



RTO - 31903

Student Information Handbook



Student Information Handbook

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WELCOME

Congratulations on choosing to expand your knowledge and improve your career prospects by studying with FIT College. FIT College registered as an RTO in 2009 and commenced delivery in the same year. Since its inception, FIT College has achieved the lowest rating for risk and subsequently achieved the longest available registration period of five years at each renewal audit. FIT College started with its core area of expertise in fitness qualifications and has since expanded into business, management, and training & assessor qualifications. FIT College delivers face-to-face courses from multiple physical campuses in Australia as well as a number of international locations.

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

When developing our courses at FIT College we wanted to make sure that these qualities were integrated into every unit of competency and ensure our graduates understand what it takes to be a successful fitness professional. Our experienced staff are always available to answer questions, provide guidance, share insider tips and strategies with unlimited support before and after you graduate.

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



Sincerely,

Mark Stitt

Managing Director/CEO FIT College



CONTACT DETAILS



Websites: www.fitcollege.edu.au



General: info@fitcollege.edu.au

Assessment: assessment@fitcollege.edu.au

Business/Financial: admin@fitcollege.edu.au



1300 887 017 or +61 7 5409 7070



Suite 8 / 102 Wises Road, Maroochydore, QLD, 4558, Australia

Company Details

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



Registered Training Organisation

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



Nationally Recognised Training

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



About this Handbook

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



ENROLMENT INFORMATION



ENROLMENT INFORMATION

Prior To Enrolment

Read through this Student Handbook

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

Confirm the qualification you intend to study

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

Tell us more about your previous studies and experiences

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

Review AND agree to our Terms & Conditions

Our Careers Advisor will take you through these summarised points and make sure that you are aware of your obligations under the terms and conditions. You will need to agree to these terms & conditions by selecting the agreement button in your FIT Express confirmation of registration.

Parent/guardian approval if under the age of 18

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

Review AND agree to your payment plan

Your payment plan outlines the manner, in which you have agreed to pay for your course. Our Careers Advisor will take you through it and make sure that you understand the payment methods, associated obligations under this payment plan and everything about our fees and charges. You will need to agree by return email to your payment plan. If you are under the age of 18, your parents/guardians will need to agree to the study and payment plan.

All payment terms and circumstances under which refunds may be issued will also be explained in the terms and conditions. Our Careers Advisor will also discuss with you the possibility of your course being funded by the government. When you confirm these, you agree that you understand the fees and any other charges related to your course. If you are eligible to receive funding to undertake a qualification, you must meet all required criteria.



Cooling Off Period

There is a 72-hour cooling off period (inclusive of weekends/public holidays) that begins when the registration is agreed to by all consenting parties, during which you can terminate your registration or make adjustments to the contract. The cooling off period ceases when any of the following occur:

- 72 hours has passed since your registration was agreed to
- You have attended a class as part of the course of study
- You have logged into the student Cloud Campus
- You have accessed any material associated with your course either as hard copy or digital.

Upon concluding the cooling off period (72-hours), consenting parties are liable to uphold their respective responsibilities including but not limited to, the completion of study by learners, and the fulfilment of the financial agreement to pay the full course costs.

For more details refer to the Terms and Conditions available on our website.

The Enrolment Process

After you have accepted the FIT Express confirmation of registration, you will be directed to the enrolment page via a link on your registration.

Once you land on the enrol with FIT College page, select the program from the list on the right-hand side. You can call for support if you need more details on what program, but typically they will be grouped with the qualifications as follows:

BUSINESS AND MANAGEMENT

- Certificate IV in Leadership & Management (BSB42015)
- Certificate III in Business Administration (BSB30415)
- Certificate IV in New Small Business (BSB42615)

FIRST AID

- Provide First Aid (HLTAID003)
- Provide CPR (HLTAID001)
- Provide Advanced First Aid (HLTAID006)
- Provide Advanced Resus (HLTAID007)

FITNESS

- Certificate I in Sport and Recreation (SIS10115)
- Certificate III in Fitness (SIS30315)
- Certificate IV in Fitness (SIS40215)
- Diploma of Fitness (SIS50215)

TRAINING AND EDUCATION

- Certificate IV in TAE (TAE40116)
- Diploma of Training, Design and Development (TAE50216)



Once selected this will open a page where you can choose the location of the qualification that matches what you have agreed to in the FIT Express confirmation of registration.

