualification the student wishes to enrol in, alongside various other forms of evidence as stated throughout this student information handbook.

By completing the enrolment form and signing the **FIT College Confirmation of Registration**, students confirm that they have received, completed and discussed all relevant information at the time of enrolment.

Once all enrolment forms have been completed, students will be enrolled into their qualification with all relevant information provided to the respective Campus and Educator. In addition, students will receive a welcome email providing usernames and passwords to access the student platform relating to their enrolled qualification.

Free wi-fi is available at selected campuses. Where wi-fi is not available, students are advised to use any public available wi-fi networks nearby. Students are responsible for sourcing personal computer access and an internet connection to allow for remote study if studying online. Students will need to have access to their own stationery and notebook supplies. Textbooks are not included in enrolments. Students are responsible for ordering and purchasing any recommended textbooks for their training program.

Enrolment Terms and Conditions

By signing the **FIT College Confirmation of Registration**, students (including parent/guardian of underage participants) agree on acceptance of the Enrolment Form by FIT College. The **Confirmation of Registration** will become the Enrolment Agreement, and further, students agree to abide by the policies and expectations set out in this handbook.

Entry Requirements

Enrolment in any training program is subject to positions being available. Some entry requirements may relate to:

- School-based traineeships
 - the minimum age for trainees is 13 years of age under the Child Employment Act, unless otherwise stated;
 - the completion and signing of a relevant workplace school-based traineeship training contract, with an Employer and Australian Apprentice Support Network (AASN);
- previous work experience or completion of another qualification that is specified as a pre-requisite for the training program, i.e. Certificate IV in Fitness requires Certificate III in Fitness pre-requisites completion;
- access to a relevant workplace and job role where required competencies may be learned and practiced, i.e. TAE40116 Certificate IV in Training and Assessment;
- show an appropriate level of language, literacy, and numeracy skills appropriate for successful completion of the training program and assessment requirements;
- if enrolling in online learning, have access to a computer that has appropriate software and the capacity to access and download learning and assessment materials. The following basic specs are recommended:
 - 250 GB hard drive or higher
 - 4 GB RAM or higher
 - 2.0 GHz Intel or AMD processor
 - Windows 10 or MAC OS 10.10 or later
 - Microsoft Edge, Firefox 48 or later
 - Safari 11 or later
 - Anti-virus program (updated regularly)
 - Computer microphone and speakers
 - Web Camera

User Choice Trainees (QLD)

To be eligible for a government contribution towards training costs, a trainee must have entered into a legally binding training contract for a qualification funded by the department and be registered in the department's registration system.

Under User Choice 2023-2024 program guidelines, specific eligibility requirements apply to enrolment with some qualifications requiring additional pre-requisites to be met. Copies of any applicable evidence is to be provided to FIT College before eligibility is confirmed. These requirements will be confirmed by completing in full and signing the **FIT College Confirmation of Registration**.

To be eligible to enrol in a Traineeship under the User Choice 2023-2024 Program, prospective students must:

- be aged 13 years or older;
- permanently reside in Queensland or to be registered as a Queensland apprentice or trainee, the workplace address must be in Queensland;
- be an Australian citizen or a New Zealand citizen who has entered Australia on a valid passport, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency;
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.
- be employed by a willing employer that meets specific eligibility requirements;

Further information on the User Choice program can be located here:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

as well as here:

<https://desbt.qld.gov.au/training/apprentices/getting-started/eligibility-requirements>

Certificate 3 Guarantee (QLD)

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older;
- be no longer at school (with the exception of school students in Years 10, 11, and 12 undertaking a VET in School (VETiS) program);
- permanently reside in Queensland;
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Priority Skills List. Further information on the Certificate 3 Guarantee program can be located here:

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

Fee For Service

Upon enrolment, students may be appraised of their ability to meet any entry requirements outlined in their chosen training program. Where students are unable to meet entry requirements, FIT College Careers Advisor will discuss other options with the student and employer, including study options with FIT College under a fee-for-service arrangement if necessary.

Work Ready Funding (SA)

To be eligible to enroll to low-fee training through Work Ready, applicants need to;

- Not be currently employed and not be enrolled in school, or
- Aged between 16 and 24 years and not enrolled in school, or
- Hold a Health Care, Pensioner or Veteran Affairs concession card, or
- Looking to enroll in a course relevant to a skilled career in social care or digital skills. Please speak to your training provider about eligible courses.
- be Australian or New Zealand citizen
- a permanent Australian resident, or
- an eligible visa holder

Apprentice and Trainee Funding (TAS)

Finding an apprenticeship or traineeship is as much about finding a job in an area you want to work in, as it is about the training. Applicants must find out what qualifications are available through an apprenticeship or traineeship in their area of interest.

Applicants can also find out what courses are available as an apprenticeship or traineeship in the industry that they have chosen by browsing the list of courses approved as an apprenticeship or traineeships in Tasmania.

https://www.skills.tas.gov.au/apprenticeships_and_traineeships/information_for_learners_about_apprenticeships

VISA Information and Requirements

The following information is to assist you in determining your VISA class eligibility to study with FIT College.

