



2024

STUDENT INFORMATION HANDBOOK

FIT COLLEGE | RTO CODE 31903

Fee For Service

Certificate 3 Guarantee (QLD)

User Choice School-Based Trainees (QLD)

Apprentice and Trainee Fund (TAS)

Job Trainer Funding (SA)

Abstract

This handbook has been prepared as a resource to assist students in understanding their obligations and also, those of FIT College.

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2. Introduction

This 2024 Student Information Handbook contains information provided "as is" and may change over time.

Changes to legislation and FIT College policy may impact the currency of the information included. FIT College reserves the right to vary and update information in this handbook and the related policies and procedures without notice. However, by notifications posted to the learning platform, FIT College will inform students of any legislative and regulatory requirements affecting their vocational education and training duties or participation.

It is recommended that students monitor updates from FIT College and frequently review the FIT College website for the most current policies and documents.

This handbook has been prepared as a resource to assist students in understanding their obligations and those of FIT College. Please read carefully through the information contained in this guide. Students must comply with the information provided in this handbook. Failure to comply may result in legal action.

By signing the FIT College Confirmation of Registration, students legally bind themselves to comply with this handbook, FIT College's terms and conditions, and all policies publicly listed on the FIT College website. Any queries may be directed to:

- FIT College Head Office Location: Suite 8/102Wises Road, Maroochydore QLD 4558,
- Australia
- RTO Code: 31903
- CRICOS Code: 03926G
- Phone: 1300 887 017 or +61 7 5409 7070
- General Enquiries: info@fitcollege.edu.au
- Website: www.fitcollege.edu.au

Student Services Office Hours: Monday to Friday 8:00 am – 5:00 pm QLD Time

3. Welcome

Welcome to FIT College

Congratulations on choosing to expand your knowledge and improve your career prospects by having a great learning experience with FIT College.

FIT College became registered as a Registered Training Organisation (RTO) in 2009 and commenced delivery in the same year. FIT College started with its core area of expertise in fitness qualifications and has since expanded into:

- Training & Assessment
- Sport
- Disability Skill Set
-

FIT College delivers face-to-face courses from multiple physical campuses in Australia and several international locations.

In 2021, FIT College became CRICOS accredited, allowing us to expand our course delivery to international students. This can lead to multiple career options, continued Student Visas, and Graduate Visa Paths.

I have personally been in the fitness industry since 1987. I was a personal trainer, centre manager, and business owner, having interviewed and employed thousands for various positions. This has taught me to recognise the qualities required to succeed in any industry. Therefore, when developing our courses at FIT College, we wanted to ensure that these qualities were integrated into every unit of competency to ensure our graduates understand what it takes to become successful.

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

With the help of all FIT College staff, I am committed to providing quality teaching, training, and support to ensure that your time as a student here at FIT College is unforgettable and a vital foundation for a successful career.

Sincerely,

Mark Stitt



Managing Director & CEO of FIT College



4. Training Organisation

Only Registered Training Organisations (RTO) can issue nationally recognised qualifications in Australia. Our registered training organisation provider code is 31903. Students may check our registration by accessing the national training database:

<https://training.gov.au/Organisation/Details/31903>

As a registered training organisation, FIT College delivers and assesses nationally and is recognised for Vocational Education and Training in the following subject areas:



FITNESS



SPORT



EDUCATION



WEIGHT MANAGEMENT



DISABILITY SKILL SET



FIRST AID



We also offer ongoing professional development for personal trainers through AUSactive's Continuing Education Credits (CECs). Registered Exercise Professionals must complete regular upskilling and development to maintain the currency of their AUSactive registration. <https://ausactive.org.au/members/learning-development/what-are-cecs/>

4.1 Legislation and Jurisdiction

As a registered training organisation, FIT College must comply with legislation designed to uphold the integrity of the nationally recognised qualifications we train and assess and the quality of our training and assessment processes. This includes compliance with:

- The Standards for Registered Training Organisations (RTOs) 2015;
- National Vocational Education and Training (VET) Regulator Act 2011;

Additionally, FIT College complies with a range of other legal, regulatory, and legislative requirements at a state and commonwealth level, including, but not limited to:

- Anti-discrimination;
- Apprenticeships and traineeships;
- Children and Young People;
- Copyright;
- Corporations;
- Employment and Workplace Relations;
- Equal Opportunity;
- Fair Work (including harassment and bullying);
- Privacy and Personal Information protection;
- Taxation;
- Unique Student identifiers;
- Work health and safety.

FIT College is dedicated to applying the Vocational Education and Training Quality Framework to ensure our services are of the highest quality. More information about these regulations and legal frameworks may be located at:

- www.legislation.gov.au, which is the Australian Government website for Commonwealth Law.
- www.legislation.qld.gov.au, which is the website for Queensland Government Law.
- www.asqa.gov.au is the website for the Australian Vocational Education and Training Regulator.

Students enrolling online with FIT College acknowledge that FIT College delivers goods and services remotely from Queensland and agree that any disputes arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the courts and tribunals of Queensland, Australia. Students agree to submit to the jurisdiction of the courts and tribunals of Queensland in the event of any dispute.

