



Fitness Institute Student Handbook

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<https://fitnessinstitute.com.au/fitness-institute-rto-information/>

OVERVIEW

The Student Handbook is designed to detail the areas Fitness Institute meets the standards set out by the Australian Skills Quality Authority (ASQA) which ensure all Registered Training Organisations (RTO) remain compliant.

Information will be provided on how courses are marketed to ensure students receive clear, accurate and readily accessible information from which to make informed choices about training courses that best meets their needs.

The enrolment process and level of student support students can expect will also be explained, as will the full range of policy, procedures and processes that make up the student experience and journey.

It's important to note that policies and procedures evolve in line with organisational needs and ASQA requirements. An up to date copy of the student handbook will be maintained on Fitness Institute's website: <https://fitnessinstitute.com.au/fitness-institute-rto-information/>

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1. MARKETING

Fitness Institute is committed to ensuring the marketing and advertising of services provided comply with the RTO Standards for 2015 around:

- Use of the NRT logo
- Use of the Fitness Institute RTO number on advertising material
- Appropriate permissions when using references or endorsements about products and services
- Ensuring marketing materials are approved by authorised members of the RTO and reviewed as part of Fitness Institutes' Continuous Improvement Plan
- Training and assessment services leading to AQF qualifications and statements of attainment and other training services provided

2. PROVISION OF INFORMATION

Fitness Institute is committed to ensure all information provided to prospective and current students prior to completing written agreements complies with the RTO Standards for 2015.

Prior to enrolment, Fitness Institute will supply students with information about:

- Course information including vocational outcomes
- Fees and charges
- Payment, Refund and Completion Policies
- Provision of assistance where appropriate
- Opportunities for RPL / credit transfers

All marketing and course information is reviewed regularly in the Continuous Improvement Plan to ensure ongoing accuracy and relevance.

3. ENROLMENT AND SUPPORT

Fitness Institute maintains a consistent approach to student enrolment, training and assessments and the following steps detail a student's journey through the course.

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Step 1.	Enquiries are received by Fitness Institute in many ways	<ul style="list-style-type: none"> • (07) 4771 2791 • https://fitnessinstitute.com.au • www.facebook.com/fitnessinstitute.com.au • careers@fitnessinstitute.com.au • H.Q. Level 2 & 3, 719 Flinders St Townsville, QLD, 4810
Step 2.	All enquiries are followed up by Careers Team	<ul style="list-style-type: none"> • Initial Phone and email contact • Course information pack provided • Information on enrolment, LLN and RPL provided
Step 3.	Enrolment Process and Requirements	<ul style="list-style-type: none"> • Enrolment Form completed • Enrolment form returned to Fitness Institute. <p>Enrolment requires:</p> <ul style="list-style-type: none"> • Unique Student Identifier (USI) verified and recorded • Student Insurance • Enrolment form • Direct Debit information
Step 4.	Getting Started and Training Materials	<ul style="list-style-type: none"> • Upon completing the enrolment process, access is provided to online learning and assessment materials as well as Language, Learning and Numeracy (LLN) questions • Online courses have a duration of 12 months, however students can work at their own pace • Email and phone support is offered throughout the course • Face to Face courses have 20 weeks with trainers assisting 3 days per week as well as a course schedule, access to online learning materials, email and phone support
Step 5.	Orientation	<ul style="list-style-type: none"> • Fitness Institute will confirm the time/place for orientation to Face to Face courses • External/on-line students can access an online orientation presentation and source a mentor
Step 6.	Learning and Assessment	<ul style="list-style-type: none"> • Assessments can be submitted electronically • Face to face students are able to submit directly to the trainer on duty or campus staff • Fitness Institute's Learning and Assessment materials are reviewed in response to student needs and feedback • Assessors and student support are available to contact during office hours by email or phone