Australian permanent residents, which includes humanitarian entrants, and temporary residents of Australia with visa and work permits on the pathway to permanent residency, may be entitled to subsidised training through funded programs under the Queensland VET Investment Program. To ensure your eligibility for training (including subsidised training) and make sure you understand and comply with your visa conditions, please visit the following websites for further information;

Department of Home Affairs Website:

<https://immi.homeaffairs.gov.au/>

QLD's Department of Employment, Small Business and Training:

<https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>

To ensure study eligibility with FIT College, we will require evidence of your VISA status upon your enrolment. These can be any of the following:

- Your permanent visa label on your passport and/or documents from the Department of Home Affairs showing approval of a permanent visa subclass
- Copies of your temporary residency visa and work permits along with copies of correspondence to and from the Department of Home Affairs indicating progress toward permanent residency
- Copy of your current Medicare card in colour (green Medicare card)

Note: FIT College is CRICOS accredited. Options for international students are available. Please check our international student's package on the FIT College website: www.fitcollege.edu.au

Attendance

Students must agree to attend scheduled classes except where there is a legitimate reason for non-attendance, which is acceptable to FIT College (for example, illness supported by a Doctor's

Certificate). Online study must be adhered to as per training plan timeframes and training plans provided by our Educators.

Failure to attend class:

- Absent students are sent an email from their designated Educator. If you fail to contact FIT College back regarding your lack of attendance, FIT College **will** transfer your enrolment to online at the end of your face-to-face course
- If you have contacted FIT College and are absent for more than 20% of classes, a medical certificate is required for any further absence

Student Conduct

Students must agree to follow the rules and regulations of FIT College and the business or fitness facility standards. If a student is deemed to have negative and detrimental behavior in or out of FIT College (whilst studying in FIT College class time or practical hours) and is expelled from the study – it will be at the discretion of FIT College management as to whether that student can join another course in the future. In each case, the student will still be liable for all associated course costs.

Course Fees

Payments, Fees, and other charges applicable for a student's qualifications must be paid on the due date. For further information, please consult FIT College Terms and Conditions, provided to you with your registration documentation. You may also consult our Terms and Conditions by accessing the following link:

www.fitcollege.edu.au/Study/StudentHandbook

Additional Payments

Students must pay fees and other charges applicable for their qualification on the due dates. For example, students may purchase any specific equipment available (i.e. anthropometric kit), textbooks, stationery, printed certificates, and statements of attainment.

Materials/WHS Requirements

Textbooks are not included in enrolments. All learning materials are available via the student platform, and some resources are downloadable. It is the responsibility of the student to purchase any recommended materials for study, including but not limited to stationery, notebooks, and textbooks.

Fitness Curriculum only - All students must present themselves with the student shirt when on campus, at the gym, and on excursions with FIT College. In addition, if a student is completing their course online, the student **MUST** be wearing a student shirt when submitting videos for assessment.

Change of Contact

It is the student's responsibility to update their details as soon as possible via the Student Platform by completing an LAR '**Change to my details**'. FIT College will not accept responsibility for correspondence that does not reach the recipient. Students can update their details directly on their account.

Change Study Mode or Extend Allowable Time

FIT College understands that our students circumstances may change, and aims to accommodate those changes to assist students in completing their studies successfully. However, due to the administration required for such changes, the below fees are applicable.

Current Study Mode	Change to Study Mode	Administration Fee
Face-to-Face Full-Time	Face-to-Face Part-Time	\$125.00 per qualification
Face-to-Face Part-Time	Face-to-Face Full-Time	\$125.00 per qualification
Face-to-Face current location	Face-to-Face new location	\$125.00 per qualification
Face-to-Face study intake date	Different Face-to-Face study intake date	\$125.00 per qualification If you are on a direct debit plan, please be aware you are still required to continue your scheduled payments.
Face-to-Face Study	Online study	\$125.00 per qualification Please be aware there is no reduction in course value.
Online study	Face-to-Face Study	An upgrade fee is applicable. Please call Head Office to be directed to your Careers Advisor.

Note: The administration fee is waived for a students first request for change of study mode only. However, this excludes all online to face-to-face studies, which incurs an upgrade fee.

Extending Allowable Time: If you are unable to complete the course within the allowable time provided, additional time may be requested. Extensions are charged at \$100.00 per month. Each request for an extension must be submitted via the Student Platform. Students must apply for extensions within **30 calendar days** of the expiry date. Contact your Educator if you need assistance with a training plan to complete your studies.

If you have enrolled to attend our face-to-face (intensive) workshop deliveries and you are unable to complete your course during the time period, you may be required to:

- Enrol in the next intake if the student wishes to continue F2F, or
- Change your study mode to online

Note: Please note that for these changes to occur, students will be notified by their designated Campus Coordinator. An enrolment change will be required to be agreed upon by the student.

Indemnity

FIT College and its staff shall not be held responsible for any personal items that are lost or damaged at the college. FIT College may need to obtain medical treatment for students if it is deemed necessary by a FIT College staff member or a representative acting on behalf of FIT College. Neither FIT College nor its staff will be held responsible for any expense, loss, damage, or liability of whatever nature or howsoever occasioned due to authorising and arranging such emergency medical treatment.

Assessment Submission

Completed assessments must be submitted to FIT College via Electronic upload to the student platform.

Note: FIT College takes no responsibility for loss of assessment during electronic transmission.

