



STUDENT HANDBOOK



#FITCOLLEGE
FITCOLLEGE.EDU.AU



WELCOME

Congratulations on choosing to expand your knowledge and improve your career prospects by studying with FIT College.

FIT College registered as a Registered Training Organisation 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 business and training & assessor qualifications. FIT College delivers face-to-face courses from multiple physical campuses in Australia, as well as several international locations.

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 how to recognise the qualities required to be successful in any industry. When developing our courses at FIT College, we wanted to make sure that these qualities were integrated into every unit of competency to ensure our graduates understand what it takes to become successful.

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

My personal commitment to you, with the help of all FIT College staff, 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





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This Student Handbook contains everything you need to know about your obligations in undertaking study with FIT College.

Registered Training Organisation

FIT College ensures that all resources meet the requirements of the relevant endorsed training package(s) and Standards for RTOs 2015, for the delivery, assessment and issuance of qualifications. All assessment conducted within the organisation is competency-based and may include a range of assessment types including practical, oral, written, or video assessments.

Legislative Requirements

FIT College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015. As such, FIT College is required to ensure:

- Compliance with legislation and regulatory requirements is monitored and maintained;
- We maintain copies of or access to all legislation that affects our business and /or services delivered;
- Legislation and regulatory requirements relevant to our operations are integrated into policies and procedures; and
- All staff and students are provided with information regarding changes in legislation and regulatory requirements that affects their duties or participation in vocational education and training services.

Delivery of Training

FIT College takes responsibility for the quality of the training and assessment being provided to students, and for the issuance of Australian Qualifications Framework (AQF) certificates. FIT College has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from our students and industry representatives.

Workplace Health & Safety

FIT College is committed to the health, safety and wellbeing of all staff, students, visitors, volunteers and contractors. FIT College is dedicated to providing a safe environment for work and study in accordance with the Work Health and Safety (WHS) Act 2011 and relevant legislation.

Access & Equity

FIT College is committed to providing flexible learning and assessment options, allowing learners alternatives which recognise the diversity of their individual needs and circumstances aiding them in their learning goals. FIT College ensure all learners have equitable access to the benefits of training and assessment irrespective of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location. FIT College has a legal and moral obligation to provide equal opportunity in an environment free from discrimination.

Code of Practice

FIT College 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 (VET).

FIT College 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;
- Has in place policies and procedures that comply with Australian Skills Quality Authority (ASQA) guidelines, relevant legislative requirements and that govern the administration, delivery and assessment of all VET training programmes at FIT College;
- Has access to the required facilities and resources (including human resources) which will be provided to students on a fair and equitable



ADMINISTRATION

- Has a process for addressing any concerns students may have and provides students access to a range of services and support for assistance with courses offered at FIT College.

Unique Student Identifier

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015.

If you are an international student studying offshore and do not intend on coming to Australia to do your study, you do not need a USI. However, if you are an Australian expat or resident student studying offshore with an Australian training organisation, you will need a USI. If you are an International student who will be studying in Australia, you will require a USI. All international students in Australia will have been issued with an Australian Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.

You can create your USI, or find your USI if you are unsure you have one, online at usi.gov.au. If you require assistance with finding or creating a USI, please contact Head Office.

Nationally Recognised Training

FIT College offers Nationally Recognised Training (NRT). 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.





ENROLMENT INFO & REQUIREMENTS





ENROLMENT INFO & REQUIREMENTS

Prior To Enrolment

Once you have selected the qualification you intend to study, speak with a Careers Advisor to proceed with your FIT College registration & enrolment.

Tell us more about your previous studies and experiences

If you have previous skills and experiences which have been gained through study, work or other life experiences, you can be considered for Recognition of Prior Learning (RPL). To be considered for RPL, you will need to submit an RPL application.

For further information on RPL please refer to the RPL section of this document.

Parent/guardian approval if under the age of 18

If you are under the age of 18, you will need your parent/legal guardian to approve your registration and enrolment in the course of study.

The Registration & Enrolment Process

1 Registration

After your consultation with a Careers Advisor, all liable parties will receive a FIT College registration email containing a summary of required steps to complete the registration and enrolment process.

Once 'View Registration' has been clicked, you will be taken to a webpage outlining your FIT College Registration Contract. The FIT College Registration Contract provides all your course and payment details along with supporting company documents which further outline FIT College terms and conditions.

To confirm having read and understood the registration details and supporting documents, all liable parties must click 'I agree'. A confirmation of your agreement to the FIT College Registration Contract is emailed to liable parties.

Please be aware we have a 72-hour cooling off period that begins once the registration contract has been agreed to by all liable parties. For further information

on our Cooling Off Period, please refer to FIT College's Terms & Conditions document attached to your registration. FIT College Terms & Conditions can also be found on our website at www.fitcollege.edu.au/Study/StudentHandbook-516/.

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Enrolment

In the email confirming your agreement to the FIT College Registration Contract, click 'Enrol Now'. Once you land on the 'enrol with FIT College' page, select the program from the list on the right-hand side. You can call Student Services on 1300 887 017 if you require further details on this process.