Select REGISTER NOW and follow the prompts to complete your enrolment.

If at any time you need help with this process, please call your Careers Advisor or Head Office on 1300 887 017.

After Enrolment

After you have completed the enrolment process, your details are processed and confirmed, and your enrolment is registered in our online Cloud Campus. This process usually takes up to 24 hours with the exception of weekends where it may be a little longer.

On completion of this process, you will be sent an email from our Cloud Campus with your user name and login details.

Username and Password

You cannot edit or change your username without requesting this change from FIT College. However, at any time you can change your password by clicking on the FORGOT PASSWORD link on the student log on screen and follow the prompts to make a new password.

FIT College staff cannot see your password so if you do forget it or lose it, please follow this process to set up a new password.

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 the medical questionnaire
- Adding emergency contacts
- 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 wish to study. Some courses may appear as pending meaning you must complete the earlier course before the advanced course.

Complete your Enrolment Survey

One of the first tasks we ask you to complete is to complete the quick 10 question (true/false) enrolment survey which gives you the chance to give us feedback on our enrolment process and service our team have provided you.



Complete your LLN Assessment

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

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

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

Start your Course

Using the left-hand menu, you can work through the topics one at a time in order to complete your course.



FIT COLLEGE RTO CODE OF PRACTICE



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.

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

Registered Training Organisation (RTO: 31903)

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 issuing of qualifications.

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

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

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

Trainers/Assessors employed by FIT College are required to have:

- Relevant vocational competencies at least to one level higher than the level delivered or assessed
- TAE40116 Certificate IV in Training and Assessment
- Current industry skills/experience
- Continuous professional development of Vocational Education & Training (VET) knowledge and skills



Delivery of Training

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

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

Quality Improvement Focus

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

Management System

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

Marketing

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

Student Recruitment

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

Student Welfare, Guidance and Support Services

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



POLICIES & PROCEDURES



POLICIES & PROCEDURES

Legislative Requirements

FIT College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, FIT College is required to ensure it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations, integrate these into policies and procedures, maintain compliance and inform staff and clients of changes to legislation that affect the services delivered. FIT College will ensure that:

- Compliance with legislation and regulatory requirements is monitored and maintained
- It maintains copies of or access to all legislation that affects its business and /or is services delivered
- Legislation and regulatory requirements relevant to its operations are integrated into its policies and procedures
- 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 provided

Access, Equity, Student Selection and Admission

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

Recruitment

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

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

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

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

Selection

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



FIT College Special Offers and Promotions

At various times, special offers will be made available to people wishing to enrol in a course offered by FIT College. Prospective students are only able to make use of one offer per enrolment and future offers that become available after a student has enrolled cannot be applied retrospectively once the enrolment has been finalised.

Course Transfer, Cancellation & Suspension of Payment Policy

- Should a student default on a payment contract, FIT College will place the student in the hands of a debt collector. The cost associated with debt collection will, in addition to outstanding fees, become the liability of the student
- Students will be given 7 calendar days to bring their agreement back to correct payment terms, otherwise the student will be temporarily suspended from the course until this is completed
- If a student wants/needs to suspend a payment at any time—this needs to be requested at least 48 hours prior to next debit. Students can formally apply in writing to FIT College or speak to the Student Finance Officer
- All requests and changes will be granted at the discretion of FIT College management. A payment suspension can only be applied for a total of 2 (TWO) payments (weekly or fortnightly) consecutively, and a maximum of 8 weeks per payment plan in total

Course Completion Period

FIT College are not responsible for your course completion and submission of assessment. All students have 1 year to complete each individual certification level (i.e. Certificate III or Certificate IV in Fitness), or 2 years for completion of a Diploma. Thereafter, you will need to re-enrol and pay the associated costs. Completion of the course is the student's responsibility and the student will still be liable for all associated costs with the course whether the student completes the course or not.

Communication with FIT College

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

Student Education Support (Questions related to course work and study)

1. If you are happy to wait up to 24 hours, use one of the following options:
 - In the Cloud Campus Student Area: "Communication Log" you can leave a message for your tutor and also receive feedback and responses
2. If you are in a rush and need help during support hours (7am to 7pm 7 days a week), call:
 - 1300 887 017

Student Finance Support (Questions related to payments and enrolments)

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

1. If you are happy to wait up to 48 hours - Email: admin@fitcollege.com.au
2. If you are in a rush and need help during business hours (9am to 5pm Monday to Friday), call:
 - 1300 887 017 or +61 7 5409 7070



Behaviour Expectations

FIT College endeavours to provide a learning environment supportive of group and individual learning. Students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment. This requires support from all students and deliverers. It is therefore expected that students will:

- Respect the rights of other students attending the course
- Be respectful of FIT College staff and representatives
- Refrain from behaviour that is disruptive, offensive or may undermine group dynamics

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 Centre. 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, or not at all. In each case – the full amount of course fees will be paid to FIT College.