Unique Student Identifier (USI)

All persons undertaking nationally recognised training in Australia require a Unique Student Identifier (USI). USI's allow students to link to a secure online record of all qualifications gained regardless of the provider. The Australian Government implemented this system in 2015.

As a registered training organisation, training and assessing Nationally Recognised Training, FIT College cannot issue Certificates of Qualification or Statements of Attainment where there is no USI registered for the student.

As part of our enrolment process, students must provide their USI number. If students do not have a USI, they are to visit the website: <https://www.usi.gov.au/your-usi/create-usi> for more information and to create a USI account

Language Literacy and Numeracy (LLN)

As part of the enrolment process, students must undertake a Language, Literacy and Numeracy (LLN) Indicator Assessment. This process identifies the student's current LLN skills and any areas of concern, comparing it to the Australian Qualifications Framework level requirements for the student's qualification. In some instances, students may not meet the Australian Qualifications Framework level requirements of the qualification, preventing successful enrolment. FIT College Educators will provide LLN support where required or refer students to an LLN specialist to assist with developing LLN skills to the requirements of the qualification.

Orientation/Induction

For face-to-face training, an orientation session will be conducted on the first day of attendance or before commencement. Students must attend this session to be provided with an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available during their time with FIT College.

Online students receive a welcome phone call from the Online Education Team where an outline and overview of the course is conducted, recommendations on how to progress in the course, and available virtual or on-campus support sessions are advised.

Note: School-based trainees must attend both the signup interview and on-site orientation.

Training Plans

As part of the Educational process, FIT College will work with students to develop a personalised Training Plan (SBT) or Individual Training Plan for students who experience challenges with their workload or have requested an extension to their enrolments to get back on track and complete their qualification. The Individual Training Plan is developed and provided to students as a guide of predicted study progress to assist with keeping the student on track to completion within a reasonable timeframe.

School-Based Trainee Training Plan

The SBT training plan is developed in consultation between the student, employer, and RTO, outlining the training to be provided by FIT College and the employer; and the qualification that will be issued upon completion. It confirms that the selection of units of competency aligns with packaging rules for that qualification, considering any requirements for pre-and/or co-requisite units of competency and any entry requirements. When all parties (SBT, employer and FIT College) have agreed to the terms and conditions of the training plan, all must sign to validate the document. Each party will receive a signed copy of the training plan once agreed to. The training plan forms part of the requirements for the traineeship under the training contract. For more information about training plans, please visit the Queensland Department of Employment, Small Business and Training website:

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/information-sheets/atis-040>

Access and Equity

FIT College works to meet the community's needs and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. FIT College does not allow for discrimination based on factors including, but not limited to:

- Sex
- Status
- Race
- Parental status
- Age
- Sexual orientation
- Ethnicity
- Religious background

FIT College ensures that all students have the right resources available to successfully complete training program requirements. This includes flexible delivery, assessment arrangements and language, literacy and numeracy support where necessary.

It is the responsibility of all staff at FIT College to uphold our commitment to Access and Equity Principles.

Inclusive Practice

FIT College applies inclusive practice strategies and is committed to ensuring that all students gain the most from their training program. FIT College's inclusive practice strategies aim to ensure that students are actively engaged in their learning and have access to materials, resources, and support to succeed in their training program. FIT College is aware that students will learn differently and have different levels of core skills, and will require a different level of learning support from their trainer and the employer where applicable. Therefore, Educators encourage and assist students in taking a proactive approach to their learning and being responsible for their learning outcomes.

Other Support Services and Facilities

FIT College is at all times, concerned for the welfare of its students. If students are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations equipped to offer services to help, such as:

- Lifeline: 13 11 14
- Headspace: 1800 650 890
- Kids Help Line: 1800 55 1800
- Beyond Blue: 1300 22 4636
- Salvation Army: 13 SALVOS (13 72 58)
- DVCONNECT Sexual Assault Line 1800 010 120
- DVCONNECT Domestic Violence Line 1800 811 811

Furthermore, Fit College is committed to supporting student's progress throughout their training program by providing and/or referring a range of support services and facilities inclusive of:

- Learning support sessions on-campus or virtual
- Entrepreneurial program
- Internet Access
- Student Insurance – Fitness Curriculum
- Appropriate facilities and amenities

Course Fees

Course Payment Information

Per your FIT College Registration Agreement, you are liable for all monies per the agreed course price. Payment options consist of one of the following (which you will confirm with your Careers Advisor). If under the age of 18, your parent / guardian will confirm they accept financial liability on your behalf.

Government Funding

FIT College receives Government funding support for students through a number of Government programs. Entry into a course conducted by FIT College through these programs requires specific criteria. You will be required to supply specific documentation to your Careers Advisor when applying for funding. Should FIT College not receive the funding for your place in the course, you will remain liable for the full course cost. For further information on government funding, please visit the FIT College website

www.fitcollege.edu.au.

Payment in Full

You may nominate to pay the entire amount upfront. You may pay via cash, credit card, or electronic funds transfer (Bank).

Payment Plan

This requires you to pay a deposit upfront via cash, credit card, or electronic funds transfer. You will need to nominate a credit card or bank account to pay the direct debit. If you are under the age of 18, you cannot be financially accountable and must have your parent/legal guardian as your appointed biller. The biller is appointed during the registration process. However, suppose you are 18 years of age or older, and the nominated credit card or bank account is not in your name. In that case, the account holder must confirm their agreement to allow payments as the biller to be made on the learner's behalf by signing the Registration Agreement.