Once you have completed and submitted the Digital Enrolment Form, you will receive a Confirmation of Enrolment letter to review your student details, purchase details and course information.



ENROLMENT INFO & REQUIREMENTS

After Registration & Enrolment

After completion of the registration & enrolment process you will have access to the FIT College online Cloud Campus, called the 'Cloud Campus'. Please be aware this process may take up to 48 business hours. For assistance in navigating the Cloud Campus, please refer to the Cloud Campus Manual or seek guidance from Head Office Education Team.

Username and Password

You will be automatically sent an email from the Cloud Campus with your username and login details upon completion of the enrolment process. FIT College do not keep your password on file. If you have forgotten or need to change your password, click the '**Forgot Password**' link on the student login page <https://students.fitcollege.edu.au>.

Personal Details

- After you log in, you will see a blue window asking you to complete further details. These may include:
- Uploading photo ID;
- Adding your USI (must be emailed through or delivered through a phone call);
- Answering a medical question;
- Adding emergency contacts; and

For those undertaking Certificate III in Fitness:

- Check and confirm your shirt size

Commence Study

Once this information has been provided, you will have access to your course materials. Using the top menu bar, select 'My Courses' and choose from the drop-down menu the course you are enrolled in to study. If you are enrolled in multiple courses, be aware that some courses may need to be completed before you can start another if they are in the same area of study (e.g. Certificate III in Fitness must be completed before you can start Certificate IV in Fitness).

Complete your LLN Assessment

The Language, Literacy, and Numeracy (LLN) assessment is a requirement of all FIT College courses and must be completed as specified by the Higher Education Support Act 2015. Upon completion of the LLN assessment, FIT College are then able to determine whether any additional training support is required. For further information on LLN, please refer to the 'Language, Literacy and Numeracy Policy' section of this document.

Course Completion Period

All students have 12 months to complete each individual certification level (i.e. Certificate III or Certificate IV in Fitness), 24 months for completion of a Diploma. The allowable time of other products are specified within your registration contract. If you cannot complete the course within the allowable time, you may apply for an extension or re-enrol, and are liable for all associated costs.

Course Progress

All courses are limited to a 2-topic progress sequence. You will always have access to the current topic you are working on and the next topic, but the first topic must be marked off in full to enable access to the next topic in order. As a student, you will only have access to study 2 topics at one time.

For example, you will initially have access to topic 1 and topic 2. Once you have completed topic 1, you will then have access to topic 2 and topic 3. However, if you were to complete topic 2 first, you will not have access to topic 3 until topic 1 is marked as competent. You are still able to see all remaining topics listed, but you will not be able to complete them until access has been granted. You need to be marked as competent for all associated assessment tasks in a topic to release access to the next topic.



ENROLMENT INFO & REQUIREMENTS

Course Payment Information

As per your FIT College Registration Contract, you are liable for all monies in accordance with the agreed course price. Payment options consist of one of the following (in which you will confirm with your Careers Advisor). If under the age of 18, your parent/guardian will also 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 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 from. 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, if you are 18 years of age or older and the nominated credit card or bank account is not in your name, the account holder must confirm their agreement to allow payments as the biller to be made on the learner's behalf in writing from their email address.

This must then be emailed to:

actionrequests@fitcollege.edu.au.

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 Contract for information on fees & charges debited by PaySmart.

Students who choose a payment plan are responsible for having sufficient funds in their nominated account. In circumstances where your direct debit date is on a public holiday, your payment will be debited on the business day beforehand. FIT College may under certain provisions of the 'Privacy Act 1993' provide your information to a credit reporting agency if you default on payments that are overdue.

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

For international students, please review your International Student Guide for course payment information.



ENROLMENT INFO & REQUIREMENTS

Internet and Computer Requirements

It is recommended that you have an efficient computer (PC or MAC), a quality internet connection and a suitable internet plan. The FIT College Cloud Campus has been optimised for viewing on mobile and tablet devices. We recommend you have at least ADSL 1 or higher broadband internet connection speed and have a monthly download limit of at least 50GB.

During your study with FIT College – you will have access to:

- Course work and information to download and complete;
- Course lectures and videos (Video files range from 5mb to 500mb each); and
- Resource manuals, supplementary resources, plus much more.

Some assessment tasks require you to create videos and upload/submit through your Cloud Campus. FIT College recommends that you record any videos at a low resolution as there are file size limits on uploads to the Cloud Campus. You will need to:

- Film video and create video files (Smart phones are ideal);
- Be able to compress videos to reduce file size (Facebook is good at this).
- Be able to upload these files to FIT College Cloud Campus.

The following programs to assist with the completion of your course are recommended below:

- 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);
- Access to a printer (to print course work – if required);
- Access to a scanner (not mandatory – but can assist in submission to Cloud Campus); and
- A smart phone, video camera, or the ability to borrow one.

Many of these programs are available to download online for free. Please discuss any queries you have or issues you may face with FIT College Education Team if you are concerned in any way.