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Step 7.	Staying on Track	<ul style="list-style-type: none"> • Students are sent monthly emails from student support • Assessment submissions are acknowledged and results for each submission are acknowledged by email • Contact is made with students who may be falling behind or request assistance • A student and alumni closed facebook group is available for students to join and participate in
Step 8.	Course Completion	<ul style="list-style-type: none"> • When all assessment items are completed to a satisfactory level, an assessor deems a student competent or otherwise depending on the outcome of the assessment • Fitness Institute issues a statement of attainment or qualification when students are eligible • See Section 19 – <i>Issuing Qualifications</i> for more information on student graduation

4. ACCESS AND EQUITY

At all levels of operation, Fitness Institute is committed to principles of access and equity. Equity is about justice and fair dealing, not necessarily about treating all people the same way.

Access ensures disadvantaged persons or groups in our community have access to training services. Fitness Institute Trainers and Assessors ensure all course participants have sufficient resources to assist them successfully complete course requirements.

Examples of this are:

- Literacy and numeracy support
- Flexibility in delivering training and/or assessment components of the course
- An accessible venue
- Access to an online learning portal in the event a Face to Face student misses a lecture or wants to gain a deeper understanding of a particular subject
- Catering for Auditory, Visual, Kinaesthetic and Tactile learning styles.

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Disability Support

In keeping with the principles of accessibility and equity and in accordance with responsibilities as defined under the Disability Discrimination Act 1992, Fitness Institute is committed to ensuring all students are supported in achieving their goals.

Where barriers exist for students in relation to access, participation and learning outcomes, Fitness Institute will work with the student to ensure fair and equitable access and outcomes are achieved.

Aboriginal and Torres Straight Islanders

Fitness Institute is committed to ensuring Aboriginal and Torres Straight Islanders are given sufficient support to meet their learning needs.

5. LANGUAGE, LITERACY AND NUMERACY (LLN)

Fitness Institute is committed to providing access to learning for all students and this will be monitored throughout the course.

The orientation process includes an optional Language, Literacy and Numeracy (LLN) questionnaire.

An opportunity is given on the enrolment form and Student Assessment Guide for students to complete this and it is recommended students complete the LLN questions as this process helps trainers and assessors meet the individual needs of students.

Any concerns can be discussed with a trainer or assessor and checking-in with Fitness Institute student support can also help prevent learners falling behind.

Face to face students are required to attend at least 85% of all classes. Students who miss a class can access the lecture on the online learning management system.

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6. RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning (RPL) takes into account previous studies completed as well as life and work experiences. If these experiences are relevant to the course units of competency, exemptions may be granted for parts of the course.

All students are entitled to RPL if appropriate. Using the RPL procedure is not necessarily an easy way to get a qualification. It is not a matter of time served, or amount of experience, but the specific and relevant learning that is assessed according to the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation.

Students wishing to pursue eligibility for RPL can complete the Application for RPL Form available online, <https://fitnessinstitute.com.au/rpl/> and return it to: info@fitnessinstitute.com.au

Note: Face to Face applicants for RPL are encouraged to discuss this with their trainer prior to commencing the formal application process.

Steps for an evidence based RPL assessment:

1. Following an RPL enquiry, Fitness Institute will provide the resources to collect evidence of current skills and experience
2. The Learner must then collect this evidence and return it to: submit@fitnessinstitute.com.au.
3. An assessor will evaluate the evidence against tasks identified in the training.gov.au units of competency elements, knowledge and performance criteria as well as assessment requirements - the learner must be able to demonstrate and provide evidence they can perform specific tasks to an acceptable level
4. The Assessor will notify the learner if further evidence is required
5. An amended study plan that includes any additional tasks required to complete the units of competence and satisfy requirements will be provided
6. Once all assessment items are completed to a satisfactory level, an assessor will deem a student competent or otherwise depending on the assessment outcome
7. The RTO issues the appropriate statement of attainment or qualification

The length of time for this process depends almost entirely on how much evidence the learner has provided and the time taken to collect all of the relevant evidence.