FFA PaySmart

FIT College use the direct debit company FFA PaySmart. All PaySmart payment plans are interest-free. Payments can be debited weekly, fortnightly, or monthly through an account set up with your bank account or credit card. Please refer to your Terms & Conditions, attached Product Disclosure Statement (PDS), and PaySmart DDR Service Agreement in your Registration Agreement for information on fees & charges debited by PaySmart. Students who choose a payment plan are responsible for having sufficient funds in their nominated account. If your direct debit date is on a public holiday, your payment will be debited on the business day beforehand. Under certain provisions of the 'Privacy Act 1988', FIT College may provide your information to a credit reporting agency if you default on overdue payments. To request any changes to your direct debit account with PaySmart, please refer to Learner Action Requests under the Student Services & Support section of this document.

International Student Course Payment

Please review your International Student Guide for course payment information for international students.

Failure to make payment

If fees are not paid according to the agreed terms and conditions of the agreement, FIT College may find it necessary to suspend access to the training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collection agency. Any fees associated with this will be added to the total outstanding amount for recovery. If you are experiencing financial difficulty, please contact FIT College as early as possible to discuss options.

Credit Transfer

QLD Funding - Any student who has been granted a Credit Transfer towards unit(s) of competency for prior learning, will not be charged for the unit(s) in accordance with Skills Assure Supplier (SAS) requirements.

Refund Policy

FIT College has published the refund policy on its website, available for download [FIT College Refund Policy](#)

Refunds are at the discretion of FIT College's Executive Team, negotiated on an individual case-by-case basis where the request for a refund meets the refund policy requirements.

Change of Enrolment / Withdrawal / Agreement Cancellation

FIT College has a **72-hour cooling-off period** that begins once all liable parties have agreed to the Registration Agreement. Please refer to FIT College's Terms & Conditions document attached to your registration for further information on our cooling-off period. FIT College Terms & Conditions can also be found on our website at [FIT College Fitness Education Courses Terms & Conditions](#)

Withdrawal from Study

If you wish to withdraw from study, please submit your request and reasonings in writing by submitting your request to withdraw via your learning portal under– **Other Enrolment Enquiries**. Withdrawing from study means you have no learning obligations to FIT College, and your account is

withdrawn from the system. Although withdrawal does not affect your Registration Agreement to uphold financial obligations, this remains valid.

Cancellation of Registration Agreement

A Registration Agreement is a legally binding document. Please review our refunds clause in your terms and conditions if you have paid in full. If you are on a payment plan, please be aware this was a legal arrangement for payment of the full course cost. The refund clause will also be considered for those on a payment plan as we view the account based on overall contract value (not what has been paid to date). Please be aware this request is for those undergoing severe extenuating circumstances such as a permanent injury/medical condition and terminal illness identified after registration or, in some cases, death. This request also requires the submission of (as much as possible) detailed supporting documentation to assist your case, e.g. Medical Certificate issued by a medical professional.

Hardship Programs

FIT College understands that sometimes hardship is out of your control and unexpected. Such hardship can be ongoing or temporary and can be seen in various forms, for example:

- Unemployment/reduction of employment;
- Death in the family;
- Acute/chronic illness of an individual or immediate family member, e.g. incident requiring hospitalisation;
- Family breakdown/family violence; and
- Unexpected major natural disaster, e.g. major flood, drought, fire.

FIT College is committed to helping those facing all types of hardship. We will work with you to find a sustainable solution regarding your circumstances and the evidence provided on a case-by-case basis.

Financial Hardship

To assess your eligibility for the Financial Hardship Program and identify a suitable solution, you must submit a Learner Action Request (LAR) via the Student Platform to outline your current situation and financial circumstances. In some cases, where financial hardship is long-term, we may also require supporting documentation such as a redundancy letter from the employer, bank statements and/or payslips. If approved, payment options will be presented to you in writing.

Require Further Assistance? You may also wish to seek advice from a community financial counsellor. You can talk to a financial counsellor from anywhere in Australia by calling 1800 007 007 (Monday to Friday, 9.30 am – 4.30 pm), or you can visit: The National Debt Helpline www.ndh.org.au.

Medical Hardship

To assess your eligibility for the Medical Hardship Program and identify a suitable solution, we need you to submit your request to withdraw via your Student Platform under **Other Enrolment Enquiries** outlining your current situation and medical circumstances. In some cases, where medical hardship is long-term, we may also require supporting documentation such as a letter from a medical professional outlining your medical circumstances. Appropriate options will be presented to you in writing if you are approved. Fees may apply.

Course Information

After enrolment, students will receive a welcome email providing usernames and passwords to access the student platform relating to their course. As course progress is competency-based, students will gradually receive topic access throughout their enrollment. Textbooks are not included in enrolments. Students are responsible for ordering and purchasing recommended textbooks for their training program and acquiring any required personal stationery materials.

School-Based Trainees may receive a Training Notice outlining any scheduled workplace visits or on-campus training, any personal protective equipment, stationary, or textbooks required, and miscellaneous information pertaining to the enrolled qualification.