Students attending face-to-face classes at a FIT College campus acknowledge that FIT College delivers goods and services remotely from Queensland and in the State or Territory where their chosen Campus is located. Students agree that any disputes arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the courts and tribunals of Queensland, Australia unless the relevant State or Territory laws prevail. Otherwise, students agree to submit to the jurisdiction of the courts and tribunals of Queensland in the event of any dispute.

5. Funded Training

Upon enrolment, students will be assessed for their ability to meet any entry requirements outlined in their chosen training program and the potential for funded training. Where students cannot meet entry requirements, a FIT College Careers Advisor will discuss other options with the student and employer, including study options with FIT College under a fee-for-service arrangement if necessary.

5.1 User Choice (QLD)

The User Choice program provides a funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and School-Based Trainees. Once completed, Australian qualifications can be used to work anywhere in Australia and worldwide.

School-Based Traineeships:

- offer the opportunity to study and earn an income while undertaking a qualification
- can be done by anyone of working age
- give you the chance to learn new skills while getting paid in more than 500 careers and jobs
- can be studied full-time, part-time or while still at school.

The User Choice program allows school-based trainees and employers to select their preferred registered training organisation from a list of prequalified suppliers to deliver accredited training to meet specific needs.

School-based trainees can only receive a maximum of two government-funded contributions under the current user choice program.

To be eligible for a government contribution towards the cost of training, a student must have entered into a training contract with their employer for a funded and registered qualification by the Department of Education and Training. A school-based traineeship can be arranged and formalised by contacting an Australian Apprenticeship Support Network (AASN). More information about the Australian Apprenticeship Support Network may be located here: <https://www.australianapprenticeships.gov.au/>

To be eligible to enrol in a Traineeship under the User Choice Program, prospective students must:

- Be aged 13 years or older
- Permanently reside in Queensland or to be registered as a Queensland apprentice or trainee, the workplace address must be in Queensland
- Be an Australian citizen or a New Zealand citizen who has entered Australia on a valid passport, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency
- Not completed or be enrolled in a certificate III or higher-level qualification (qualifications completed at school and foundation skills training are exempt).
- Be employed by a willing employer that meets specific eligibility requirements

Further information on the User Choice program can be located here:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

as well as here:

<https://desbt.qld.gov.au/training/apprentices/getting-started/eligibility-requirements>

5.2 Certificate 3 Guarantee (QLD)

The Queensland Government focuses on providing skills for jobs and recognising the industry's role in supporting the Government's establishment of Vocational Education and Training opportunities. The Certificate 3 Guarantee Program offers a Queensland Government subsidy for selected qualifications. It allows eligible Queenslanders to obtain their first post-school certificate III-level qualification under the Vocational Education and Training Investment Plan.

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older
- be no longer at school (except for school students in Years 10, 11, and 12 undertaking a VET in School (VETiS) program)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

In addition to the standard eligibility requirements, specific restrictions and exemptions may apply to participation in specific subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Priority Skills List. Further information on the Certificate 3 Guarantee program can be located here:

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

5.3 Apprentice and Trainee Funding (TAS)

The Apprentice and Trainee Training Fund (User Choice) subsidises Endorsed RTOs that train Tasmanian apprentices and trainees.

The Fund helps cover the cost of providing quality training and assessment services to Tasmanian apprentices and trainees for nationally recognised qualifications. More information about the Apprentice and Trainee Fund may be found here:

https://www.skills.tas.gov.au/providers/rto/courses_approved_and_funded_in_tasmania.

Finding an apprenticeship or traineeship involves finding a job in your preferred area and receiving appropriate training. Applicants must determine what qualifications are available through an apprenticeship or traineeship in their area of interest.

Applicants can also find out what courses are available as apprenticeships or traineeships in the industry they have chosen by browsing the list of courses approved as apprenticeships or traineeships in Tasmania.

https://www.skills.tas.gov.au/apprenticeships_and_traineeships

5.4 Work Ready Funding (SA)

Work Ready is a South Australian government initiative that contributes funding to the cost of many accredited courses. It allows eligible SA students to enrol in subsidised Certificate II qualifications through Advanced Diplomas across various industries. Learners can access bridging units or learner support services to assist them in completing their studies. Additionally, job seekers can access employment programs to connect them with jobs in their local area.

To be eligible to enrol to low-fee training through Work Ready, applicants need to:

- Not be currently employed or not be enrolled in school
- Aged between 16 and 24 years and not enrolled in school
- Hold a health care, pensioner or veteran affairs concession card, or enrol in a course relevant to a skilled career in social care or digital skills
- Be an Australian or New Zealand citizen
- Be a permanent Australian resident or be an eligible Visa holder.

6. Fee for Service

Fee for Service means that Training for which most or all the cost is borne by the student or a person or organisation on behalf of the student.

FIT College offers flexible delivery for Fee for Service qualifications, allowing students to choose a delivery model that best suits their circumstances. By providing a variety of study options, including in-person classroom-based learning, workshops, and online learning, FIT College can provide the best training solution for the student. In addition, fee-for-service qualifications are delivered in a way that allows students to learn and progress their studies at their own pace, permitting the choice of timeframe and structure that best promotes a sustainable work-life balance.

