



DOMESTIC

STUDENT

HANDBOOK

INFORMATION FOR PROSPECTIVE AND ENROLLED

STUDENTS

Fitness Training Academy Pty Ltd

RTO CODE 32417 ABN: 70 143 046 495

Domestic Student Handbook June 2018

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Welcome to Fitness Training Academy

Fitness Training Academy, FITTA is a family owned and operated RTO which was established in 2010 in response to demand from the industry for a more flexible approach to Certificate III and IV in Fitness Training. We excel in helping students to qualify in Certificates III and IV in Fitness and Diploma of Business.

Here at Fitness Training Academy (FITTA) our aim is not only to provide an amazing educational experience but to equip you with the knowledge, skills and confidence you need to be successful.

The message from trainers and potential trainers was that they struggled to fit current training delivery models into their schedules without major interruption. FITTA has purposefully determined to deliver training based on a highly flexible approach that works around you and your schedule.

Experienced trainers developed FITTA for potential trainers who want to be mentored by passionate and enthusiastic industry practitioners. The quality of your experience with us is our guarantee.

The information contained in this handbook will provide insight into our institution, policies and procedures, enrolment and location. Please use this document as a resource guide for the duration of your studies with FITTA. Naturally, you are welcome to ask us for further information if you have any questions.

I hope you will find the time you spend studying with FITTA challenging, rewarding and most of all fun.

I look forward to having you as a part of the FITTA family.

Warmest regards,



Nate Hamon
Director
Fitness Training Academy

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LOCATION

FITTA classes are held at the Beenleigh PCYC facilities where you will have access to; fitness classrooms, a gymnasium, boxing room, outdoor space, training areas, restrooms and showers. PCYC also boasts additional activities such as rock-climbing, healthy choice café and several community classes of which you can participate for a small additional cost. Beenleigh PCYC is a special learning space in and of itself, there is truly a community spirit. This unique location will provide you with the opportunity to learn, engage and socialise in this all-inclusive space.

Business information

Company name: Fitness Training Academy

ABN: 70 143 046 495

RTO CODE: 32417

CRICOS CODE: XXXXXXX

As an RTO FITTA complies with the legislative and other requirements of the VET Quality Framework including:

- Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework (AQF)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

The national regulator for Australia's vocational education and training sector is the Australian Skills Quality Authority (ASQA) who is responsible for regulating courses and training providers according to the VET Quality Framework. More information regarding ASQA is available on www.asqa.gov.au.

Campus location:

PCYC Beenleigh
20-38 Alamein St, Beenleigh QLD, Australia 4207



Telephone: 0417 493 560

Email: admin@fitta.com.au

Website: www.fitta.com.au

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COURSES OVERVIEW

Courses Offered By FITTA

SIS30315	Certificate III in Fitness (Group Exercise Instructor and Gym Instructor)
SIS40215	Certificate IV in Fitness
BSB50215	Diploma of Business

We constantly review our courses offered to students, for the most current course information please visit our website www.fitta.com.au.

Each course will be entirely delivered by FITTA Staff. Each student will have the opportunity to attend scheduled classroom face to face lessons and direct access to trainers if necessary throughout their time studying with FITTA.

Certificate III in Fitness (Group Exercise Instructor and Gym Instructor)

(SIS30315)

Course Description

This course gives you a fantastic introduction to a career in fitness as a gym instructor and contains units which must be completed before starting the Certificate IV in Fitness.

Course Duration and Mode of Delivery

Full Time: This course is conducted **face to face** over a period of 40 weeks (30 hours of commitment required per week) with a week for holiday at the end of each 10-week period.

Full Time Training is defined as a combination of scheduled classes and mandatory tutorial sessions.

Classroom activities include:

- Group work
- Role Plays
- Scenarios

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge.

FITTA endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

-Full-time

-Partial or full RPL - Recognised Prior Learning (Talk to us about any experience you may already have in the area of fitness training)

Entry Requirements

There are no prerequisite units for this course.

All successful applicants for entry to this program will:

- have successfully completed Australian Year 12 or overseas equivalent; or
- be eligible for mature age entry; (*Mature age entry is open to all students with at least 12 months of work

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experience and who meet all other requirements.)