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7. MUTUAL RECOGNITION / CREDIT TRANSFER

A key principle of the Australian Quality Training Framework (AQTF) is mutual recognition, which means all states, territories and registered training organisations recognise qualifications and statements of attainment issued by other registered training organisations across Australia (for example, first aid).

Students who have qualifications or statements of attainment gained from other training programs they believed are relevant, can discuss this with student support or a trainer to confirm eligibility for a credit transfer.

8. PAYMENT OF FEES AND OTHER FINANCIAL TRANSACTIONS

FEES

Fitness Institute has a range of payment options and these are provided during the enrolment process.

Students are required to indicate a nominated payment option and are invited to contact Fitness Institute directly to discuss any financial hardship or request for delayed/alternate payment options. Please note, Fitness Institute may ask for evidence to support a claim of financial hardship.

REFUND POLICY

Fitness Institute is committed to working within a fair and transparent framework for the charging of fees, provision of protection for fees paid in advance and refunding payments where appropriate.

Fitness Institute will allow a refund or a cessation of payments **only in the instance Fitness Institute Pty Ltd cannot or have not provided a service e.g.**

- Online Learning Management System (LMS) unavailable for long periods (e.g. weeks at a time) without trainers and assessors providing alternative means to reading, lecture and assessment materials.
- Trainers for Face to Face courses not turning up to instruct for an unreasonable length of time during the allotted class times (e.g. 5 – 8pm Mondays and Wednesdays and Saturdays 10am – 1pm).

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Fitness Institute does not issue refunds if students choose not to complete the work, do not attend class or are too busy to finish the course.

Fitness Institute students may be eligible for special consideration in the event:

- Services are not provided and alternate training options are not available
- Fitness Institute suffers financial failure
- A fair and reasonable amount of non-attendance is due to severe sickness, disability or family emergency
- Disciplinary issues that have led to a student being asked to withdraw

Note: these applications are decided on a case-by-case basis by the RTO Manager who will either offer a transfer to other training methods or an extension, depending on circumstances. In some cases, evidence to support a claim for special consideration may be required.

Application for Refund Forms are available from the RTO and a request and refund may take two to three weeks to process.

Students who are financially unable to continue payments are to contact Fitness Institute, allowing adequate time to adjust payments. In the case of severe medical emergencies, a request can be made to Fitness Institute to hold or reduce payments or arrange a reasonable extension duration.

A **cooling off period** of 10 business days applies after the contract has been agreed to (i.e. electronically or signed).

COURSE EXTENSIONS:

Students taking longer than the nominated amount of time to complete the course will incur an additional extension fee to cover costs associated with ongoing assessment marking and administration. The extension fee will depend on the amount of work that is required to be completed. More information on extensions is available at:

<https://fitnessinstitute.com.au/extensions/>

WITHDRAWAL POLICY

Should a student wish to withdraw from a course the following process applies:

- Submission of a completed and signed *Withdrawal Application Form*.
- Discussion with Fitness Institute staff to assess the application and outstanding issues e.g. returning materials, completed units, outstanding fees etc.
- Statement of Attainment to then be issued if applicable.

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FINANCIAL GOVERNANCE

Fitness Institute accepts its responsibility to ensure all matters related to finances are managed with the utmost integrity including:

- An alternate means of fee protection as per Schedule 6 of the RTO Standards for 2015, whereby student fees paid as a lump sum are deposited into a separate account and released in line with student progression through the course of study to ensure Fitness Institute is able to meet any requirement to refund fees
- Maintaining two separate accounts – a savings account to hold reserves to cover repayments to Certificate 3 Guarantee students and students paying in full
- Possessing suitable Public Liability Insurance and other insurances deemed relevant for the nature of operations
- Ensuring all financial transactions are subject to audit by a qualified Accountant at least annually
- Continuing to seek quotes from ACPET or equivalent organisations annually to look at the financial viability of Tuition Assurance Schemes

9. WORKPLACE HEALTH AND SAFETY AND RISK MANAGEMENT

Fitness Institute is committed to establishing, maintaining and enforcing a safe workplace focusing on:

- A safe work environment
- A risk management approach to safety
- Preventing injury and illness
- Complying with legislative requirements

If, at any time during training, students identify hazards in the workplace, they are to notify a Fitness Institute representative immediately. Incident Report Forms are available from the RTO on request.