The tuition fee for your FIT College course depends on a range of factors, including:

- the course you choose
- whether you study full-time, part-time or online
- if you apply for course credits or recognition of prior learning and
- your eligibility for subsidised training, concessions, or fee exemptions

6.1 Course Fees

Payments, Fees, and other charges applicable for a student's qualifications must be paid on the due date. Qualifications and certificates will not be issued until the total course fees have been paid. For further information, please consult the FIT College Terms and Conditions in your registration documentation. You may also consult our Terms and Conditions by accessing the following link:

www.fitcollege.edu.au/Study/StudentHandbook

6.2 Additional Payments

Students must pay fees and other charges applicable for their qualification on the due dates.

For example, students may purchase any specific equipment (i.e. anthropometric kit), printed certificates, and statements of attainment.

7. Enrolment Information

7.1 Enrolment

Applicants who choose to study with FIT College are supported by a Careers Advisor who will assist applicants through registration and enrolment.

An enrolment form must be completed for all new FIT College enrolments, irrespective of the type of enrolment or qualification in which the student wishes to enrol. Students may be asked to provide additional evidence to support their enrolment, including academic transcripts, driver's licence, Blue card, etc. The evidence required is determined by the course and assessment pathway chosen by the student.

By completing the enrolment form and signing the FIT College Confirmation of Registration, students confirm that they have received, completed and discussed all relevant information at the time of enrolment.

Once all enrolment forms have been completed, students will be enrolled into their nominated qualification with all relevant information provided to the respective Campus and Educator. In addition, students will receive a welcome email providing usernames and passwords to access the student platform relating to their enrolled qualification.

Students are responsible for computer access, internet connection, stationery, notebook supplies, and recommended textbooks. Free Wi-Fi is available at selected campuses.

7.2 Enrolment Terms and Conditions

By signing the FIT College Confirmation of Registration, students (including parents/guardians of underage participants) accept the terms and conditions of enrolling and studying with FIT College.

7.3 Credit Transfer (CT) and Recognition of Prior Learning (RPL)

FIT College recognises Australian Qualifications Framework Qualifications and Statements of Attainment that other registered training organisations have issued. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. All students who hold a qualification or statement of attainment from another registered training organisation are to discuss the possibility of credit transfer during the enrolment interview with the Careers Advisor. Evidence of prior study must be submitted during the enrolment process, and the training provider must verify all submitted evidence before credit can be applied. Application for credit transfer will affect the final accessible topics given to the student; therefore, credit transfer applications need to be applied for and processed within the first month of enrolment to allow this process to be done before any assessment is completed. Students must provide a copy of the full qualification, unit listing, Statement of Attainment, or a unique student identifier transcript. These will be verified, and the units of competency already completed are equivalent to units in the training program.

Recognition of Prior Learning (RPL)—FIT College provides an RPL Kit and Application for the student to read and complete. Recognition of Prior Learning involves the assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the possibility of a credit. Students will be enrolled in an RPL Course requiring them to submit evidence to support their RPL. Students will have three months from enrolment to complete their RPL application submission. Students can apply for RPL before enrolment or after enrolment.

RPL fees as a standalone application are as follows:

- One qualification - \$995
- Two qualifications - \$1495
- RPL Fees after the student has enrolled in the full course are free.

7.4 Entry Requirements

Enrolment in any training program is subject to available positions and the student meeting the pre-requisite for enrolment if required. Some entry requirements may relate to:

School-based traineeships:

- The minimum age for trainees is 13 years of age under the Child Employment Act unless otherwise stated
- The completion and signing of a relevant workplace school-based traineeship training contract with an Employer and the Australian Apprentice Support Network (AASN)
- Previous work experience or completion of another qualification that is specified as a pre-requisite for the training program, e.g. Certificate IV in Fitness requires Certificate III in Fitness pre-requisite completion
- Access to a relevant workplace and job role where required competencies may be learned and practised, i.e. TAE40116 Certificate IV in Training and Assessment
- Show an appropriate level of language, literacy, and numeracy skills appropriate for successful completion of the training program and assessment requirements
- If enrolling in online learning, have access to a computer with suitable software and the capacity to access and download learning and assessment materials. The following basic specs are recommended
 - 250 GB hard drive or higher, 4 GB RAM or higher, 2.0 GHz Intel or AMD processor, Windows 10 or MAC OS 10.10 or later, Microsoft Edge, Firefox 48 or later, Safari 11 or later, Anti-virus program (updated regularly), Computer microphone and speakers, Web Camera

7.5 Cooling Off Period

FIT College has a 72-hour cooling-off period that begins once the Confirmation of Registration is received. Please refer to FIT College's Terms & Conditions document attached to your registration for further information on our cooling-off period. FIT College Terms & Conditions are on our website at [FIT College Fitness Education Courses Terms & Conditions](#).

7.6 Unique Student Identifier (USI)

All persons undertaking nationally recognised training in Australia require a Unique Student Identifier (USI). USIs allow students to link to a secure online record of all qualifications gained regardless of the provider. As a registered training organisation training and assessing Nationally Recognised Training, FIT College cannot issue Certificates of Qualification or Statements of Attainment where no USI is registered for the student.

As part of our enrolment process, students must provide their USI number. If students do not have a USI, they must visit the website <https://www.usi.gov.au/your-usi/create-usi> for more information and create a USI account.