Disciplinary Procedures

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

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

Workplace Health & Safety

First Aid and Incidents

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

Lifting & Workplace Health and Safety

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



Work & Study Areas

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

FIT College Student Insurance

Students completing their Certificate III and IV in Fitness with FIT College are covered under our Student Insurance program through LEA Insurance Brokers underwritten by Lloyds of London.

Whether a student is studying on campus or on line, the FIT College Student Insurance Cover allows the student to perform all tasks required under the qualification. Unlike other student insurance schemes, students don't need to be supervised by a fellow fitness professional. As long as the student performs only the tasks as described in their assessment logbook and remain within scope of the qualification they are studying, they will be covered. This policy does not cover a student training for their own fitness goals.

Scope of Student Cover

- SIS30315 Certificate III in Fitness assessment tasks and related activity
- SIS40215 Certificate IV in Fitness study assessment tasks and related activity
- At campus or online, supervised or unsupervised

Students Responsibilities

Students must remain complaint with the following conditions to be covered by this insurance:

- Hold current First Aid (HLTAID003) and current CPR (HLTAID001) certificates – students are personally responsible for maintaining currency of these certificates
- Complete only those tasks described in course material
- Comply with all work place safety directions and polices for the facility
- Conduct a self-assessment of risk for each practical situation according to the systems taught in FIT College courses and ensure client/trainer safety at all times

Cover



This cover is provided through LEA Insurance Brokers underwritten by ATC Insurance Solutions and Lloyds of London.



Harassment, Antidiscrimination & Bullying

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



FIT College Learner Request and Appeals Policy

Definitions

Learner Action Request: an action taken by a participant/student for rectification of an issue in response to their dissatisfaction/disapproval with any aspect of the operation of FIT College Pty Ltd, other than the result of an assessment. The issues, of which a participant/student may lodge an action request includes, but is not limited to a policy or procedure, fees, teaching/delivery styles etc.

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

Informal academic appeal resolution

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

- Teacher/Deliverer
- Student Services (Operations Manager)

The appeal can be presented in person or in writing. Written requests can be sent by e-mail or letter and should use the Learner Action Request Form. FIT College will then follow a set procedure to deal with the issue.

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

Formal resolution

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

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

External Complaints Resolution

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

Complaints to ASQA must be made by completing the online complaint form at www.asqa.gov.au/complaints. Except in exceptional circumstances, you must attach evidence to your complaint form showing that you have followed your RTO's formal complaints procedure, and the RTO's response.

ASQA's processes require you to identify yourself to ASQA as a complainant, although you may request that your identity is kept confidential throughout any investigation that ASQA undertakes. If



you wish to discuss your situation with a third party, the state Training Ombudsman would be the best choice.