- demonstrate reading and writing outcomes by completing the FITTA Language Literacy and Numeracy (LLN) tool. Above 60 points must be achieved to ensure the applicant will be able to competently complete the course. Students with an outcome between 30-60 will be informed of additional *LLN support (see **Student Support - Language, Literacy and Numeracy Advice**)
- provide a USI (<https://www.usi.gov.au/students/how-do-i-create-usi>)
- provide evidence of engagement in the fitness industry or participation in a sporting team, in the form of a letter from:
 - o a coach,
 - o gym instructor, or
 - o the applicant themselves,outlining how they have been involved with Fitness and/or Recreation activities for at least the past 12 months.

Course Requirements

Computer with access to email and the internet (Available in FITTA Classrooms)

A willingness to really go for it!

Resources

FITTA students have access to the following learning resources:

- Assessment workbooks
- Textbook and resource library
- Access to Gym and Fitness Classes at Beenleigh PCYC
- Trainer assistance via, email, telephone and face to face.

*Please note: For students requiring LLN support refer to **Student Support - Language, Literacy and Numeracy Advice below and in Student Orientation Handbook.**

FITTA will provide a suitably equipped simulated workplace environment, classrooms and computer lab for training and assessment processes, as well as a range of additional resources including a classroom reference library and membership at the local library (for students who don't already have a library card).

FITTA uses training and assessment materials developed by FITTA staff which are regularly validated and moderated.

Staff and Students will have access to:

- Learning and Assessment resources
- Current version of the SIS30315 Training Package
- Equipment required for the delivery of the course and assessment of students.
- Access to commercial facilities and / or a simulated environment.
- Access to practice opportunities and assessment opportunities in the workplace
- Any other resources stipulated in each unit of competency and / or the SIS30315 Training Package.

Course Units

SISFFIT001	Provide health screening and fitness orientation
SISFFIT002	Recognise and apply exercise considerations for specific populations
SISFFIT003	Instruct fitness programs
SISFFIT004	Incorporate anatomy and physiology principles into fitness programming
SISFFIT005	Provide healthy eating information
SISFFIT014	Instruct exercise to older clients
SISXCCS001	Provide quality service

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SISXFAC001	Maintain equipment for activities
SISXIND001	Work effectively in sport, fitness and recreation environments
BSBRK401	Identify risk and apply risk management processes
HLTAID003	Provide first aid
HLTWHS001	Participate in workplace health and safety
SISFFIT007	Instruct group exercise sessions
SISFFIT011	Instruct approved community fitness programs
SISFFIT006	Conduct fitness appraisals
SISFFIT012	Instruct movement programs to children aged 5 to 12 years

Assessment Information

Once a student is ready to be assessed, they book in with their Trainer. Students will be marked either Competent (C) or Not yet Competent (NY C) for each unit of competency.

Competency based assessment is used during all assessment activities. Competency is proved by demonstration of written knowledge and practical skills. Timelines are taken into consideration for practical skills and students must meet the criteria as deemed industry competent by the assessor.

If a student is deemed 'Not Yet Competent' on the day of assessment, or does not attend, assessors will nominate a date for the student's reassessment within two weeks of the original assessment date. (Refer to Assessment Policy.)

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing. For more details on assessment contact FITTA on 0417 493 560

Fees & Payment Details

Certificate III in Fitness Tuition - Course Fees - \$2000

Non-Tuition -

Administration Fee - \$200

Resource Fee - \$500

Total fees: \$2700

For fees payment policy and refunds, please refer to our Student Fees Policy.

Certificate IV in Fitness

(SIS40215)

Course Description

This course is an advanced level course that prepares you for the business of fitness. Imagine the satisfaction of building your own fitness business with your own clientele and programs that you design to inspire and help others.

Course Mode and Duration

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Full Time: This course is conducted **face to face** over a period of 40 weeks (30 hours of commitment required per week) with a week for holiday at the end of each 10-week period.

For Volume of Learning and Amount of *Training hours (*see <http://www.fitta.com.au> and *TAS Certificate VI in Fitness*) Course must be completed within 18 months.

Delivery Methods

Fundamental changes to the Australian workforce in recent years have resulted in employers demanding increased flexibility in the skill sets of their employees. At the same time, more individuals are taking greater responsibility for the development and extension of their own skills and knowledge.

FITTA endeavours to accommodate those needs with its flexible delivery and qualifications structure allowing enterprises and individuals to progressively build relevant industry skills and have these recognised.