7.7 Language Literacy and Numeracy (LLN)

Students may be required to undertake a Language, Literacy and Numeracy (LLN) Indicator Assessment as part of the enrolment process. This process identifies the student's current LLN skills and any areas of concern, comparing it to the Australian Qualifications Framework level requirements for the student's qualification. FIT College Educators will provide LLN support where required or refer students to an LLN specialist to assist with developing LLN skills to the requirements of the qualification.

If the student has completed previous study, the LLN may not be required based on achieving the required LLN through this prior study.

7.8 Materials/WHS Requirements

Textbooks are not included in enrolments. All learning materials are available via the student platform; some resources are downloadable. It is the student's responsibility to purchase any recommended study materials, including, but not limited to, stationery, notebooks, and textbooks.

Fitness Curriculum only - All students must present themselves with the student shirt on Campus, at the gym, and on excursions with FIT College. In addition, if a student is completing their course online, they MUST wear a student shirt when submitting videos for assessment. Video assessments will not be assessed if this condition is not complied with.

7.9 Change of Contact Details

The student must update their details within three (3) days of any changes to their details via the Student Platform by completing an LAR 'Change to my details'. FIT College will not accept responsibility for correspondence not reaching the recipient. Students can update their details directly on their account.

7.10 Study Mode

FIT College provides several options for mode of study as follows:

- Blended Face-to-Face Workshop Intensives
 - Full Time – classes are scheduled four days a week through the day
 - Part-Time – classes are scheduled two days a week in an evening or one day a week on a Friday
 - Some work will be completed during class time, but students will still be required to complete work in their own time and online through the platform as part of their study
- Flexible Online
 - Students chose to study online due to the flexibility provided and the ability to maintain contact with their trainer and assessor still and receive support

All students are enrolled in the FIT College Learning Platform, aXcelerate, for the course duration and can commence study once access to the Learning Platform is provided.

Students enrolled in FIT College's face-to-face (intensive) workshop deliveries who are unable to complete their course per the agreed delivery schedule, through no fault of FIT College, will be required to either:

- Enrol in the next intake if they wish to continue face-to-face (F2F)

- Change their study mode to online
- Switch to another reasonable campus location, or
- Switch from full-time study to part-time study or vice versa, as the case may be.

It's important to note that students will be notified by their designated Campus Coordinator when these changes occur, and the student must agree to an enrolment change. Regardless of the change in study mode or location, students remain liable for their obligations under the contract.

In cases where FIT College makes changes to the agreed schedule that impact a student's ability to complete the face-to-face workshops, FIT College may offer a prorated refund for the undelivered face-to-face component only. The student agrees to continue the course as an online student.

7.11 VISA Information and Requirements

The following information is to assist you in determining your VISA class eligibility to study with FIT College.

Australian permanent residents, which includes humanitarian entrants and temporary residents of Australia with visa and work permits on the pathway to permanent residency, may be entitled to subsidised training through funded programs under the Queensland VET Investment Program. To ensure your eligibility for training (including subsidised training) and make sure you understand and comply with your visa conditions, please visit the following websites for further information: Department of Home Affairs Website:

<https://immi.homeaffairs.gov.au/>

QLD's Department of Employment, Small Business and Training:

<https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>

To ensure study eligibility with FIT College, we will require evidence of your immigration status upon enrolment in accordance with applicable laws and regulations. These can be any of the following:

- Your permanent visa label on your passport and documents from the Department of Home Affairs showing approval of a permanent visa subclass
- Copies of your temporary residency visa and work permits, along with copies of correspondence to and from the Department of Home Affairs indicating progress toward permanent residency or
- Copy of your current Medicare card in colour (green Medicare card)

Note: FIT College is CRICOS accredited. Options for international students are available. Please check our international student's package on the FIT College website:

www.fitcollege.edu.au

7.12 Trainees

After the enrolment of a trainee (all trainees, not just school-based), the trainee coordinator sends a welcome email detailing the next steps in organising a startup meeting with the coordinator, trainee and employer. This is mandatory to create the training plan for the trainee and discuss the employer's requirements. Their traineeship requires co-developing the training plan with the RTO.

DESBT requires that the training plan be signed within three months of the commencement of the traineeship.

8. Course Information

After enrolment, students will receive a welcome email with usernames and passwords to access the student platform relating to their course. As course progress is competency-based, students will gradually receive topic access throughout their enrolment. Students are responsible for purchasing required personal stationery materials.

8.1 Course Duration

The length of the enrolled course is dependent upon several factors, including but not limited to:

- current skills and knowledge – recognition of prior learning application or application for credit transfer (where a student already holds a unit of competency from previous training)
- the number of units in the training program
- the level of the qualification being undertaken
- student's ability to commit to the training program
- student's ability to complete assessments and demonstrate competency to workplace standards.

If students are enrolled in a School-Based Traineeship program, their course duration is determined by the training contract with the Queensland Government Department of Education, Small Business and Training (DESBT). In addition, the Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels. It indicates the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at various levels. Students may access a copy of the AQF from the website:

<https://www.aqf.edu.au/>

The AQF expresses the time expected to complete a qualification equivalent to full-time years. This is known as 'Volume of Learning'.