Student Assessment

Every course that is completed at FIT College will require you to undergo a number of assessment tasks, both written and/or practical. The assessment tasks are designed to confirm that the student can competently meet all elements and performance criteria as indicated in the curriculum. By achieving competency in each assessment task, students are ready and eligible to perform those elements in the workplace.

Students are required to:

1. Make a copy of their work prior to submission and keep this for future access;
2. Where possible, written assessment tasks are to be submitted as a typed document;
3. All practical assessment must be signed off by a FIT College trainer and assessor. This can be done:
 - a. Face to Face students will complete practical assessments in class time. However, if students miss this class where the task is being assessed, or if they do not complete the practical assessment during class time, they will need to perform the task in their own time in the same way that an online student is required to do; or
 - b. Online students will complete practical assessments in their own time and either upload Third-Party Report Forms or videos of them performing the practical assessment task. Each task will have different requirements.



ENROLMENT INFO & REQUIREMENTS

Submission

Completed assessments are to be submitted to FIT College via the options shown below. Submission of your completed assessment tasks can be made as follows:

1. Electronic Upload to Cloud Campus (preferred method):
 - a. To submit assessment for marking, please use the upload function in your Cloud Campus for each topic;
 - b. Check the size of your file as large files may take some time to upload and exceed limits to your monthly internet account. Read the file size allowed for each task to make sure your file can be accepted.
2. Email submission (by application only):
 - a. When granted special permission, send your completed assessment task/s to assessment@fitcollege.edu.au ensuring you have your full name as the 'Subject Title' of the email;
 - b. Please write in the email body the task number and topic to ensure we correctly match the item to your student account;
 - c. Please submit a Communication Log through your Cloud Campus to confirm your submission via email

Please note that there are very restrictive file size limits via email submissions.

3. Submission via Post by application only:
 - a. When granted special permission to send items via post, please address to 'FIT College - Assessment Department', 8 / 102 Wisers Road, Maroochydore, QLD. 4558. We recommend that you use registered post.

Assessment Marking Procedure

FIT College aims to have all uploaded assessments marked within 72 hours.

Topics will either be marked as:

- 'Satisfactory' (S); or
- 'Not Yet Satisfactory' (NYS)

Units of competency will either be marked as:

- 'Competent' (C); or
- 'Not Yet Competent' (NYC)

If a student is NYC for any assessment task, feedback will be provided in submission results, and the student will be required to either re-submit selected components or all components of the NYC assessment task.

Resubmission Procedure

For many different reasons, some students may not complete an assessment tasks 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 resubmission through additional learning assistance.

In some cases, after alternative arrangements have been exhausted and learning assistance has taken place, a student may still be deemed NYC.

Note: All tasks set for resubmission must still be completed in the allocated time for each qualification.

Assessment Appeal Process

All students have the right to appeal their result of 'NYC' received for an assessment or for the feedback provided by their teacher. We recommend to first speak with your teacher or submit a Communication Log for further insight prior to the assessment appeal process. To formally appeal a decision, the student will need to complete a Learner Action Request. For more information, please refer to the 'Complaints and Appeals' section of this document on how to submit a complaint or appeal.



ENROLMENT INFO & REQUIREMENTS

Qualification/ Statement of Attainment

Upon completion of all education and financial obligations, you will receive a digital version of your Certificate within 30-days. Should you not complete the full qualification but have shown competence in multiple or a single unit of competency, a Statement of Attainment may be requested pending your financial obligations.

If you require a hard copy of your certificate/ statement of attainment as evidence of your training with FIT College, contact Head Office Administration. There will be a charge of \$50 per certificate for the hard copy issuance of the certificate(s)/statement of attainment on fraud proof paper.

Note: FIT College will not issue 'Certificates/ Statement of Attainment' documents until all course fees are paid in full and all exit requirements are met.

Student Feedback Survey

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





ORIENTATION

Face-to-Face Students

What to Bring

FIT College recommends that you bring the following supplies to class:

- Pen and paper for notetaking, or students are welcome to use their tablets/notebooks/laptops at college for note taking/working on assessments;
- Bottle of water; and
- A towel for practical activities in the gym (Only applicable for fitness students)

If there is anything additional required, your teachers will make you aware of these during the orientation/introduction lecture of Day 1.

You are welcome to bring food as the campus has access to fridges, a microwave and an area for mealtimes – as well as storage for bags and personal items. Students are expected to clean up after themselves as they would in any working environment. Please note: Food is not permitted in the classroom.

Homework

FIT College expects that you will need to complete additional hours of home study outside the formal face-to-face classes (knowledge assessments, online logbook tasks and additional revision) to become fully competent and graduate. The expected number of hours required can vary between mode of study and course being completed. Speak with your Careers Advisor or Education team member to determine the hours that will be required for your situation.

Use of Personal Electronic Equipment

Students are required to ensure their device is fully charged before attending class and may not connect to the power supply whilst device is in use. Students use their equipment at their own risk and FIT College is not liable for any data loss or damage to equipment.