The following delivery methods are available for this course:

Full-time

Partial or Full RPL - Recognised Prior Learning (Talk to us about any experience you may already have in the area of fitness training)

Pre-requisites and Entry Requirements

Entry into this qualification is open to individuals who hold a current first aid and CPR certificate and have achieved competency through a recognised training program against the following units:

SISFFIT001 Provide health screening and fitness orientation
SISFFIT002 Recognise and apply exercise considerations for specific populations
SISFFIT003 Instruct fitness programs
SISFFIT004 Incorporate anatomy and physiology principles into fitness programming
SISFFIT005 Provide healthy eating information
SISFFIT006 Conduct fitness appraisals
SISFFIT014 Instruct exercise to older clients
SISXCCS001 Provide quality service

All successful applicants for entry to this program will:

- have successfully completed Australian Year 12 or overseas equivalent; or
- be eligible for mature age entry; (*Mature age entry is open to all students with at least 12 months of work experience and who meet all other requirements.)
- demonstrate reading and writing outcomes by completing the FITTA Language Literacy and Numeracy (LLN) tool. Above 60 points must be achieved to ensure the applicant will be able to competently complete the course. Students with an outcome between 30 - 60 will be informed of additional *LLN support (see **Student Support - Language, Literacy and Numeracy advice**)
- provide a USI (<https://www.usi.gov.au/students/how-do-i-create-usi>)
- provide evidence of engagement in the fitness industry or participation in a sporting team, in the form of a letter from:
 - o a coach,
 - o gym instructor, or
 - o the applicant themselves,outlining how they have been involved with Fitness and/or Recreation activities for at least the past 12 months.

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Course Requirements

Computer with access to email and the internet (Available in FITTA Classrooms)

A willingness to really go for it!

Resources

FITTA students have access to the following learning resources:

- Assessment workbooks
- Textbook and resource library
- Access to Gym and Fitness Classes at Beenleigh PCYC
- Trainer assistance via, email, telephone and face to face

*Please note: For students requiring LLN support refer to **Student Support - Language, Literacy and Numeracy advice**

FITTA will provide a suitably equipped simulated workplace environment, classrooms and computer lab for training and assessment processes, as well as a range of additional resources including a classroom reference library and membership at the local library (for students who don't already have a library card).

FITTA uses training and assessment materials developed by FITTA staff which is regularly validated and moderated in line with ASQA standards.

Staff and Students will have access to:

- Learning and Assessment resources
- Current version of the SIS40215 Training Package
- Equipment required for the delivery and assessment of students.
- Access to commercial facilities and / or a simulated environment.
- Access to practice opportunities and assessment opportunities in the workplace as organised with the Trainers and Mentors.
- Classroom Reference Library and Local Library
- Any other resources stipulated in each unit of competency and / or the SIS40215 Training Package.

Course Units

SISFFIT013	Instruct exercise to young people aged 13 to 17 years
SISFFIT015	Collaborate with medical and allied health professionals in a fitness context
SISFFIT016	Provide motivation to positively influence exercise behaviour
SISFFIT017	Instruct long-term exercise programs
SISFFIT018	Promote functional movement capacity
SISFFIT019	Incorporate exercise science principles into fitness programming
SISFFIT020	Instruct exercise programs for body composition goals
SISFFIT021	Instruct personal training programs
SISFFIT023	Instruct group personal training programs
SISFFIT025	Recognise the dangers of providing nutrition advice to clients
SISFFIT026	Support healthy eating through the Eat for Health Program
SISXRES001	Conduct sustainable work practices in open spaces
BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB403	Market the small business
BSBSMB404	Undertake small business planning
BSBSMB406	Manage small business finances

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SISSTC301A	Instruct strength and conditioning techniques
SISSTC402A	Develop strength and conditioning programs
SISFFIT012	Instruct movement programs to children aged 5 to 12 years
SISFFIT011	Instruct approved community fitness programs

Assessment Information

Once a student is ready to be assessed, they book in with their Trainer. Students will be marked either Competent (C) or Not yet Competent (NY C) for each unit of competency.

Competency based assessment is used during all assessment activities. Competency is proved by demonstration of written knowledge and practical skills. Timelines are taken into consideration for practical skills and students must meet the criteria as deemed industry competent by the assessor.

If a student is deemed 'Not Yet Competent' on the day of assessment, or does not attend, assessors will nominate a date for the student's reassessment within two weeks of the original assessment date. (Refer to Assessment Policy.)

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing. For more details contact us on 0417 493 560

Fees & Payment Details

Tuition - Course Fees - \$2000

Non-Tuition - Administration Fee - \$200

Non-Tuition - Material Fee - \$500

Total Fees- \$2700

For fees payment policy and refunds, please refer to our Student Fees Policy

Diploma of Business

(BSB50215)

Course Description

This course may be exactly what you need to give you the skills that will lead to promotion, building your own business, or perhaps finding that new or better job.