Trainers also use WHS practices to ensure all training venues utilised in Face to Face courses are safe and suitable for the intended purpose.

Risk management is the systematic, positive identification of threats to resources and development of appropriate strategies to minimise risk. Fitness Institute has a systematic way of minimising risks associated with the delivery and assessment of qualifications within its scope.

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10. STUDENT SUPPORT SERVICES

Fitness Institute is aware of its responsibilities under the RTO Standards for 2015 to provide adequate protection for the health, safety and welfare of students attending Face to Face training sessions and participating in online and external studies. This includes adequate and appropriate support services in terms of academic mentoring and coaching services.

Fitness Institute is also aware of their obligations towards students with a recognisable disability as defined under the Disability Discrimination Act 1992 and will work with students to customise services by making *reasonable adjustment* to provision of assessment services in order to facilitate the successful participation in education, training and employment opportunities.

11. COUNSELLING AND DISCIPLINE

In striving for a skilled, competent and caring workforce, unsatisfactory student performance and/or conduct will be addressed in a professional manner to ensure a fair and consistent process in line with natural justice.

Within the framework, Fitness Institute is committed to ensuring inappropriate behaviour that may impair the learning processes or well-being of individuals is appropriately managed.

Fitness Institute students have a right to:

- Be treated fairly and with respect
- Pursue learning activities in a supportive, stimulating environment
- Learn in an environment free of discrimination and harassment
- Privacy of their personal information and records
- Lodge a complaint without fear of victimisation

Fitness Institute Students have responsibilities to:

- Treat other students and staff with respect and fairness
- Follow any reasonable direction from staff
- Not engage in plagiarism, collusion or cheating in assessment activities
- Submit assessment activities by due date or seek approval for an extension
- Return company equipment and materials on time
- Observe normal safety practices

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Where a student continually breaches these guidelines or where a single incident is a serious breach of discipline, the following steps will be taken by Fitness Institute staff:

- The student will be invited to participate in a Counselling interview
- If this is not successful the student will be issued a first written warning
- If this is still not successful the student will be issued with a final written warning
- If these attempts to manage unsatisfactory student behavior fail, the student's enrolment will be terminated

12. COMPLAINTS / APPEALS

Fitness Institute is committed to dealing with complaints and appeals in a timely and constructive way in accordance with Standard 6 of the RTO Standards for 2015.

Students wishing to make a complaint or an appeal concerning any aspect of a Fitness Institute course, the student should attempt to informally resolve the issue with appropriate Fitness Institute staff. If unsuccessful, they should refer to Fitness Institute's Complaints Policy, which is available on request.

Information provided will be in the strictest confidence and once submitted, will be filed electronically in a secure location. Upon submitting information, complainants can expect to receive an email acknowledgement after which, Fitness Institute will commence the review process.

Please note, there is no specific amount of time a review can take and in some circumstances, this could amount to many weeks. Fitness Institute staff will be in contact within sixty (60) days if matters are expected to extend beyond this time.

If attempts to settle the complaint are unsuccessful then the student can refer the matter to their state Anti-Discrimination Commission:

<https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>

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13. WORKPLACE BULLYING AND HARRASSMENT

Fitness Institute aims to create a working environment which is free from harassment and where all people are treated with dignity, courtesy and respect.

Workplace bullying and harassment can be seen as repeated, unfavourable treatment of a person by another that may be considered unreasonable and inappropriate workplace practice.

Sexual harassment can be regarded as any form of unwelcome sexual attention that is offensive, intimidating or humiliating.

Racial harassment is defined by harassment on the basis of race, which can vary from relatively minor abuse to actual physical violence.