Mobile phones must always be switched to **SILENT**

and not used in classrooms, unless required as part of the class activities, in order to prevent lesson disruption. Messages can be left with the Head Office Administration Team and passed along to the relevant Campus Coordinator or Teacher. For extenuating personal circumstances where mobile phone use is required, please make your teacher aware.

Students who are found to be using their devices during class for non-subject related activities (e.g. social media/gaming) will not be permitted to use their equipment in class. If this behaviour continues to happen, FIT College reserves the right to confiscate the device until the end of the class and/or ask the student to leave the class.

Smoking

All FIT College facilities and classrooms are smoke-free zones. Students wishing to smoke must do so outside and away from FIT College. 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.



ORIENTATION

Fitness Students

What to Wear

FIT College teachers will cover the clothing requirements in your first class. Please wear appropriate gym clothes and shoes (please ensure that shorts are no higher than mid-thigh). All face-to-face students receive a FIT College student shirt on their first day:

- Full-time face-to-face fitness students will be provided with 2 shirts;
- Part-time face-to-face fitness students and online students will be provided with 1 shirt.

Students must wear the FIT College student shirt for all classes and when performing assessment tasks in a fitness facility to meet insurance and facility policy requirements. If a student wishes to purchase an additional shirt, please contact the FIT Colleges Head Office Administration Team.

Workplace Health & Safety and Fitness Facility 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 fitness facility policies and procedures must be adhered to when representing FIT College. Failure to do so will see student's fitness facility privilege revoked.

Exchanging Student Shirts

Students receive a complimentary FIT College shirt upon enrolment. The shirt size sent to the student is based off the information provided on the Student Lounge in the Cloud Campus. A size guide chart is available to all students to assist with identifying which shirt size is suitable. Students who have input the incorrect size, or the size requested does not fit, must email info@fitcollege.edu.au detailing the new size. After FIT College is notified by the student that the incorrect shirt has been posted back (at the student's expense), the Administration Team will send the new shirt size to the student's postal address. Please note an additional postage fee of \$5.00 will apply for FIT College to re-post a student shirt. Please call Head Office on 1300 887 017 to make payment for this fee.





ORIENTATION

Online Students

Online Study Guide

You can access an online study plan in course resources which offers different time plans that you can use as a guide to assist with allocating time towards your study and helping you determine your completion schedule.

Online Fitness Student Information

Practical assessment for the course

FIT College face-to-face classes will conduct practical assessment tasks onsite. However, online students will need to complete these assessment tasks in their own time and submit them through the Cloud Campus.

Online Student First Aid

All online students will need to access a local provider to complete their First Aid course in the Certificate III in Fitness course. Your course progress will be limited until you can complete this topic. Once you have completed this please upload your Certificate for Credit Transfer. Online students are able to register and pay to attend a FIT College First Aid course if course progress and geographic location allows.

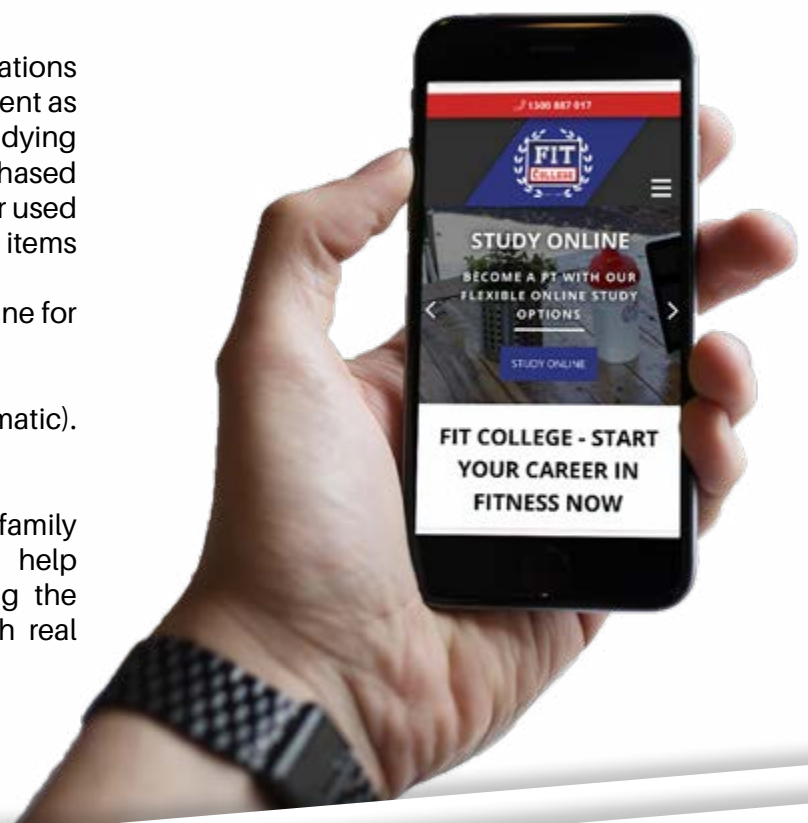
Additional Requirements

In addition to the above computer recommendations you will also need access to a range of equipment as well as friends and family to act as clients if studying a fitness qualification. Equipment can be purchased through FIT College, borrowed from a friend, or used at a fitness facility you have access to. The items include but are not limited to:

- Skinfold Calipers (simple plastic ones are fine for under \$30)
- Sewing or soft tape measure (\$2-3)
- Manual blood pressure unit (not automatic). These can be purchased for under \$30

We encourage you to work with friends and family members on practical assessment tasks to help you gain confidence and familiarity in doing the activities before you graduate and work with real

clients. You are responsible for following FIT College procedures and guidelines in the assessment tasks and completing all required safety procedures as part of any practical activity. If any 'clients' used in any of your assessments are under the age of 16, you must also submit an underage client permission form as part of your assessment. This also applies if your 'client' is your biological child or if you are the 'client's' legal guardian.





STUDENT CONDUCT & ETHICS





STUDENT CONDUCT & ETHICS

FIT College endeavours to provide a supportive and safe learning environment that protects both students and staff. Students are expected to take responsibility for their own learning and behaviour when acting on behalf of FIT College. It is therefore expected that students will:

- Respect the rights of other students attending the course;
- Promote dignity and respect by avoiding behaviour which is, or might reasonably be perceived as, harassing, bullying or intimidating;
- Be respectful of FIT College staff and representatives; and
- Refrain from behaviour that is disruptive or offensive.

FIT College aims to sustain a climate and culture for participants where harassment and victimisation are unacceptable forms of behaviour.

Academic Misconduct

Plagiarism/Cheating

FIT College will not tolerate plagiarism or cheating. If you are suspected of plagiarism or cheating, the teacher will investigate to establish evidence to support the suspicion. If there is evidence to support the suspicion, you will have the opportunity to counter the allegations made against you before the disciplinary procedure commences. If, in FIT College's final judgement, the claim is upheld, both students will have to repeat the assessment from scratch.

Copyright & Intellectual Property

If a student redistributes the course material and intellectual property of FIT College, the student will be in breach of copyright. 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. If it is found that a breach of copyright of FIT College's Intellectual Property occurs – then FIT College may pursue reimbursement for some of the costs based on fees of course development. This will be pursued through appropriate legal action.

Attendance

It is a requirement that a face-to-face student attend all classes. If you are unable to attend class, please ensure you notify the Head Office Administration Team. You are responsible for catching up the missed assessment tasks outside of normal class times. This may be achieved by completing tasks in your own time or by attending a student support session to complete the task.

Failure to attend class:

- Absent students are automatically sent an email from the Cloud Campus. If you fail to contact FIT College back regarding your lack of attendance, FIT College may transfer your enrolment to online.
- 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 & ETHICS

Disciplinary Procedures

During the investigation of student misconduct, access to course materials may be suspended. Any identified misconduct that impacts the learning environment or company activities will result in the Campus Coordinator or Teacher to start the disciplinary procedure. Depending on the severity, the procedure is as follows:

- Give a verbal warning - speak to the student, identifying the issues that are of concern;
- The Education Manager is informed and makes a record on the student's file; and
- If the behaviour continues, the student concerned may be expelled from FIT College (Under these circumstances the student will not be eligible for a refund).

Disciplinary Action

Students are also expected to take responsibility for their own learning and behaviour during both training and assessment. Your behaviour must comply with the standards of the business or fitness facility. Any breaches of behaviour will result in the student being handled via FIT College'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 FIT College (whilst studying in FIT College class time or practical hours) and is expelled from 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.





STUDENT SERVICES & SUPPORT





STUDENT SERVICES & SUPPORT

Education Support

7am - 7pm - 7 days a week

Communication Centre – Students can submit online education enquiries via a Communication Log through your Cloud Campus and get a response within 24 hours (including weekends).

Student Support Sessions

FIT College provides support for all students through regular support sessions at all campus locations Australia wide. Sessions are offered regularly, and students can book into these sessions through the 'Events' tab in the Cloud Campus.

- If attending a student support session, please come prepared to ask very specific questions and/or be familiar with those tasks you required to be assessed on; and
- If you do have practical tasks that require assessment (for example a practical delivery), please note you will be required to bring a person/s to act as your client/s as it is not always possible for a FIT College trainer and assessor to act as your client.

One on one tuition is also available. Please speak with your teacher to discuss tutorial session fees and information.

Additional Information

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.

Learner Action Requests

A Learner Action Request (LAR) is action taken by a learner for a request to change their enrolment or registration contract. No changes are permitted if they conflict with FIT College Terms & Conditions, or until approved by FIT College. FIT College use the Cloud Campus as a platform for students to submit action requests. To submit a LAR, login to your Cloud Campus and click on 'Learner Action Requests' under the 'Useful Links' drop-down menu. Each LAR link provides details to assist with the request submission. If for any reason you are unable to submit an LAR through the Cloud Campus, a written request must be sent from your registered email address to actionrequests@fitcollege.edu.au.