Course Duration

46 Weeks (including 6 weeks for holidays)

Weekly: 25 hours per week in class training (Amount of Training)

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Self study: 9 hours per week

Total: 1360 hours

Classes are scheduled for 5 nights per week over 40 weeks.

Monday to Friday night 4:00pm-9:30pm (30 minute break)

Delivery Methods

Classroom - Classes are set with a yearly calendar

Partial or Full RPL - Recognised Prior Learning (Talk to us about any experience you may already have in the area of business to see if you qualify)

Entry Requirements

All successful applicants for entry to this program will:

- have successfully completed Australian Year 12 or overseas equivalent; or
- be eligible for mature age entry; (*Mature age entry is open to all students with at least 12 months of work experience and who meet all other requirements.)
- demonstrate reading and writing outcomes by completing the FITTA Language Literacy and Numeracy (LLN) tool. Above 60 points must be achieved to ensure the applicant will be able to competently complete the course. Students with an outcome between 30-60 will be informed of additional *LLN support (see **Student Support - Language, Literacy and Numeracy advice**)
- provide a USI (<https://www.usi.gov.au/students/how-do-i-create-usi>)

Pre-requisites

No previous knowledge or experience is required to undertake this course.

Course Requirements

Computer with access to email and the internet (Available in FITTA Classrooms)

A willingness to really go for it!

Resources

FITTA students will have access to the following learning resources:

- Assessment Workbooks
- Textbook
- Gym membership
- Trainer assistance via, email, telephone or face to face

FITTA will provide a suitably equipped simulated workplace environment, classrooms and computer lab for training and assessment processes, as well as a range of additional resources that may be required.

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FITTA uses training and assessment materials developed by FITTA staff which is regularly validated and moderated in line with ASQA standards.

As a general rule, Staff and Students will have access to:

- Learning and Assessment resources
- Current version of the BSB50215 Training Package
- Equipment required for the delivery and assessment of students.
- Access to commercial facilities and / or a simulated environment.
- Access to practice opportunities and assessment opportunities in the workplace as negotiated with the Trainers.
- Any other resources stipulated in each unit of competency and / or the BSB50215 Training Package.

Course Units

BSBADM502 Manage meetings
BSBWOR501 Manage personal work priorities and professional development
BSBMKG401 Profile the Market
BSBMGT403 Implement continuous improvement
BSBSMB404 Undertake small business planning
BSBMKG501 Identify and evaluate marketing opportunities
BSBPMG522 Undertake project work
BSBHRM506 Manage recruitment, selection and induction processes

Assessment Information

The majority of components for this course, delivery and assessment, will be delivered during the course however learners are required to continue their study off site to ensure they gain a comprehensive understanding of the topic within each unit of competency.

The Diploma of Business may be delivered using a combination of approaches including:

- Theory sessions delivered in the classroom,
- Completing practical activities and demonstrations;
- RPL
- A combination of the above.

Students will be marked either Competent (C) or Not yet Competent (NY C) for each unit of competency. Competency based assessment is used during all assessment activities. Competency is proved by demonstration of written knowledge and practical skills. Timelines are taken into consideration for practical skills and students must meet the criteria as deemed industry competent by the assessor.

If a student is deemed 'Not Yet Competent' on the day of assessment, or does not attend, assessors will nominate a date for the student's reassessment within two weeks of the original assessment date. (Refer to Assessment Policy.)

Assessment is ongoing throughout the learning process to both gather data on attainment of competencies, and to provide learners with feedback on how they are progressing. For more details contact us on 0417 493 560

Fees & Payment Details

Tuition - Course Fees - \$4000

Non-Tuition - Administration Fee - \$200 Non-Tuition - Resource Fee - \$500

Total Fees - \$4700

For fees payment policy and refunds, please refer to our Student Fees Policy

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Issuance

Students who have been found competent in an entire qualification will automatically receive a Certificate which meets the standards of issuance within 30 days of the completion of their qualification should they be eligible.

Eligibility:

1. A student is Eligible to have their Official documents issued once the Trainer/Assessor has found the student competent, and
2. The student has no outstanding balance, fees or outlined costs in which the student has agreed to have paid at the commencement of their studies with FITTA.

Students who have not met the agreed terms of the course payment plan or have an outstanding balance will need to discuss with FITTA administration the outstanding balance. This can be discussed via e-mail or phone. Once an agreement between FITTA Administration has been reached and the final payment from the student has been received the relevant documents will be issued.