8.2 Volume of Learning

The volume of learning statements contained in the Course Guides indicates the amount of time a student with no or limited prior knowledge would need to achieve a qualification as a full-time student. Due to the different class schedules, part-time students may require more time to complete a qualification. Students with previous knowledge and experience who have achieved RPL may require less time to complete the qualification. The learning volume considers all the activities a student would undertake during training and assessment, including supervised training, training room sessions, workplace training, online training, self-directed study, practice, and assessment. In addition, student Attendance is recorded and designed to track student attendance at campus sessions.

8.3 Training and Assessment Strategies (TAS)

FIT College has a Training and Assessment Strategy for each training program we deliver and assess, outlining our approach to conducting training and assessment. The FIT College Training and Assessment Strategy is subject to change and FIT College will notify students of any changes in writing. FIT College Educators are qualified and have extensive, relevant industry experience to train and assess our training programs and the Training and Assessment qualification required under the Standards for registered training organisations. FIT College's methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles, including Recognition of Prior

Learning (RPL) and Direct Credit Transfer. All training programs are assessed using competency-based training and assessment criteria established under the Australian Qualifications Framework.

8.4 Flexible Learning and Assessment

Our training and assessment strategies include practices that promote flexibility in learning and assessment to meet the needs of our students and their workplaces. This means we work with students to provide options responsive to their needs, maximise learning outcomes, and access to learning activities. Examples of flexible learning and assessment include:

- Flexibility for the student to study online at a time and day that suits employment or personal circumstances
- Attendance at a FIT College campus to complete tasks during the scheduled Support Sessions
- Submission of videos or third-party reports for practical delivery where circumstances are deemed appropriate
- Use of online resources where practical tasks may be difficult due to regional locations

Students should submit a Learner Action Request to request access to these flexible learning and assessment options. FIT College will then work with the student to provide available options. Each case will be assessed based on the request and the availability or access to resources and options by location while remaining compliant with the training requirements.

8.5 Reasonable Adjustment

Assessors will apply FIT College's Equity Policy when a student has a disability or learning difficulty. Reasonable adjustments are made to ensure the student is not presented with artificial barriers to demonstrating achievement in the training program. The student should submit a help request to their trainer and assessor requesting reasonable adjustments. Reasonable adjustments may include adaptive technology, educational support, time extensions, and alternative assessment methods such as oral assessment.

The trainer and assessor will consider the options available, ensure compliance with the training requirements is maintained, and provide options for reasonable adjustment for the student. Any reasonable adjustments will be documented in the student notes for future reference and compliance.

8.6 Attendance

Students must agree to attend scheduled classes except where there is a legitimate reason for non-attendance, which is acceptable to FIT College (for example, illness supported by a Doctor's Certificate). Online study must be adhered to per training plan timeframes and training plans provided by our Educators.

Failure to attend class:

- FIT College expects an 80% attendance to classes. Failure to meet this attendance may result in you being transferred to an online class. FIT College may transfer you to the online program at any point if you are not meeting the 80% attendance or fail to respond to communications about your attendance and
- You must provide a medical certificate to explain absences where you do not meet the required 80% attendance.

8.7 Course Progression

The LMS platform tracks the progress of tasks for completion of the qualification via the dashboard. Training plans from the education team are available to guide the timeline to complete all tasks between two given periods based on the students' preferred finish timeline.

Allowable time is detailed for each qualification and course in the enrolment information. The student is still required to complete each qualification or course within the allowable time, and any extra time can be achieved by applying and paying for an extension. The allowable time for subsequent qualification or course does not commence until the student begins the following qualification or course.

Face-to-face

- Students are expected to progress through their course by completing their learning and assessment tasks on time to the best of their abilities. In addition, to maintain class dynamics, all students must progress simultaneously as much as possible.
- Where a completed qualification is required to progress to the next qualification, e.g., Certificate III in Fitness is a pre-requisite to entering Certificate IV in Fitness, a one-week leeway is allowed to complete Certificate III assessments and enrolment into Certificate IV in Fitness. If, after this one week, Face to Face students have not completed all Certificate III in Fitness assessments and been marked competent, the student will be withdrawn from the Face to Face Certificate IV in Fitness and transferred to a past campus intake to complete Certificate III. Upon completion of the Certificate III in Fitness, the student is eligible to commence the Certificate IV in Fitness. This transfer is provided at no cost to the student as this compliance matter prevents FIT College from allowing the student to start Certificate IV in Fitness before they finish Certificate III.
- On completion of Certificate III in Fitness, the student may decide to commence the Certificate IV online or wait and commence the next Face to Face intake.
- Campus coordinators will provide this information to the face-to-face students during the classes and fully explain the timelines when required.

Online Students

- Students progress at their own pace based on the time available to commit to the course. Where disengagement or long-term inactivity is identified, students are contacted and offered support and an individual training plan to track progress in their training programs. It is the student's responsibility to respond to FIT College and revise their training plan. FIT College is not liable for students' failure to progress or complete their coursework.

School-Based Trainee Students

- Students must follow timelines established in their Training Plan with FIT College. If the student fails to make reasonable progress regarding the delivery of training components, FIT College will advise the Department of Employment, Small Business and Training (DESBT) and the employer.
- FIT College understands that there may be instances where a student needs help to progress through personal or individual circumstances that impact their ability to participate actively in their training program and complete the required assessment.
- Students who feel they cannot progress are encouraged to discuss this with their educator so that the individual support or training plan may be adjusted, and assistance can be provided where required.