Course Duration

The length of the enrolled course is dependent upon a number of factors, including:

- current skills and knowledge – recognition of prior learning application or application for credit transfer (where a student already holds a unit of competency from previous training);
- the number of units in the training program;
- the level of the qualification being undertaken;
- student's ability to commit to the training program;
- student's ability to successfully complete assessments and demonstrate competency to workplace standards.

If students are enrolled in a School-Based Traineeship program, their course duration is determined by the training contract with the Queensland Government Department of Education, Small Business and Training (DESBT). In addition, the Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels. It indicates the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at different levels. Students may access a copy of the AQF from the website:

<https://www.aqf.edu.au/>

The AQF expresses the time expected to gain a qualification as equivalent to full-time years. This is known as 'Volume of Learning'.



Volume of Learning

The volume of learning statements indicates the amount of time it is expected that a student with no or limited prior knowledge would need to achieve a qualification as a full-time student. The volume of learning takes into account all the activities a student would undertake during training and assessment, including supervised training, training room sessions, workplace training, online training, self-directed study, practice, and assessment. In addition, student Attendance is recorded and designed to track student attendance at campus sessions.

Training and Assessment Strategies (TAS)

FIT College has a Training and Assessment Strategy for each training program we deliver and assess, outlining our approach for conducting training and assessment. FIT College Educators are qualified and have extensive, relevant industry experience to train and assess training programs and the Training and Assessment qualification required under the Standards for registered training organisations. FIT College's methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles, including Recognition of Prior Learning (RPL) and

Direct Credit Transfer. All training programs are assessed under the competency-based training and assessment criteria established under the Australian Qualifications Framework.

Flexible Learning and Assessment

Our training and assessment strategies include practices that promote flexibility in learning and assessment to meet the needs of our students and their workplaces. This means that we work with students to provide options responsive to their individual needs and maximise learning outcomes and access to learning activities.

Reasonable Adjustment

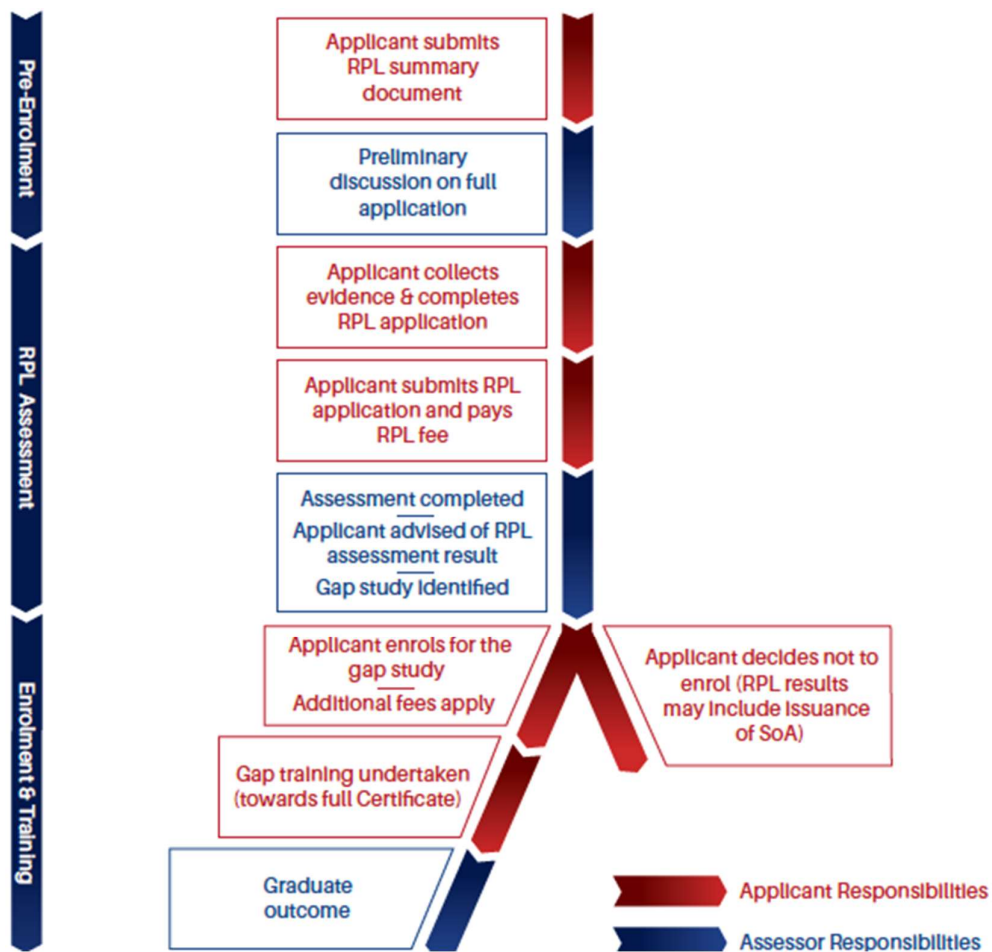
Assessors will apply FIT College's Equity Policy when a student has a disability or learning difficulty. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the training program. Reasonable adjustments may include adaptive technology, educational support, and alternative assessment methods such as oral assessment.