The following LAR options can be found in the Cloud Campus:

Change My Payment Plan Details

Submit requests with regards to payment plan details, such as updating bank details, changing payment method, altering frequency and increasing/decreasing debit totals. Please be aware our minimum weekly repayment is \$75.00.

Suspend My Payment

Submit requests to suspend payment plan. This request needs to be submitted at least 48 hours prior to your usual direct debit payment. Please be aware you can only suspend payments for a maximum of 8 weeks per direct debit plan. If you are struggling financially, please refer to the 'Hardship Program' section of this document.



Comprehensive learning platform



Individualised payment plans



100% Downloadable content



7AM-7PM 7 days/wk education support



Campuses nationally and internationally



With you every step of the way!



STUDENT SERVICES & SUPPORT

Change Study Mode or Extend Allowable Time

Submit requests to change your study mode or extend allowable time.

Change of Study Mode

These are the following study modes offered, possible alterations and account fees:

Current Study Mode	Change to Study Mode	Administration Fee
Face-to-Face Full-Time	Face-to-Face Full-Time	(1 free change) \$250.00
Face-to-Face Part-Time	Face-to-Face Full-Time	(1 free change) \$250.00
Face-to-Face Study Intake Date	Different Face-to-Face Study Intake Date	(1 free change) \$250.00 – If you are on a direct debit plan, please be aware you are still required to continue your scheduled payments.
Face-to-Face Study (all modes)	Online	(1 free change) \$250.00 – please be aware there is no reduction in course value.
Online	Face-to-Face Study (all modes)	Upgrade fee (fee depends on change request) Please call Head Office Administration to be directed to your Careers Advisor.

Please note: Administration fee is waived for student's first request to change study mode. However, this excludes online to all face-to-face study, 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 under this LAR. Additional time allowances are charged at \$100.00 per month. Each request requires a separate LAR to be submitted.



STUDENT SERVICES & SUPPORT

Submit Positive Feedback or Testimonial

Submit positive feedback regarding any aspect of FIT College or provide a student testimonial under this LAR. Please be aware your testimonial may be used on our [FIT College website](#) or marketing materials.

Submit Complaint or Appeal a Decision

Submit a Complaint or Appeal a Decision and attach any supporting documentation through this LAR process. If the internal or external complaint or appeal handling process results in a decision that supports the student, FIT College will immediately implement any decision and/or conduct corrective and preventative action required and advise the student of outcome.

Complaint Procedure

All submitted complaints are reviewed by Management. Depending on the severity the following action is taken:

1. A FIT College representative will be in contact with you to discuss your complaint;
2. A resolution will be provided in writing;
3. If unsuccessful in a resolution and you believe the RTO is breaching or has breached their legal requirements, you can:
 - a) submit a complaint to ASQA who is the regulator for Australia's vocational education and training sector; or
 - b) request the assistance of an independent mediator at your own expense in attempt to reach an equitable and reasonable solution.
4. Complaints to ASQA must be made through completion of their online complaint form at www.asqa.gov.au/complaints.

If you wish to discuss your situation with a third party, you may contact the Australia Competition & Consumer Commission (ACCC), your state's Office of Fair Trading, or your state's Training Ombudsman. Contact details for the State Ombudsman Offices are available from the websites below:

ACT	www.ombudsman.act.gov.au
NSW	www.ombo.nsw.gov.au
NT	www.omb-hcsc.nt.gov.au

TAS	www.ombudsman.tas.gov.au
WA	www.ombudsman.wa.gov.au
QLD	www.ombudsman.qld.gov.au
VIC	www.ombudsman.vic.gov.au
SA	www.trainingadvocate.sa.gov.au

Assessment Appeal

Assessment appeals must be submitted within two weeks of receiving assessment task results.

The grounds for an assessment appeal must identify that the result received was not based on the assessment marking criteria as outlined in the assessment task. If you are concerned that you did not perform as well as anticipated or that you are in doubt as to the assessment marking procedure, please take the following steps:

1. Submit a Communication Log through the Cloud Campus enquiring as to why you were not marked as competent for an assessment task that you felt you should have been
2. Submit a Learner Acton Request outlining your assessment and request for review. The Head Office Education Team will identify any unusual or incorrect marking, or to identify where you did not perform well.
3. A FIT College representative will be in contact to schedule an appointment to discuss the outcome. If at this point a suitable solution has not been agreed upon proceed to step 4.
4. If unsuccessful, you may request the assistance of an independent mediator at the student's own expense in attempt to reach an equitable and reasonable solution.
5. FIT College will provide the learner with a written statement of the appeal outcome.



STUDENT SERVICES & SUPPORT

Change Enrolment

If your request was unable to be answered through the other (5) LAR options, students can submit their requests through this option.

If you have the following requests and are outside of your cooling off period, please use this option:

Withdrawal from Study

If you wish to withdraw from study, please submit your request and reasonings in writing. Withdrawing from study means you have no learning obligations to FIT College and your Cloud Campus account is withdrawn from the system. Withdrawal does not affect your Registration Contract to uphold financial obligations, this remains valid.