9. Student Behaviour

9.1 Code of Conduct

As a responsible Vocational Education and Training industry member, FIT College follows a Code of Conduct outlining how students expect the organisation and our staff to behave. FIT College also has expectations for student behaviour as outlined in 'Student Conduct'.

9.2 Student Conduct

Students must agree to follow the rules and regulations of FIT College and the business or fitness facility standards. Suppose a student is deemed to have harmful and detrimental behaviour in or out of FIT College (whilst studying in FIT College class time or practical hours) and is expelled from the study. In that case, it will be at the discretion of FIT College management whether that student can join another course. The student will still be liable for all associated course costs in each case.

Just as FIT College is responsible for meeting the expectations of students, legislation, and regulations, students also have obligations they are expected to meet. It is expected that all students will actively participate in their learning, commit to their studies, complete the assessment within timeframes per the Confirmation of Registration to the best of their ability, behave in a manner that complies with work health and safety, be respectful to their Educators and the opportunity for other students to learn and achieve. As members of a training environment, it is expected that students:

- Treat others with respect and courtesy
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- Respect the opinions and views of others
- Avoid any conduct, including online or electronic, that might reasonably be perceived as sexual, racial, or gender-based harassment, bullying or otherwise intimidating
- Treat their personal property and the property of others with respect
- Do not steal physical or intellectual property that is not their own
- Attend classes, maintain consistent levels of study, and submit assessments on time
- Familiarise themselves with and abide by fit college's policies and procedures, publicly available on the fit college website
- Maintain high standards and a professional approach to their training program
- Comply with work health and safety legislation.

As individuals, students can expect:

- To be treated with courtesy and respect
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction
- To be able to freely communicate and voice alternative points of view in rational debate
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment, bullying or otherwise intimidation
- To rely on the protection of personal information
- To be able to access personal records, subject to the provisions of the Freedom of Information Act 1982
- To be provided with timely and accurate information as it pertains to qualifications, enrolment, and all administrative matters

- That assessment within qualifications will be equitably and appropriately implemented
- The facilities and equipment they use comply with work health and safety guidelines.

9.3 Campus Ethics and Behaviour

All students are expected to comply with the following rules of behaviour whilst enrolled and attending training on a FIT College Campus:

- Demonstrate mutual respect for staff and fellow students
- Silence all mobile and electronic devices during training and assessment times
- Do not eat or drink (excluding water) in training rooms
- Prepare for each class by undertaking the required reading and completing preparation work
- Attend all classes, workshops, and other contact sessions
- Arrive at classes at the scheduled time
- Work to the best of their ability
- Participate actively in learning activities
- Avoid all forms of academic misconduct
- Provide constructive feedback when evaluating training and members of the education team
- Refrain from activities that might negatively impact other members of the campus community in competing their study or activities by increased noise, disengaging with the activity or creating an environment where fellow students feel unsafe and uncomfortable
- Be aware of their responsibilities within their training program
- Any other classroom and assessment behaviour rules as determined by their educator and communicated in writing to the students, e.g., gym Floor behaviour for Fitness students.

9.4 Misconduct

FIT College views student misconduct very seriously and expects that all students will behave in an honest, respectful manner appropriate for a learning environment and in a way that will uphold the integrity of FIT College. Examples of student misconduct may include, but are not limited to:

- Academic misconduct, including plagiarism and cheating
- Harassment, bullying or discrimination
- Falsifying information
- Any behaviour that is against the law
- Any behaviour that endangers the health, safety and well-being of self and others
- Intentionally damaging equipment or materials belonging to fit college or other students or partner organisations such as i.e. A gym or fitness centre

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to;

- Formal reprimand (warning)
- Removal from the training room and campus
- Suspension from the training program
- Reimbursement by the student for the costs incurred for any damage caused
- Expulsion from the training program without refund or credit
- Referral of the matter to the police.

Students found guilty of misconduct have a right to appeal by following FIT College's Appeals Process published on its website, available for download: <https://www.fitcollege.edu.au/>

9.5 Dress Code & Hygiene

Students attending training sessions are expected to wear a neat, clean FIT College Student Shirt (Fitness Only) and enclosed footwear while on Campus. Online Fitness Students MUST wear a Student College shirt when recording video assessments. In addition, students may be required to wear specific items to ensure compliance with workplace health and safety legislation relating to their study area.

In our adult learning classroom, students are expected to maintain good personal hygiene. This includes regular bathing, clean clothing, oral care, and appropriate deodorant use. Hair should be neat, and hands washed frequently, especially when making contact with equipment, tools or coaching clients. This ensures a comfortable, respectful, and healthy environment for everyone.

9.6 Mobile Phones / Smart Watches

Classroom etiquette requires the utmost student focus and respect towards the Educators and fellow students.

To minimise distractions, mobile phones and smartwatches must be silenced and stored away during class. Personal use is only permitted during breaks. Devices may be used for learning activities when directed by the instructor. Repeated violations may result in restricted access to class, practical activities and face-to-face class enrolment. If expecting a call during class, they should inform the educator beforehand.

9.7 Work Health and Safety

Work health and safety legislation applies to everyone at FIT College. All staff, students and visitors are responsible for ensuring the workplace is safe and that their actions do not risk the health and safety of others.