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

ACT www.ombudsman.act.gov.au

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

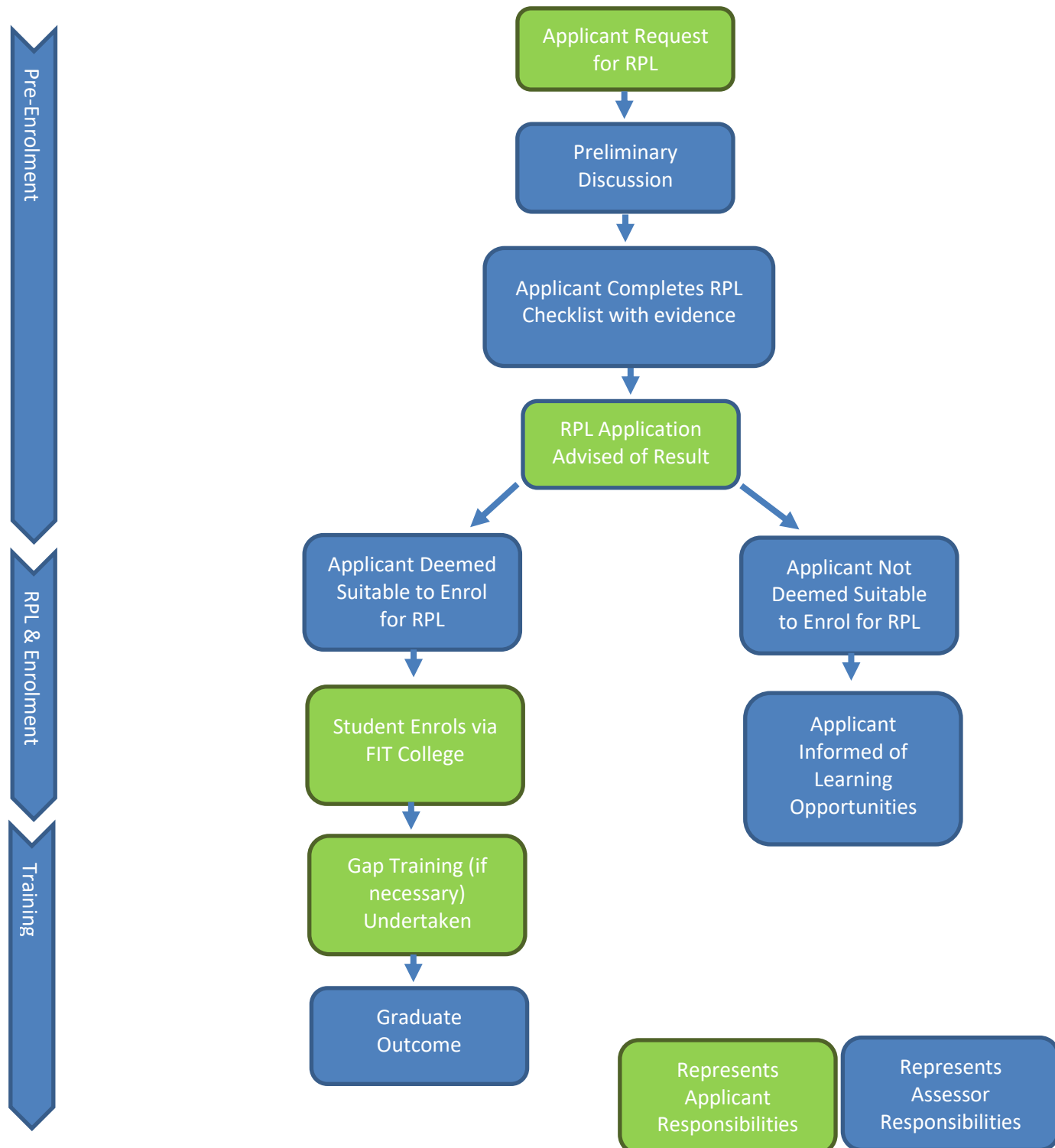
SA www.trainingadvocate.sa.gov.au

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



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

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





RPL Assessment fees

The fee paid for RPL assessment will be credited towards the qualification you enrol in and account for the units you have received RPL for. This means you only pay the additional fees of those units remaining for completion of the full qualification. If you decide not to proceed with enrolment, we will issue you with a Statement of Attainment for those units you achieved by RPL Assessment.

The RPL fee must be paid before the assessment of RPL can be formalised and credited towards any units of competency or formal qualification. This fee covers the full RPL assessment, registration of this assessment in our student records, and issuance of a Statement of Attainment where appropriate if any units of competency have been granted under the RPL.

Additional Units of Competency Completion Fees

If you wish to complete additional units of competency towards a full qualification after your RPL assessment has been completed, these will be charged on a pro rata amount of the normal course cost. This will all be calculated and presented to you prior to you formalising any enrolment. However, the maximum fee payable for the remaining units of competency towards a course cannot be greater than the normal qualification fee.

Credit Transfer (CT)

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

Steps to apply for CT

1. Students to review the unit descriptions in the qualification outline and make an initial self-assessment of the units for which they wish to apply for Credit Transfer
2. Request a Credit Transfer in writing (email or letter) along with evidence to support the request. Qualifications and Statements of Attainment issued by other RTOs must be originals or appropriately JP certified copies
3. The RPL Officer will review the CT request and note in the students records whether the units applied for are approved or not
4. Applicants are advised of the decision by email within 7 working days. Where Credit has been approved, students will be informed and the commencement date of their qualification. The letter will also inform applicants of their ability to appeal the decision if not satisfied, by writing to the Operations Manager
5. Appeals to the Operations Manager shall be accepted in cases where the applicant is not satisfied with the decision
6. Appeals must be made within 14 days of the original decision
7. A copy of the Credit Transfer request and the decision are placed in the students records in the Cloud Campus



Issuing of Qualifications & Statement of Attainment

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

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

FIT College will not issue ‘Certificates/Statement of Attainment’ documents until all course fees are paid in full and all exit requirements are met including USI.