Students who have completed individual Units but have not completed the entire course will be issued a statement of attainment of units completed within 30 days of written notification of cancellation of their continued study with FITTA (email is acceptable).

Requested Copy of Documents

Students can contact FITTA to request a copy of their documents which have previously been issued, FITTA will charge an administration fee to be paid prior to issuing:

Printed: \$60 per document (and \$10 per any additional document within the same request)

Digital Copy: \$20

Payable by Paypal/Direct Debit/Cash to
Fitness Training Academy
BSB: 484-799
Account: 203497704

To request a copy of a document contact FITTA administration by emailing admin@fitta.com.au

Student Support

FITTA has a commitment to providing equity in training for all students.

Students with Language, Literacy and Numeracy challenges, or a disability, and people from a non-English speaking background are encouraged to pursue their vocational education and training goals through participation in the range of courses offered by FITTA.

FITTA will identify and access appropriate support services, and ensure the necessary services are provided for participants as required.

Student Support - Language, Literacy and Numeracy Advice

Applicants' LLN requirements will be assessed using a FITTA LLN assessment tool which must be completed during the enrolment process. (*See Enrolment Policy)

For students who score between 30-60 in the LLN test, FITTA have the following support available:

- one-on-one access to trainer
- direct email to trainer
- 1-hour additional tutorial per week, where a trainer or tutor will assist the student with their specific LLN needs.

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Language, Literacy and Numeracy Expectations

- Reading and writing - a student will be able to read, interpret and write a range of texts within a variety of contexts. Which will support the student to complete:
 - Researching and analysing information for a range of purposes including personalised recommendations
 - Researching and analysing the most effective exercises.
 - Using the web to conduct a search
 - Extract application information
- Oral communication - a learner will be able to use and respond to spoken language within a variety of contexts which will provide them the tools to:
 - Interact appropriately with clients and co-workers
 - Clearly instruct a group
 - Discuss client limitations
 - Communicate correct movements and purpose of the exercise
- Numeracy and mathematics - a learner will be able to recognise and use a variety of conventions and symbols of formal mathematics to:
 - Calculate body mass and percentage
 - Effectively instruct a group as to times and reps to get results

Contact Information

For further information, please see following contact details

Telephone: 0417 493 560

Email: admin@fitta.com.au

Student Code of Conduct

FITTA aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. When you sign your enrolment form, you agree to follow the FITTA Student Code of Conduct. (For complete list of your rights and more details on responsibilities, see *Student Conduct Policy- www.fitta.com.au)

STUDENT RESPONSIBILITIES

Change of Personal Details

It is your responsibility and requirement to notify us if you change your name address phone or email after enrolment. This is critical to receive important information from FITTA (e.g. Results of Assessments). Email any changes in contact details to admin@fitta.com.au

Mobile Phones

The staff at FITTA make provision for all students to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile Phones should be turned off or placed on silent before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer. Students must leave the room to answer calls.

Drugs, Alcohol and Articles Considered Dangerous

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FITTA prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any classroom or assessment. The penalties for serious misconduct range from suspension from our courses for a period of time to cancellation of student enrolment.

Examinations / Course Assessments and Results

You are entitled to sit for your assessment in conditions, which are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If you engage in disorderly, offensive or aggressive conduct towards the trainer or other students, you will be told to leave the assessment room/area.

Plagiarism and Cheating

A student shall not cheat, plagiarise or attempt to cheat in any assessment.

Where a supervisor believes that a student is cheating or has plagiarised another student's work, the student will be instantly informed of such but allowed to finish the assessment. The trainer or assessor is to prepare a written report on the allegation and attach the report to the student's assessment paper. The matter will then be referred to the Chief Executive Officer for appropriate action as outlined in the Student Conduct Policy.

MISCONDUCT

The following examples of behaviour would constitute misconduct if a student participated in the following:

Vandalism / Theft

- Defaced equipment, furniture or fixtures on premises under the control of FITTA
- Stealing

Safety Clothing and Equipment:

- Did not wear appropriate safety clothing or used safety equipment inappropriately
- Refused to follow safety guidelines
- Students have an obligation under Section 36 of the Workplace Health and Safety (WH&S) Act 1995.

NOTE; Students who do not comply with these legal requirements are in breach of the WH&S Act and can be fined under its legislative requirements. Such persons are also in breach of the Student Code of Conduct and can face disciplinary action.