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

FIT College recognises Australian Qualifications Framework Qualifications and Statements of Attainment that other registered training organisations have issued. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. All students who hold a qualification or statement of attainment from another registered training organisation are to discuss the possibility of credit transfer at the enrolment interview with the Careers Advisor. Application for credit transfer will affect the final accessible topics given to the student; therefore credit transfer applications need to be applied for and processed as quickly as possible. Students will be required to provide a copy of the full qualification, unit listing, Statement of Attainment, or a unique student identifier transcript. These will be verified and, where the units of competency already completed are equivalent to units in the training program.

Recognition of Prior Learning (RPL) - FIT College provides an RPL Kit and Application for the student to read and complete. The RPL Application must be submitted with supporting documents for candidates to satisfy the competencies of the unit. Students will be charged an assessment fee for the RPL process. Fees are disclosed depending upon the RPL request type to the Careers Advisor.

For further insight, the RPL process is as follows:



Course Progression

Face-to-face students - All students are expected to progress through their course by completing their learning and assessment tasks in a timely manner to the best of their abilities. In addition, to maintain class dynamics, all students must progress simultaneously as much as possible.

Online Students – Online students progress at their own pace based on their available time to commit to the course. The FIT College Online Education Team monitors all online students. Where disengagement or long-term inactivity is identified, students are contacted and offered support and an individual training plan to track progress in their training programs.

Where an assessment is completed using the student platform, progress tracking is available as each assessment task is completed.

School-Based Trainee Students - FIT College is responsible for ensuring that students continue to follow timelines established in their Training Plan. If the student fails to make reasonable progress regarding training components delivered, FIT College will advise the Department of Employment, Small Business and Training (DESBT) and the employer. FIT College understands that there may be instances where a student is unable to progress through personal or individual circumstances that

impact their ability to participate in their training program actively and complete the required assessment.

Where students feel they cannot progress, they are encouraged to discuss this with their Educator so that the individual support plan or training plan may be adjusted and assistance provided where required.

Submitting Assessment

FIT College's commitment to quality is adamant, and we want our students to build a passion for quality, which is evident in their assessment submissions. Students are expected to apply time management skills to complete assessment tasks within the timeframes provided by their Educator and ensure their work is presented with the expected industry quality standards. Students will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose; students are to ensure that they talk to their Educator to clarify anything that is unclear.

Assessments and any written evidence must:

- be legible if in hand-written form and free from errors (or have any mistakes neatly corrected).
- Written assessments should be word-processed using a 12-point legible font.
- Written assessments are to be submitted single-sided; do not use both sides of the paper;
- be saved as "student name & assessment task" to allow the assessor the ability to identify individual student files (e.g. Joe Bloggs HFO Task 1).

Students must take a copy of all assessments submitted for their own records as no assessment will be returned. Should the assessment fail to be received by FIT College, the student will be asked to resubmit. Cases of plagiarism will be returned and marked '**Not Satisfactory**'. Students are unsure about the presentation and preparation of assessments, including Word process assessments, so they should discuss this with the Educator. Assessment may be submitted via (preferred) email or post where applicable.

Assessment Feedback

The assessor will provide students with relevant feedback regarding the outcome of their assessment submission. To achieve 'Satisfactory', students must complete all assessment task requirements to the expected standard. For knowledge-based assessment, this means that all questions are to be answered correctly. For practical assessments, students may be observed by their assessor or be required to submit a project or assignment that they have been provided with. In all cases, the assessor will determine the assessment outcome and give feedback on student performance.

Resubmissions

If students receive feedback that their assessment submission is '**Not Satisfactory**', they will need to provide additional evidence to support their claim for competency.

This may mean they must re-do some of the knowledge questions, add information or evidence to a portfolio, or demonstrate a practical task again.

FIT College does not charge a fee for resubmission of assessment.

Students will have five (5) attempts to submit assessment tasks.

For knowledge assessments, students will have five (5) immediate attempts (for the same question).

After five (5) attempts if the student is still marked '**Not Satisfactory**', the Education Team will make contact with the student to assist with:

- content review
- arranging a virtual support session
- arranging a Campus support session

Where the student has applied for RPL and evidence does not meet the rules of evidence required, students may be required to resubmit further evidence or to undertake Gap Training for the unit/s that they are unable to demonstrate competency before gaining the full qualification.

Units that require Gap Training will be charged a training fee.

Plagiarism

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken very seriously at FIT College. Plagiarism may lead to the student being withdrawn from their training program. All work that students submit must be their own. FIT College will not tolerate plagiarism or cheating. If you are suspected of plagiarism or cheating, the Educator will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, the student will have the opportunity to counter the allegations made against them before the disciplinary procedure commences. If, in FIT College's final judgment, the claim is upheld and where both students have identical work, both will have to repeat the assessment from scratch. To assist students in understanding, the following are some examples of plagiarism:

- Copying text sections and not referencing or acknowledging where the information has come from.
- Mashing together multiple 'copy and paste' sections without proper referencing or acknowledging where they have come from.
- Presenting work that was done as part of a group as theirs alone.
- Using information (for example, pictures, text, designs, plans, diagrams etc.) and not citing the original artist(s)/author(s).

Student use of AI Systems

The use of AI systems to generate, complete or significantly contribute to student work is considered plagiarism. Students can use AI as a tool to assist you in your research and writing, but not as a replacement for your critical thinking and analysis. Make sure that the final product is your own work, and not just copied from an AI generator. You can use the generated text as a prompt for inspiration or guidance, but the final submitted assessment must be your work, creation, and analysis.