Cancellation of Registration Contract

A Registration Contract is a legally binding document. If you have paid in full, please review our refunds clause in your terms and conditions. If you are on a payment plan, please be aware this was a legal arrangement for payment of the full course cost (whether it has been accessed). 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 serious extenuating circumstances such as a permanent injury/medical condition and terminal illness identified after registration or in some cases, death. This request also requires submission of supporting documentation to assist your case, e.g. Medical Certificate.

If you are experiencing financial hardship or medical hardship, please contact Head Office Administration to speak with Student Services regarding our Hardship Program.

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, depression;
- Family breakdown/family violence; and
- Unexpected major natural disaster, e.g. major flood, drought, fire, etc.

FIT College is committed to helping those facing all types of hardship. We will work with you to find a sustainable solution having regard to your individual circumstances on a case-by-case basis.

Financial Hardship

To assess your eligibility for the Financial Hardship Program and identify a suitable solution, you are required to submit a 'Changes of Enrolment' LAR outlining your current situation and your financial circumstances. In some cases, where financial hardship is long-term, we may also require supporting documentation such as a redundancy letter from employer, bank statements and/or payslips. If you are 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.

Additionally, assistance is also provided by community welfare organisations including The Salvation Army, St Vincent de Paul Society and Anglicare.



STUDENT SERVICES & SUPPORT

Medical Hardship

To assess your eligibility for the Medical Hardship Program and identify a suitable solution we need you to submit a 'Changes of Enrolment' LAR outlining your current situation and your medical circumstances. In some cases, where medical hardship is long-term, we may also require supporting documentation such as a letter from your psychologist and/or medical certificate clearly outlining your medical circumstances. If you are approved, appropriate options will be presented to you in writing. Fees may apply.

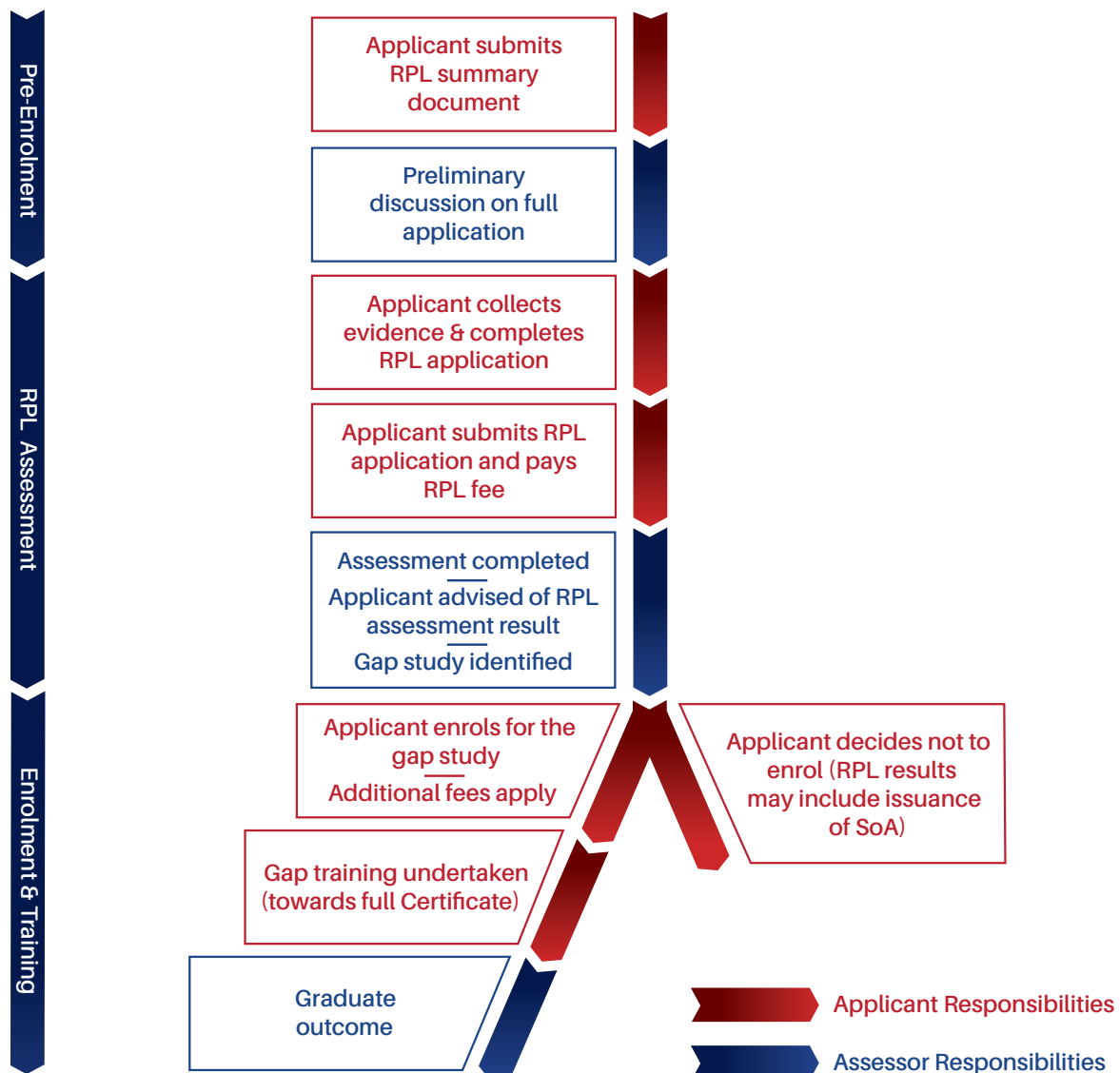
Recognition of Prior Learning (RPL) and Credit Transfer