Bullying and harassment can be:

- Physical
- Verbal
- Non-verbal

Students with complaints concerning bullying and/or harassment should refer to the steps outlined in the Complaints Policy.

If attempts to settle the complaint are unsuccessful, the student can refer the matter to their state Anti-Discrimination Commission:

<https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>

14. ANTI-DISCRIMINATION

Fitness Institute is committed to providing a safe and caring environment where all people have a right to work and learn free from discrimination.

Discrimination may be defined as unfair or prejudicial treatment of individuals or groups of individuals based on personal attributes, characteristics, idiosyncrasies or associations. Students with complaints concerning Discrimination should refer to the steps outlined in the Complaints Policy.

If attempts to settle the complaint are unsuccessful then the student can refer the matter to their state Anti-Discrimination Commission:

<https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/quick-guide-australian-discrimination-laws>

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15. ATTENDANCE

Student attendance for a Face to Face course must be at least 85% (ideally 100%) in order to meet the minimum requirements of the course.

Not meeting this standard jeopardises a student's chances of meeting the practical learning and assessment requirements of the course.

This may result in extra fees in order to complete the course if the due date of all assessments is not met (see payment policies).

All lectures are contained in the online learning management system and Face to Face students are required to watch all lectures missed during class to keep up with the course progress.

16. PRIVACY POLICY

As a registered training organisation, Fitness Institute is obliged to maintain effective administrative and records management systems.

This includes the retention of student records. Fitness Institute staff are required to be scrupulous in using student information only for the purposes for which it was gathered.

Students have access to their training records at all times. Information about student records can only be divulged to a third party with the written consent of the student.

The Fitness Institute Privacy Policy is available at the following location:

<http://www.fitnessinstitute.com.au/privacy/>

Students with concerns about personal information held by Fitness Institute should contact the RTO Manager or in writing, marked Private & Confidential to: Manager, Fitness Institute HQ, Level 2 and 3, 719 Flinders Street, Townsville, Qld, 4810.

Students who feel their concerns have not been resolved, are referred directly to the Commonwealth Privacy Commissioner, GPO Box 5218, Sydney NSW 2001, via phone: 1300 363 992 / 1800 620 241 or email: privacy@privacy.gov.au.

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17. VERSION CONTROL

Fitness Institute ensures all forms and documents used in the delivery of qualifications under the scope are accurate and up to date. As significant changes or amendments are made to documents, old versions will be recalled and new ones circulated.

An internal compliance officer maintains version control and a complete review of documents occurs annually in line with the RTO Validation and Moderation schedule.

18. VALIDATION STRATEGY

Fitness Institute has a systematic way of ensuring assessments undertaken are fair, reasonable and consistent with industry best practice. Information detailing these processes is available on request.

Fitness Institute's Validation plan ensures courses are up to the highest standard and students can perform tasks with the greatest level of skill.

In September every year, Fitness Institute convenes a validation meeting to which a variety of internal and external, independent industry experts are invited to assist in the review of course content to ensure:

- 1) Course content meets the requirements of governing bodies
- 2) New content and courses are thoroughly researched and analysed
- 3) The validation plan is updated as new courses / products are added in accordance with Schedule 2 of the RTO Standards for 2015

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19. ISSUING QUALIFICATIONS

Fitness Institute is committed to issuing qualifications and Statements of Attainment within its scope of registration in a timely manner and in accordance with the RTO Standards for 2015.

Certificates will be issued within 30 days of the requirements being met for the qualification.

20. WITHDRAWALS

Upon completion of the withdrawal process the Statement of Attainment will be issued in a timely manner.

PDF Certificates are saved in the Bluegem Learning Management System and also the student's Fitness Institute file (including scanned copies). The specific revision and print numbers for Quality Control are also saved in the BlueGem portal.

In accordance with Schedule 5 of the RTO Standards for 2015, Fitness Institute also emboss certificates with the Seal of Fitness Institute – RTO 32019 in order to protect the integrity of issued qualifications.

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