Language, Literacy and Numeracy Policy

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

Purpose of LLN

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

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

What is meant by Language, Literacy and Numeracy?

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

The FIT College LLN Policy

We are committed to ensuring accessibility to all respective students for the training courses we provide. We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs. FIT College will make every effort to assess a prospective student/learner's ability to carry out all the learning tasks and required



assessments before enrolment. Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs.

Pre-requisite competency standards

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

Assessment of literacy and numeracy levels

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

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

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

Resourcing considerations:

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



ATTENDANCE PROCEDURES



ATTENDANCE PROCEDURES

It is a requirement that a student attends ALL required classes. All course dates, days and timeframes will be issued to the student prior to the course commencement date as well as reiterated in the student induction process. Online students are not required to attend face-to-face lectures, however attendance at support sessions is recommended as part of the online study if a student is located within driving distance of a FIT College campus.

If a student fails (at their own account) to attend class, they are responsible for catching up the missed assessment tasks outside of normal class times. This may be achieved by one of the following ways:

- Complete the tasks in their own time and submit the tasks online through the Cloud Campus for marking
- Attend a student support session and work with the support teacher to complete the tasks during that time. Tasks should still be uploaded to the Cloud Campus by the student and FIT College takes no responsibility for lost work at these support sessions. Students should take photos or retain copies of any submitted work as per usual submission policy

What happens if I miss a class?

Students are expected to catch up with the material from the class they missed before the next class. Medical certificates are required if you are absent for more than 20% of classes and FIT College reserves the right to transfer your enrolment to online.

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

Student Support Time

For face-to-face classes, teachers will arrive 30 minutes before the scheduled start time. During this time, teachers will be available for student support. In most instances this support time should be enough to maintain your currency with the course content if you have only missed a single class. If, however, you have not attended a number of sessions, or are having difficulty understanding the material, you have the additional option of requesting and paying for additional one on one tuition from one of the campus teachers. Tutorial sessions will be charged at \$60/hr and must be organised through the campus coordinator at each campus.

Process when students fail to attend class

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

1. Be moved into the online course
 - a. Process is free, no refund or reduction in course cost is applicable
2. Transferred from face-to-face to online course or be transferred to another upcoming face-to-face course (no fee incurred for the first transfer)
 - a. Subject to availability in the course
 - b. No refund is applicable when deferring
 - c. Competent assessments will remain competent and be credit transferred to upcoming face-to-face course
 - d. Your financial obligations for course fees remain the same



3. Be removed from course
 - a. Process is free, no refund applicable
 - b. Your financial obligations for course fees remain the same

NOTE: The first change of enrolment is free of charge but additional changes to your enrolment will incur a fee. For more details refer to the Terms and Conditions available on our website.

Student Support Sessions

FIT College provides support for all students through regular support sessions at all campus locations Australia wide. If you are able to attend one of our campuses, sessions will be offered regularly, and students can book into these sessions through the EVENTS menu 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
- If you do have practical tasks that require assessment (for example a practical delivery), please note you are 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



PLAGIARISM



PLAGIARISM

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

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

Plagiarism includes the following:

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

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

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



ASSESSMENT POLICY



ASSESSMENT POLICY PROCEDURE

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

Students are required to ensure:

1. It is the students' responsibility to make a copy of their work before submitting it. In some instances, the student copy might be requested by a FIT College staff member
2. Where possible it is preferred that written assessment tasks be submitted as a typed document
3. All practical assessment must be viewed and signed off by a FIT College trainer and assessor. This can be done:
 - a. In class time
 - b. During a support session, video call, skype call or video file submission.
 - c. Online students may also access appropriately qualified observers within the industry to sign third party reports for practical tasks
4. We are more than happy to assist you submit your work by alternative means, please contact FIT College to discuss options and arrange alternatives
5. If a student does not understand what is expected in each of the assessment task, they are to contact their teacher or tutor immediately