Verbal Abuse:

- Shouted at a member of staff, student or other person
- Used inappropriate or offensive language, signs or body gestures
- Used language to threaten a member of staff

Physical abuse:

- Became involved in a physical argument
- Became involved in a behaviour not appropriate to surroundings
- Used physical threatening actions to intimidate or assault another student or a staff member

Exposure / Decency:

- Acted in indecently
- Engaged in sexually suggestive behaviour

Exposure / Decency:

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- Any indictable offence which impinges on FITTA operations
- Breaching Workplace Health & Safety responsibilities
- Breaches of any Australian Law
- Possession of prohibited or dangerous articles

Penalties for Misconduct.

(Retrieved from Student Conduct Policy Table 2)

MISCONDUCT	POSSIBLE PENALTIES FOR MISCONDUCT
Misuse of the property of FITTA, PCYC or Gym	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Withdrawal of student access to the property of FITTA for a period not exceeding the remainder of the current semester/this must not affect a student's progress in the course; • Restitution of damages, including paying for replacement of item(s) damaged; • Remedial educative action.
Alleged failure to treat teaching or other staff and other students with courtesy, tolerance and respect within the learning environment	<ul style="list-style-type: none"> • Formal reprimand • Withdrawal of student from certain class and/or activities
Plagiarism and Cheating	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Failure (NYC) in the course or Unit; • Requirement to re-take or re-submit work that is not plagiarised • Remedial educative action.
Examination misconduct in a formal Assessment	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Removal from examination room and must retake the formal examination at a future time; • Failure in the course or Unit; • Remedial educative action.
Behaviour that is unlawful, discriminatory, sexually inappropriate, bullying, harassing, invades another's privacy or causes any person to fear for their personal safety	<ul style="list-style-type: none"> • Formal reprimand or formal warning; • Suspension or exclusion from class or course • Remedial educative action.

Behaviour that is disruptive of any teaching or learning activity, including private study, or any other activity conducted by FITTA	<ul style="list-style-type: none"> ● Formal reprimand or formal warning; ● Removal from class, private study space or activity; ● Failure in the course; ● Remedial educative action.
Serious misconduct relating to entry into a course or receiving an award the student was not legitimately eligible for or entitled to.	<ul style="list-style-type: none"> ● Revoke of the award ● Annul grades awarded on an academic statement; ● Suspension or exclusion
Any other misconduct not covered elsewhere	<ul style="list-style-type: none"> ● Any one or more of the penalties listed above, as appropriate.

If you wish to appeal against any penalties for misconduct (Refer to Complaints and Appeals Policy).

POLICIES & PROCEDURES

Below is a list and description of the required policies/procedures to be provided to students including requirements of the legislation.

Student Fees policy

The Student Fees Policy is provided to all students prior to any payment being made and is contained in the *Student Enrolment and Agreement Form*. A link to the entire Student Fees Policy is also at www.fitta.com.au under the "About us" heading.

This policy applies to all fees paid to FITTA.

Any additional fees requested by an agent, should firstly be queried directly with the FITTA before payment. NOTE: Fees for additional services (not covered by the Letter of Offer or part of the agreement with FITTA) conducted by and paid to Education Agents by students are not covered by this policy.

Fees Breakdown:

Tuition Fee - Cost of Course (Varies depending on course see *FITTA Fees Schedule)

Administration Fee - \$200 (To be paid by all students)

Resource Fee - \$500 (To be paid by all students)

Total Cost: Tuition Fee + Administration Fee + Resource Fee

How to Pay

Payment is to be made in Australian Dollars by bank transfer:

Fitness Training Academy

BSB: 484 799

ACC: 203497704

Credit Card payment is available upon request

The student is required to pay \$500 (part payment for tuition fee) , Administration and Resource fees prior to the

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commencement of their course.

The remainder of the tuition fee relative to the student's specific course must be paid for in full within 14 days of the commencement of their studies with FITTA.

Should the student require the use of a payment plan, the FITTA team member can discuss the conditions and responsibilities of the student in such an arrangement (upon request). Payment Plan example: 20% deposit and monthly payments of 20% until total fees are collected. All payment plans are managed through Ezidebit. Payment plans must be arranged before the commencement of studies.

**FITTA will never request any student pay more than \$1500 before the commencement of any course as per Standards for RTOs Clause 7.3

The administration fee of \$200 is non-refundable.

FITTA requires full payment of the remaining Tuition Fee no later than 14 days post the commencement of any course.