RPL and credit transfers are available to any prospective learner seeking training from FIT College. FIT College recognises registered qualifications and units of competency issued by other RTO's and may provide credit transfers for any previous formal learning.

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 (Certificate III in Fitness SIS30315 alone, both Certificate III in Fitness SIS30315 + Certificate IV in Fitness SIS40215, Certificate IV in Training & Assessment TAE40116, a Diploma of Fitness SIS50215 etc).

For further insight, the RPL process is as follows:





Language, Literacy and Numeracy (LLN) Policy

FIT College understands the importance of skills in English LLN and recognises that many adults might not have the foundation LLN skills they need to effectively participate in training and workplace communication. LLN skills are integrated into the units of competency 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.

We are committed to ensuring accessibility to all 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. FIT College will make every effort to assess a prospective learner's ability to carry out all the learning tasks and required assessments before enrolment. Where possible, the learning activities/assessments may be reasonably adjusted to compensate for those with literacy or numeracy skill needs.

Where support needs to go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, students can request additional support with the understanding fees will be incurred. Participants can also request to be referred to an external literacy specialist.

Pre-requisite competency standards

Minimum pre-requisite standards are discussed with prospective learners. This may include a level of competence of the English language or basic numerical requirements. In cases of uncertainty, FIT College may arrange for assessment of an intending participant's level of literacy and/or numeracy.

An initial assessment of learner's literacy and numeracy skills will be made upon enrolment in a course or module. If the numeracy and/or literacy level of an intending course participant is deemed

not to be sufficient to complete the existing course program satisfactorily, two possible options will be explored:

- Changing the course methodology where possible to compensate for the participant's needs;
- Referral to a suitable agency for remedial training in the required areas.

We will assess the participant's likelihood of acquiring the relevant competencies through other educational strategies and will make a final decision as to the learner's ability to complete the course.

LLN Snapshot

LLN skill levels recommended for beginning students (scale of 1-5, 1 being the lowest):



Reading and writing skills at a level 2 which means a learner:

Identifies and interprets relevant information and ideas from texts and can convey intended meaning to clients and associates through using simple vocabulary, grammatical structures and conventions



Oral communication skills at a level 2 which means a learner:

Uses everyday language to provide information and uses listening skills to relate program to client needs



Numeracy skills at a level 1 which means a learner:

Use key mathematical information to calculate basic exercise formulas



Technology skills at a level 2 which means a learner:

Understands the purpose and functions and can use main features of common digital tools



STUDENT SERVICES & SUPPORT

Student Welfare and Guidance

Balancing home, study and work commitments with assessments and exams can be tough sometimes. Feeling a little anxiety or stress is normal however, too much stress or anxiety isn't productive or healthy. FIT College's student welfare support is provided in the form of referrals to other helpful agencies. If you need someone to talk to, the following organisations offer telephone support:



HEADSPACE

Headspace provides mental health services for those up to 25 years old. This covers four core areas: mental health, physical health, work and study support. Headspace promotes wellbeing amongst young people and offers alcohol/drug services.

1800 650 890 | headspace.org.au



HEAD TO HEALTH

Head to Health provides digital mental health and wellbeing resources such as online programs, online forums, phone services, as well as a range of digital information services. Whether you are trying to improve your own sense of wellbeing, looking for help with something that is bothering you, or helping someone you care about – Head to Health is a good place to start.

headtohealth.gov.au



REACH OUT

Reach Out is Australia's leading online mental health organisation for young people and their parents. They provide practical support, tools and tips to help young people get through anything from everyday issues to tough times.

reachout.com



13 11 14



1300 22 4636



1800 55 1800



Sexual Assault Line

1800 010 120

Domestic Violence Line

1800 811 811



In case of an emergency, please call **000**



GET IN TOUCH



CONTACT US



Websites URL: www.fitcollege.edu.au
General Enquiries: info@fitcollege.edu.au
Account Enquiries: admin@fitcollege.edu.au



PHONE: 1300 887 017 or +61 7 5409 7070



HEAD OFFICE LOCATION: Suite 8 / 102 Wises Road, Maroochydore, QLD, 4558, Australia



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