Assessment 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 (preferred method):
 - a. Use the upload function in your student area for each topic to submit assessment items for marking – be sure to save a backup copy to a storage device e.g. hard drive
 - b. Be sure to check the size of your file and be aware of the time large files may take to upload and the 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 an email with your completed assessment task/s to assessment@fitcollege.edu.au
 - b. Please ensure you have your full name as the "Subject Title" of the email
 - c. Please write in full the task number and topic to ensure we match it to the correct item in your student portal
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



(Please note: We recommend that you use registered post – or alternatively have another copy of your work at home, just in case there is a problem with the post) FIT College will not be held responsible for loss of assessment if posting

Failure to Attempt an Assessment Task

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

- Inform FIT College as soon as practicable and no later than the day of the assessment
- Inform their campus coordinator or campus teacher at the time, if they attempted any part of the assessment
- Provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner, a police report or any other documentation that will support their application

Assessment Marking Procedure

FIT College aims to have all assessment marked within 3 days.

Assessments will either be marked as 'competent' or 'not yet competent'. If a student is 'not yet competent' for any assessment task, feedback will be provided, and the student will be required to either re-submit selected components or all components of the assessment task.

Requirements to Achieve Competence

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

Reassessment Procedure

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

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

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



Assessment Appeal Process

Assessment Appeals

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

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



YOUR RESPONSIBILITY AS A LEARNER



YOUR RESPONSIBILITY AS A LEARNER

Enrolment and Study Information

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

Unique Student Identifier

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

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

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

Who needs a USI?

Students who need a USI include:

- Students who are enrolling in nationally recognised training for the first time
- School students completing nationally recognised training
- Students continuing with nationally recognised training

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

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

For international, overseas or offshore students please visit www.usi.gov.au or more information.

How to get a USI

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



Steps to create a USI

The following steps show how students can create a USI:

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

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

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

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



Payment of your course fees

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

Government Funding Schemes

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

Full Amount (Pay in Full)

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

Deposit and Payment Plan

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

FFA PaySmart - Easy Payment Plan (Direct Debit)

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

Please note – All college payment plans are Interest Free! By accepting this document as part of your induction to FIT College, you acknowledge that a set-up fee of \$5.50 will be added to the first payment only. After which an additional admin fee of \$1.30 for weekly payments, \$1.95 for fortnightly payments and \$2.95 for monthly payments will be added to each direct debit bill. Students who choose a payment plan are responsible for having sufficient funds cleared in their nominated account.

If a student wants/needs to suspend a payment at any time—this needs to be done 48 hours prior to the next direct debit. Students MUST formally apply in writing to FIT College for a suspension and this formal written application must be received by FIT College a minimum of 48 hours prior to the date of the next debit transaction. If this written application is received inside the requested 48 hours, the usual payment due at that time may still occur and students must be aware that they will need to ensure adequate funds are available for the transaction.

For any additional information regarding payments, fees and charges – please call FIT College on 1300 887 017 or email admin@fitcollege.edu.au

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



Face-to-Face Students

What to Wear:

FIT College staff cover the expectations and requirements for uniform during the first session. However, smart casual clothing should meet minimum standards at all times.

What to Bring:

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

Homework

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

- 4 – 5 hours per week

Mobile Phones

Mobile phones must always be switched to SILENT and not used in classrooms unless required as part of the class activities. Please understand that mobile phones disrupt teachers, lessons and students' concentration. Please be considerate to all. If students continue to leave their mobile phones switched on, FIT College reserves the right to confiscate the phones until the end of the class and/or ask the student to leave the class. Please note, if students need to be contacted by their families as a matter of urgency, messages can be left with the Head Office Administration Team and these will be passed onto the campus coordinator or campus teacher to deliver the message to the student.

Smoking

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



Additional Students Information: Face-to-face Fitness Qualifications

What to Wear:

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

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

FIT College Clothing

Fulltime face-to-face fitness students will be provided with 2 shirts to wear for all classes. Part-time face-to-face fitness students and online students will be provided with 1 shirt. If a student wishes to purchase an additional shirt, please contact FIT Colleges Head Office Administration Team.

WHS 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 at all times when representing FIT College in the facility. Failure to do so will see student's fitness facility privilege revoked.

Practical assessment for the course

FIT College face-to-face classes will conduct practical assessment tasks onsite. However, online students will need to complete assessment tasks in their own time and submit them through the student portal e.g. videos tasks.