It is the policy of FITTA to ensure that all applications for refund of fees are considered.

A Refund Application form (found in Appendix 1 of the *Student Fees Policy) must be made in writing to FITTA stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

DOMESTIC STUDENT REFUND TABLE	
Cancellation of enrolment more than 10 days prior to commencement date.	100% Refund of tuition paid The administration fee is non-refundable
Cancellation within 10 days prior to commencement and 13 days after course commencement	10% of tuition retained as cancellation fee, if resources have been issued there will be no refund of the resource fee. The administration fee non refundable
Cancellation 14 days after course commencement.	No refund
Course cancelled by FITTA (provider default)	Full refund of all fees or offer for alternate course (if agreed to by student)
Student enrolment cancellation or suspension due misconduct as outlined in the Student Code Policy	No refund.

Note: Special consideration may be given to the refund of fees in extenuating circumstances e.g. (compassionate and/ or compelling reasons), following a written application to the CEO. Requests with exceptional circumstances will be reviewed on a case by case basis.

No refund is payable where students have had their enrolment cancelled by FITTA due to any breach of the *Student Conduct Policy (Found in the Code of Conduct)*.

- Applications for a refund need to be submitted by the student in writing to:

Fitness Training Academy Mail:

7a Bellfinch Rd,

Eagleby Qld 4207

or

admin@fitta.com.au

- Students will be informed by email within 14 days of refund decisions and fee refunds will be made by direct bank deposit to the original payee bank account within 7 business days of notification.
- Students will not be entitled to a refund for the following reasons once the course has commenced: they changed jobs, their work hours changed, they do not complete the required assessment within the specified time frame as outlined and agreed to on their CoE (without prior

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discussion with their trainer), they move residences or they change their mind.

Refunds will be paid directly to the person's bank account who entered into the contract with FITTA unless we receive written direction from the person to pay someone else.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

Students are obligated to pay outstanding course fees and understand FITTA will pursue outstanding fees under Australian Law.

Domestic Students Under 16's Policy

Domestic students under 16 years old are not accepted by FITTA.

Complaints and Appeals Policy

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

FITTA will provide this policy again within 7 days of a student attending a course or during orientation whichever comes first.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All academic and non-academic Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving satisfactory resolution.

FITTA follows a 5-step process in response to a complaint and will in the first instance will always endeavour to resolve complaints/disputes informally.

STEP 1: DISCUSSION - Students are encouraged to firstly talk to a member of staff as soon as a problem arises. FITTA is committed to dealing with complaints/disputes in a fair and timely manner. Where possible the complaint will be dealt with immediately by the Chief Executive Officer or staff member. The complaints process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information. Students and or FITTA staff may be accompanied and assisted by a support person at any relevant meeting arising from the complaint. It is important for the student to know it is not compulsory to resolve the complaint informally.

STEP 2: FORMAL COMPLAINT - When the issue cannot be resolved informally, or if the student is dissatisfied with the initial decision they may ask for a formal review by completing the Complaint Form (available online at www.fitta.com.au) with any supporting documentation and returning it to admin@fitta.com.au. Notification of its receipt will be provided via email or phone contact within 72 hours.

STEP 3: INTERNAL REVIEW - When the student believes the results are incorrect or unfair, another FITTA employee will be utilised to review the outcome of the formal complaint. Notification of the outcome will be within 10 days, however should there be a delay in processing the complaint the student will be notified in writing.

STEP 4: EXTERNAL REVIEW - Students can seek other external reviews or appeals by seeking assistance from agencies such as the Ombudsman, relevant Commission or the Office of Fair Trading. It is a responsibility for FITTA to assist the student in accessing independent mediation at minimal or no cost to resolve the dispute.
<https://www.qld.gov.au/contact-us/>
<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/>

STEP 5: CORRECTIVE ACTION - Within 10 days post resolve of the complaint, FITTA will evaluate what needs to be adjusted to minimise the possible reoccurrence of the same complaint. FITTA welcomes the opportunity for continuous improvement in any area of operation.

Should a resolution and outcome take longer than 10 days the student will be informed on a regular basis until it has been reached, however if the resolution and outcome not be reached within 60 days a student must be notified in writing of the delay and reason.

If the internal or external complaint handling or appeal process results in a decision that supports the student, FITTA must immediately implement any decision and/or corrective and preventive action and advise the student of the outcome.

Additional information

If a student chooses to access FITTA's complaints and appeals processes FITTA must maintain the student's enrolment while the complaints process and appeals is ongoing.