Students must immediately report any incident or hazard to their Educator, Campus Coordinator or Education Manager.

Every effort is made to ensure the safety and security of all students, staff, and visitors whilst on FIT College's premises and business partners' businesses, i.e. gyms or fitness centres.

Students are required to follow the directions given by FIT College staff to ensure their safety and that of any other individual at our facilities. Information regarding emergency procedures will be provided throughout the orientation process.

FIT College does not accept responsibility for the loss of personal possessions. Therefore, students are urged to take suitable precautions to protect their personal belongings.

9.8 First Aid

If students require first aid while on a FIT College Campus, please ask any staff member for assistance. FIT College may need to obtain medical treatment for students if a Fit College staff member or a representative acting on behalf of FIT College deems it necessary. Neither FIT College nor its staff will be held responsible for any expense, loss, damage, or liability of whatsoever nature or howsoever occasioned due to authorising and arranging such emergency medical treatment.

9.9 Smoking, Drugs and Alcohol

FIT College is a smoke-free workplace. From 1 January 2015, smoking was banned at all Queensland educational institutions and for 5 metres beyond their boundaries. The law applies at all times, including during work hours, weekends, and term breaks. It includes using all smoking products,

including regular cigarettes and devices commonly known as electronic cigarettes. FIT College has a zero-tolerance to alcohol and drugs for all staff, students, and visitors on all premises, including car park areas and within the FIT College grounds. Any person under the influence of drugs or alcohol is not permitted on FIT College premises to use the facilities or equipment or participate in any activities. Any person found to be under the influence of drugs or alcohol will be subject to disciplinary action and may be referred to the police.

Students on prescription medication that might affect their participation must inform their trainer and assessor for necessary adjustments.

9.10 Food and Drink

FIT College provides access to facilities where students may store and prepare food. Students are not permitted to eat or drink except water in the classroom.

9.11 Indemnity

FIT College will not be held liable for any expenses, losses, damages, or liabilities resulting from any actions or behaviours of a student, except where such costs, losses, damages, or liabilities arise due to the negligence or misconduct of FIT College. This clause is intended to indemnify FIT College for any loss or damage caused by a student to another student, teacher, or third party without any fault on the part of FIT College. Students indemnify FIT College from all loss, damage, liability, and expenses incurred due to a student's failure to comply with this policy in all States and Territories.

10. Studying at FIT College

All students are enrolled on the FIT College LMS – aXcelerate. Whether you are studying blended Face-to-Face or Flexible Online, all learning and study materials, resources, workbooks, assessment tasks and forms are available through this platform.

10.1 Orientation/Induction

All new students receive a 'Welcome' phone call from an Education Team member. Students will be advised of and booked in for their face-to-face Orientation Day during this face-to-face call. Online students will be advised of and allowed to book a Virtual Induction online session. Further, an outline and overview of the course are conducted, recommendations are given on progressing with their studies successfully, and an outline is given on the various support options available for students.

Face-to-face, complete an orientation session on the first day of attendance or before commencement. Students must attend this session to receive an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available at FIT College.

Online Students can book and attend scheduled 'Virtual Induction' sessions online through the LMS.

All students are required to complete 'Startup Activities' as the first Topic in the student's Learning Plan. This includes checking and completing any additional enrolment information, LMS navigation and support instructions (Including video instructions), and the LLN Assessment.

Note: School-based trainees must attend both the signup interview and on-site orientation.

10.2 Training Plans

As part of the Educational process, the trainer and assessor assigned to the student will work with the student to develop a personalised Training Plan (SBT) or Individual Training Plan for students who experience challenges with their workload or have requested an extension to their enrolments to get back on track and complete their qualification. The Individual Training Plan is developed and provided to students as a guide of predicted study progress to assist with keeping the student on track to completion within a reasonable timeframe.

10.3 School-Based Trainee Training Plan

The SBT training plan is developed in consultation between the student, employer, and RTO, outlining the training to be provided by FIT College and the employer and the qualification that will be issued upon completion. It confirms that the selection of units of competency aligns with packaging rules for that qualification, considering any requirements for pre-and/or co-requisite units of competency and any entry requirements. All parties (SBT, employer, and FIT College) must sign the training plan to validate it once they agree to the terms and conditions. Each party will receive a signed copy of the training plan once agreed to. The training plan forms part of the requirements for the traineeship under the training contract. For more information about training plans, please visit the Queensland Department of Employment, Small Business and Training website:

<https://training.qld.gov.au/apprenticeshipsinfo/information-resources/information-sheets/atis-040>

10.4 Access and Equity

FIT College works to meet the community's needs and the needs of individuals and groups who might otherwise be disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. FIT College does not allow for discrimination based on factors including, but not limited to:

- Sex
- Age
- Status
- Sexual orientation
- Race
- Ethnicity
- Parental status
- Religious background

FIT College ensures that all students have the right resources to complete training program requirements successfully. This includes flexible delivery, assessment arrangements and language, literacy, and numeracy support where necessary.

All staff at FIT College are responsible for upholding our commitment to Access and Equity Principles.