Complaints and Appeals

Students can appeal if they disagree with a decision regarding an assessment outcome. If lodging an appeal, it must be done within 14 days of notification of the result. FIT College Complaints and Appeals Procedures can be found in our website www.fitcollege.edu.au. Students are encouraged to refer to these procedures should they wish to lodge an appeal or complaint.

Issue of Qualification/Statement of Attainment

Under the Standards for Registered Training Organisations, FIT College has an obligation to the student who has successfully completed a nationally recognised training program to issue them with the appropriate Australian Qualifications Framework certification and a transcript of units successfully completed. When a student has successfully gained a 'Competent' decision for each unit of competency in their training program, they will be issued with a Certificate of Full Qualification and unit listing within 30 days of completion, listing each unit of competency that has been completed.

Where a student has withdrawn, or enrolment has been cancelled, they will be issued a Statement of Attainment for all units where they have successfully made a 'competent' decision.

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification but are still recognised as completed nationally recognised units of competency.

All certificates issued by FIT College meet the Australian Qualifications Framework and National Vocational Education requirements and the Australian Skills Quality Authority (ASQA).

All Certificates or Statement of Attainment will be issued electronically. For a hard copy of the Certificate or Statement of Attainment, students can contact Student Services via email info@fitcollege.edu.au to request. Your copy will be posted within five (5) business days of your received request.

All students will be requested to complete the 'quality indicator survey' after their qualification as the Vocational Education and Training regulator requires.

Student Conduct

Just as FIT College has a responsibility to meet the expectations of students, legislation and regulations, so too do students have obligations they are expected to meet. It is expected that all students will actively participate in their learning, commit to their studies, complete the assessment within timeframes to the best of their ability, and behave in a manner that complies with work health and safety, are respectful to their Educators and of the opportunity for other students to learn and achieve. As members of a training environment, it is expected that students:

- treat others with respect and courtesy;
- treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- respect the opinions and views of others;
- avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or bullying or otherwise intimidating;
- treat their personal property and the property of others with respect;
- do not steal physical or intellectual property that is not their own;
- attend classes, maintain consistent levels of study, and submit assessments on time;
- familiarise themselves with, and abide by, FIT College's policies and procedures found <https://www.fitcollege.edu.au/Study/StudentHandbook-516/>
- maintain high standards and a professional approach to their training program;
- comply with Work Health and Safety Legislation.

As individuals, students can expect:

- to be treated with courtesy and respect;
- to be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- to be able to freely communicate and voice alternative points of view in rational debate;
- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment or bullying or otherwise intimidation;
- to rely on the protection of personal information;
- to be able to access personal records, subject to the provisions of the Freedom of Information Act 1982;

- to be provided with timely and accurate information as it pertains to qualifications, enrolment, and all administrative matters;
- that assessment within qualifications will be equitably and appropriately implemented;
- that the facilities and equipment they use are safe and comply with work health and safety guidelines.

Campus Ethics and Behavior

All students are expected to comply with the following rules of behaviour whilst enrolled and attending training on a FIT College Campus:

- demonstrate mutual respect for staff and fellow students;
- turn off all mobile and electronic devices during training and assessments times;
- do not eat or drink (excluding water) in training rooms;
- prepare for each class by undertaking the required reading and completing all necessary preparation work;
- attend all classes, workshops, and other contact sessions;
- arrive at classes at the scheduled time;
- work to the best of their ability;
- participate actively in learning activities;
- avoid all forms of academic misconduct;
- provide constructive feedback when evaluating training and members of the Education Team;
- refrain from activities that might negatively impact other members of the campus community;
- be aware of their responsibilities within their training program;
- any other classroom and assessment behaviour rules as determined by, and/or negotiated with, their Educator, i.e. Gym Floor behaviour for Fitness students.

Misconduct

FIT College views student misconduct very seriously and expects that all students will behave in an honest, respectful manner appropriate for a learning environment and in a way that will uphold the integrity of FIT College. Examples of student misconduct may include, but are not limited to:

- academic misconduct, including plagiarism and cheating;
- harassment, bullying and/or discrimination;
- falsifying information;
- any behaviour that is against the law;
- any behaviour that endangers the health, safety and wellbeing of self and others;
- intentionally damaging equipment and/or materials belonging to FIT College and/or other students or partner organisations such as, i.e. a Gym or Fitness centre

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to;

- formal reprimand (warning);
- removal from the training room and/or Campus;
- suspension from the training program;
- reimbursement by the student for the costs incurred for any damage caused;
- expulsion from the training program without refund and/or credit;
- referral of the matter to the police.

Students found guilty of misconduct have a right to lodge an appeal by following FIT College's Appeals Process published on its website, available for download
<https://www.fitcollege.edu.au/>

Attendance

Individual or Group Training

Training arrangements must be adhered to according to the individual training arrangements discussed and agreed to at the time of enrolment. Where formal training sessions have been arranged, attendance by the student is mandatory.

Students must provide a minimum of 12hours (prior to the booked session) of notice for the cancellation of student support sessions, or an additional fee may be charged.

Flexible training delivery means that formal training sessions may not be required. The Educator will still monitor self-paced (Online) training to ensure progression occurs consistently throughout the qualification or training program.