The college is not required to continue to offer learning opportunities throughout the complaints or appeals process.

The college can decide whether it will continue to offer learning opportunities throughout any appeals process.

The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment.

The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.

Support and Progression

Attendance will not be monitored because students do not attend classes for these units. Workshops are offered on an optional basis and records will be kept of attendance for the purpose of confirming a student's progress in the course.

Progress will be checked with monthly contact from a trainer.

If a student cannot be contacted by their trainer, Student Support officer will attempt to contact the student via phone, SMS and email.

If student is not able to be contacted a record of attempted contact will be kept in the student files.

If contact cannot be made, the Student Support Officer is to immediately discuss with the CEO and dependent on the advice provided, a student course may be suspended or cancelled.

Course Credit / RPL Policy

For the purposes of the National Code 2007, course credit is defined as follows:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning.'

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency in one or more units can request Recognition of Prior Learning (RPL).

For the opportunity to receive course credit or RPL for one or more units, FITTA requires students to complete the Recognition of course credit/RPL form for assessment by a FITTA trainer. Evidence is required to substantiate previous

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knowledge/skills/qualifications. As a guide, applicants who have not completed any qualifications, professional development or relevant employment experience within the previous 4 years are very unlikely to be granted RPL. However, should the deficit areas be minor and can be addressed through gap training, the trainer and assessor are able to cater to your educational needs in pursuit of course credit.

FITTA may require students to complete an assessment to demonstrate competency. This decision will be made on an individual basis after a personal interview with the RPL student.

If FITTA grants the student course credit/RPL which leads to a shortening of the student's course the trainer will clearly identify what units remain for the student to complete and the expected course duration for the remaining units.

FITTA recognises relevant AQF qualifications and / or Statements of Attainment issued by other Educational Providers, however, we reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency indicated on the document.

FITTA requires original or certified documents for assessment.
Students must sign their application form to accept a record of course credit if granted.

FITTA will not charge an extra fee for applications for course credit against an enrolling/enrolled course.

If the course credit /RPL granted will not affect the duration of the course, FITTA will keep record of the application on the student's file and does not need to take any other action.

Decisions will be made within 4 weeks of receipt of a complete application.

FITTA will provide students with -

- a short description of acceptable documentation which students should supply to support their application for course credit
- the grounds on which course credit/RPL may be accepted or rejected
- the existence of fees and charges for application for course credit/RPL, if any, and estimated costs
- how it will inform a student of the outcome of the application, including an explanation of how the decision was reached if the application was rejected.

For a full copy of the Recognition of Prior Learning Policy, please visit www.fitta.com.au

Deferring Suspending or Cancelling Student's Enrolment Policy

Student Deferment of Studies

Students can only apply to FITTA for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

FITTA may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- *serious illness or injury, where a medical certificate states that the student was unable to attend classes*
- *bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)*
- *or a traumatic experience which could include:*
 - *involvement in, or witnessing of a serious accident; or*
 - *witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)*

FITTA will use our professional judgement to assess each case on its individual merits.

Documentary evidence will be required to support any compassionate/compelling application.

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All evidence/notes/comments must be kept on the student's file.

FITTA may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting.

A detailed student code of conduct are provided to students in this Student Handbook.

FITTA Initiated Deferments, Suspensions or Cancellations

FITTA can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with FITTA policies and/or Australian Law.

Before suspending or cancelling a student's enrolment FITTA must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (see: *Complaints and Appeals Policy*).

If FITTA intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

If FITTA cancels your enrolment you have the right to access the complaints and appeals process (regardless of the reason for cancellation).

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where FITTA has reason for concern for the welfare of the student or those with whom the student may come into contact, FITTA will cancel the student's enrolment prior to completion of any appeals process.

A Student may wish to lodge a complaint or appeals against a suspension, cancellation or deferment decision.

STUDENT DECLARATION AND WRITTEN AGREEMENT

(As found in the Student Enrolment and Student Declaration form)

- I have read and I understand the information contained in this document.
- I have received a copy of the Student Code of Conduct and agree to adhere to its conditions.
- I understand the student responsibilities, conditions of enrolment, and policies as outlined in this document, FITTA Student Handbook and government publications.
- I am aware of my obligation to pay all outstanding fees and tuition and understand FITTA will pursue outstanding balances under Australian Law.
- I am aware I can appeal externally to ASQA should I have exhausted the Complaints and Appeals policy as found on www.fitta.com.au