

Fitness Training Academy (FITTA) - Code of Conduct

Enrolling in a Course

Student selection is done in accordance with our Access & Equity Policy that requires adherence to non-discriminatory practices in all aspects of the RTO services. Students may enrol online or request an enrolment form from the FITTA.

It is important that students read and understand their rights before they sign their enrolment form. This information is an abridged version of the policies and procedures contained in the full FITTA Student Handbook. Students may also contact their trainer for further information.

Recognition of Prior Learning and Credit

Students seeking recognition for prior credit, prior learning or experience may apply for credit transfer or RPL where they believe they have sufficient evidence to do so. All RPL enquiries should be directed to your trainer.

Current Fees and Charges

Fees applicable for all courses of study are provided to students prior to enrolment either verbally or in the relevant course marketing material.

Refund Policy

The RTO has developed a fair and equitable approach to refunds as follows:

Where the RTO cancels a course, students will be notified in writing and given the option of a full refund or credit towards another course.

Where the student fails to participate and they or their sponsor fail to provide notice of their intention not to attend, full course fees will be charged.

Where notice of withdrawal is provided either by the student or the sponsor within 0-7 days of enrolment and the course has not commenced and course materials have not been provided or allocated to the student a 10% administrative charge will apply.

Where a student advises their intention to cancel after course commencement full course fees will be charged. However, the student will be given the option of recommencing the course once at a later date without charge.

Students will be informed by email about refund decisions and fee refunds will be made by cheque or direct bank deposit to the original payee within 14 days of approval. Students will not be entitled to a refund for the following reasons (not limited to): they change jobs, their work hours change, they do not complete the required assessment activities, they do not complete the course within the specified completion timeframe and do not discuss the progress with the RTO, they fail to attend a scheduled class, they move residences or they change their mind.

Fee Payment

By signing the enrolment form application (Personally or electronically) the student is agreeing to pay for the full amount of the course. If students fail to make a payment and do not discuss it with FITTA, the entire balance of the account becomes due immediately. Awards will not be issued to students who have not made full payment for their course.

Special Assistance

Special assistance students need to speak to their trainer for special assistance including:

Language, Literacy and Numeracy (LLN) support.

Appropriate Behaviour

The RTO promotes goodwill, respect and mutual cooperation between and among its staff and students. This includes respect for the rights of others to learn and participate in the learning process.

Plagiarism and Cheating

The RTO expects that students will adhere to high standards of honesty and integrity in relation to the submission of work for the purposes of assessment. Any student who is found guilty of cheating or plagiarism will have that assessment cancelled.

Privacy/Access to Records

All student information is treated as confidential. If the student wishes to exercise their rights to access their records, they need to contact the RTO Administrative Controller

Complaints

Our approach to managing complaints focuses on effective complaint resolution procedures where issues are managed quickly, dealt with fairly and confidentially at the local level with a minimum number of people involved. The resolution process will focus on a rapid reestablishment of good educational working relationships and positive outcomes. The procedures for managing complaints and appeals aim to avoid blame and undue investigation.

Roles and responsibilities

The RTO Chief Executive Officer is responsible for implementing policy. The Administration Controller and trainers have primary responsibility for responding to complaints, counseling students and advising them about avenues and resources for further counseling or support.

The process is as follows:

Step 1: Discuss the complaint with the person concerned.

Students are encouraged to resolve concerns or difficulties directly with the person(s) concerned, wherever possible. In all circumstances, an attempt must be made to settle the complaint prior to commencing a formal complaint process. All complaints will be regarded as serious matters and handled with discretion, understanding and a high level of professionalism. Confidentiality will be maintained throughout the process. Unless the complaint directly involves your trainer then in the

first instance the complaint should be lodged with them. If the complaint involves the trainer then proceed directly to step 2.

Step 2: Lodge a complaint in writing to the CEO if an agreement is not reached during the stage one. The complaint will be reviewed by the CEO who will approve any recommended action and ensure it is enacted. Student's will be informed in writing of the decision within twenty-one (21) days.

Step 3: Once all efforts have been made to resolve the complaint and if the student is still not satisfied with the outcome the student may then appeal to the Australian Skills Quality Authority or to their state Ombudsman.

Our Commitment

FITTA is committed to ensuring that each enrolled student receives a quality training experience with appropriate resources and the support they require to reach their study objectives in a realistic timeframe.