Student attendance is recorded by the Educator directly on the student portal. Educators will also complete a report on the student file to indicate any communication between Educator and student throughout the enrolment.

A School-Based Trainee (QLD) requirements fact sheet for Employers, apprentices, and trainees to ensure they meet all training contract responsibilities is available on the following link:

- [Hiring and recruitment | Business Queensland](#)

A School-Based Trainee (TAS) requirements fact sheet for Employers, apprentices, and trainees to ensure they meet all training contract responsibilities is available on the following link:

- [Apprentice and trainee role and responsibilities | Education and training | Queensland Government \(www.qld.gov.au\)](#)

The Registered Training Organisation's role and responsibilities is available on the following link:

- [Training organisation role and responsibilities | Education and training | Queensland Government \(www.qld.gov.au\)](#)

Dress Code & Hygiene

Students attending training sessions are expected to wear a neat, clean FIT College Student Shirt (Fitness Only) and enclosed footwear at all times whilst on campus. Online Fitness Students **MUST** wear a Student College shirt when recording video assessments. In addition, students may be required to wear specific items to ensure compliance with workplace health and safety legislation relating to their study area.

Hygiene standards must be followed (i.e. appropriate deodorant or shower).

Students who are not prepared for training (i.e. not wearing the appropriate student shirt or meeting hygiene standards) will be unable to participate in practical activities until they comply.

Mobile Phones / Smart Watches

Classroom etiquette requires the utmost student focus and respect towards the Educators and fellow students.

Students are required to switch off mobile phones and electronic devices, i.e. smartwatches, whilst in the training room and only use their devices during allocated breaks. However, if students expect to receive a call during class, please advise your Educator before the class start.

Work Health and Safety

Work health and safety legislation applies to everyone at FIT College. All staff, students and visitors are responsible for ensuring the workplace is safe and that their actions do not risk the health and safety of others.

Students are to immediately report any incident or hazard to their Educator, Campus Coordinator or Education Manager.

Every effort is made to ensure the safety and security of all students, staff, and visitors whilst on FIT College's premises and business partners' businesses, i.e. gyms or fitness centers.

Students are required to carry out directions given by FIT College staff to ensure their safety and any other individual at our facilities. Information regarding emergency procedures will be provided throughout the orientation process.

FIT College does not accept responsibility for the loss of personal possessions. Therefore, students are urged to take suitable precautions to protect personal belongings.

First Aid

If students require first aid whilst on a FIT College Campus, please ask any staff member for assistance. FIT College may need to obtain medical treatment for students if it is deemed necessary by an FIT College staff member or a representative acting on behalf of FIT College. Neither FIT College nor its staff will be held responsible for any expense, loss, damage or liability of whatsoever nature or howsoever occasioned due to authorising and arranging such emergency medical treatment.

Smoking, Drugs and Alcohol

FIT College is a smoke-free workplace. From 1 January 2015, smoking was banned at all Queensland educational institutions and for 5 metres beyond their boundaries. The law applies at all times, including during work hours, weekends, and during term break. It includes using all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes. FIT College has a zero-tolerance to alcohol and drugs for all staff, students, and visitors on all premises, including car park areas and within the FIT College grounds. Any person under the influence of drugs and/or alcohol is not permitted on FIT College premises to use the facilities or equipment or participate in any activities. Any person found to be under the influence of drugs and/or alcohol will be subject to disciplinary action and may be referred to the police.

People taking prescription medication have a duty to ensure their own safety, and that of others is not affected. If students are taking any medication that may affect their ability to actively participate in training or assessment, they must advise their trainer and assessor so that alternative arrangements may be made where necessary.

Food and Drink

FIT College provides access to facilities where students may store and prepare food. Students are not permitted to eat and drink, with the exception of water, whilst in the classroom.

We are proud of our campus and provide rubbish bins to dispose of all rubbish. We request that students dispose of any rubbish using the bins provided to keep our campus clean for all users.

Student Feedback

FIT College is dedicated to constantly reviewing its practices to ensure best practices and the highest quality of training and assessment services are delivered to all students. This approach to continuous improvement requires feedback from students regarding their experiences whilst enrolled in their training program.

FIT College welcomes and appreciates all feedback from students, employers, and staff and uses the feedback to improve our training program delivery further.

Access to Student Records – Privacy Policy

FIT College only collects personal information to perform its core business activities and functions and meet legal obligations. The personal information must be collected lawfully and fairly and not unreasonably intrusive. It must be kept accurately, stored securely and destroyed when no longer needed. Students may request details of personal information that we hold in accordance with the provisions of the Privacy Act 1988. In addition, we may release student information to relevant Government Departments to accurately record training outcomes as required under the Standards for Registered Training Organisations.

Discrimination and Harassment

At FIT College, we are committed to providing access to learning aids and an equitable approach in dealing with all students. We recognise the rights of all students and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

Discrimination or harassment of staff or students by any member of the training and learning environment is unacceptable and contrary to the core educational and employment values that we uphold. All members of the RTO are expected to maintain an environment where cultural differences are accepted and respected, and individuals can participate fully in academic life, free from all discrimination and harassment.

Humour based on discrimination and harassment may, in certain circumstances, constitute harassment.

We will treat discrimination and/or harassment claims seriously, and all claims will be thoroughly investigated confidentially to protect complainants and witnesses from further harassment and victimisation.



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