Facilities

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

Kitchen facilities are available for student use. Students are expected to clean up after themselves as they would in any working environment. Do not leave food or dirty dishes lying around. An appropriate degree of hygiene and cleanliness is expected to maintain a healthy environment.



Online Students Information

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.

Other important information

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

Internet and Computer Recommendations

PLEASE NOTE: In order to complete any course work with FIT College, you will need the use of a computer and the internet to access the Cloud Campus where you can download course material and complete your exams online.

All students have full access to FIT College Cloud Campus

This is an amazing advantage to you – as you can continue your study from anywhere, anytime. You can access the resources anywhere due to the online nature! This will ensure you can enhance your learning and education journey. It is recommended that you have an efficient computer and a quality internet connection as well as a suitable internet plan.

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

During your study with 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)
- Resource manuals and supplementary resources plus much more!

Programs required to effectively study with FIT College

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

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

The programs we suggest you consider accessing for your study that will enable you to access course work and resources are listed 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)
- 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 staff if you are concerned in any way.

Use of Personal Electronic Equipment

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

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

Additional equipment required to complete a fitness qualification

In addition to the above computer recommendations you will also need access to a range of equipment, friends and family to act as clients if studying a fitness qualification. Equipment can be purchased through FIT College, online, 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 1m long tape measure (\$2-3)
- Manual blood pressure unit (not automatic). Basic dial versions can be purchased for under \$30
- Basic strength and cardio equipment to deliver practical tasks

Access to family and friends to act as clients for fitness students

You will need to have access to a number of people to act as clients and role-playing subjects for your practical tasks. We encourage you to work with friends and family members in these tasks to help you gain confidence and familiarity in doing the activities before you graduate and have to work with real people. You should still follow the proper procedure in screening and informing them of the type of activity and making sure they are capable of the activity you intend to involve them in. You are responsible for following the procedures and guidelines in the assessment asks and completing all required paperwork and safety checks as part of any practical activity.



FIT College Cloud Campus

The cloud campus for students is available at <https://students.fitcollege.edu.au>.

Please bookmark this site and save your username and password in a secure location.

Changing your password

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

Loss of Password

Should you forget your password to the Cloud Campus, you can change your password by clicking on FORGOT PASSWORD link on the student log on screen and enter a new password.

Unauthorised access to FIT College Online

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

Course Progress

Each course will require you to work in only two topics at a time starting with topic one. For example, you will initially have access to topics 1 and 2. If you have completed topic 2, you will only be able to work in topic 1 and 3. You will be able to see all remaining topics listed but you will not be able to study them.

You will always have access to the current topic you are working and the very next topic, but you will not be able to jump ahead and do bits and pieces of all topics. You will need to finish a topic in full to open access to the next two topics.

Online Fitness Students and First Aid

All online students will need to access a local provider to complete their First Aid course (Topic 3) in the Certificate III in Fitness Course. Your course progress will be limited until you can complete this topic in the correct order. Once you have completed this please upload your certificate for Credit Transfer and open course access to the next topic.

Exam completion (Student MUST sit own exams)

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



Redistribution of Online Study Material

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

Breach of Copyright/ Intellectual Property

If a student is to be found guilty of a breach of copyright of FIT College's intellectual property, that student will be expelled from their current course of study with FIT College, and not allowed to study in the future. FIT College has developed a truly unique set of teaching and assessment resources using paid consultants to develop it over an extended period of time. If it is found that a breach of contractual terms of 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 legal steps.

Expulsion from FIT College

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



YOUR TRAINER'S RESPONSIBILITIES



YOUR TRAINER'S RESPONSIBILITIES

Learning & Assessment Strategies

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

Participant Counselling Services & Support

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

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

Education Support Hours

Education staff are available for telephone support 7 days a week 7am to 7pm on 1300 887 017. If the staff members are on another call, please leave a voice mail with preferred contact details for a call back. Additionally, the communication log within your student portal can be accessed 24/7. Any enquiries submitted through the communication log are addressed within 24 hours.

Student Welfare and Guidance

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

Privacy - Access to Students Records

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

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

Retention of Students' Work

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



PARTICIPANT FEEDBACK & QUALITY IMPROVEMENT



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Our continuous improvement of services

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

Student Feedback Survey

At the completion of your training program, you will be able to access the Student Feedback Survey from an email link in your congratulations email. This is a survey tool, which is designed to collect feedback from students about their experience with FIT College in undertaking 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 this survey data is greatly appreciated.