10.5 Inclusive Practice

FIT College applies inclusive practice strategies and is committed to ensuring that all students gain the most from their training program. FIT College's inclusive practice strategies ensure that students are actively engaged in their learning and can access materials, resources, and support to succeed in their training program. FIT College is aware that students will learn differently, have different levels of core skills, and require different learning support from their trainer and employer where applicable. Therefore, Educators encourage and assist students in taking a proactive approach to their learning and being responsible for their learning outcomes.

10.6 Discrimination and Harassment

At FIT College, we are committed to providing access to learning aids and an equitable approach to dealing with all students. We recognise the rights of all students and staff to work and study in an environment free from discrimination and harassment based on gender, age, sexual preference, impairment, religion, race, colour, national or ethnic origin, or language.

Discrimination or harassment is unacceptable and goes against our core values. We expect all members to respect cultural differences and provide an environment free from discrimination and harassment.

Humour that is discriminatory or harassing in nature, including but not limited to jokes or comments that demean or belittle individuals based on their race, sex, religion, disability, or other protected characteristics, will be considered harassment.

We treat all discrimination and harassment claims seriously. FIT College will investigate every submitted claim within 30 days, maintaining confidentiality to protect all involved.

10.7 Other Support Services and Facilities

FIT College is concerned for the welfare of its students at all times. If students are experiencing difficulties and require counselling or personal support, there are several professional organisations equipped to offer services to help, such as:

- Lifeline: 13 11 14
- Headspace: 1800 650 890
- Kids Help Line: 1800 55 1800
- Beyond Blue: 1300 22 4636
- Salvation Army: 13 SALVOS (13 72 58)
- DVCONNECT Sexual Assault Line 1800 010 120
- DVCONNECT Domestic Violence Line 1800 811 811

Furthermore, FIT College is committed to supporting student's progress throughout their training program by providing or referring a range of support services and facilities inclusive of:

- Learning support sessions on-campus or virtual
- Entrepreneurial program
- Internet Access
- Student Insurance – Fitness Curriculum
- Appropriate facilities and amenities

11. Assessment

11.1 Assessment Submission

All Face-to-Face and Online students must submit all completed assessments and quiz answers via Electronic upload to the student platform.

Note: FIT College takes no responsibility for loss of assessment during electronic transmission.

FIT College's commitment to quality is adamant, and we want our students to build a passion for quality, which is evident in their assessment submissions. Students will receive complete and detailed instructions on the requirements of each assessment task, including its context and purpose; students are to ensure that they talk to their educator to clarify anything unclear.

Students must save a copy of all assessments submitted online through the learning platform for their records. Should the assessment fail to be received by FIT College, the student will be asked to resubmit. Students unsure about the presentation and preparation of assessments, including Word process assessments, should discuss this with the educator.

11.2 Assessment Feedback

Assessments are required to be marked within seven days of submission. The assessment results will be shown on the dashboard of the learning platform. To achieve 'Satisfactory', students must complete all assessment task requirements to the expected standard. For knowledge-based assessment, this means that all questions are to be answered correctly. Students may be observed by their assessor or required to submit a video, third-party report, or project for practical assessments. The assessor will provide students with relevant feedback regarding the outcome of their 'Not

Satisfactory' assessment submissions. In all cases, the assessor will determine the assessment outcome and provide constructive feedback on student performance.

11.3 Resubmissions

If students receive feedback that their assessment submission is 'Not Satisfactory', they must provide additional evidence to support their claim for competency. This may mean they must re-do some knowledge questions, add information or evidence to a portfolio, or demonstrate a practical task again. FIT College does not charge a fee for resubmission of assessment.

Students will have five (5) attempts to submit assessment tasks.

For knowledge assessments, students will have five (5) immediate attempts (for the same question).

After five (5) attempts, if the student is still marked 'Not Satisfactory', the Education Team will contact the student to assist with the following:

- content review
- arranging a virtual support session
- arranging a Campus support session

Where the student has applied for Recognition of Prior Learning (RPL), and the evidence does not meet the rules of evidence required, students may be required to resubmit further evidence or undertake Gap Training for the unit/s to demonstrate competency for each required unit of competency of the qualification. Units that require Gap Training will be charged a training fee based on a pro-rata amount of the number of units against the cost for the whole qualification.

11.4 Plagiarism

Plagiarism includes taking someone else's work or ideas and passing them off as your own and paraphrasing someone else's work too closely, even if credit is given. It is a form of cheating and is taken very seriously at FIT College. Plagiarism may lead to the student being withdrawn from their training program. All work that students submit must be their own. FIT College will not tolerate plagiarism or cheating. If you are suspected of plagiarism or cheating, the educator will investigate to establish evidence to support the suspicion. If the evidence supports the suspicion, the student can counter the allegations against them before the disciplinary procedure commences. If the claim is upheld in FIT College's final judgment and where both students have identical work, both will have to repeat the assessment from scratch. To assist students in understanding, the following are some examples of plagiarism:

- Copying text sections and not referencing or acknowledging where the information originated.
- Mashing together multiple 'copy and paste' sections without referencing or acknowledging their origins.
- Presenting work that was done as part of a group as theirs alone.
- Using information (for example, pictures, text, designs, plans, diagrams etc.) and not citing the original artist(s)/author(s).

11.5 Student Use of AI Systems

Using AI systems to generate, complete, or significantly contribute to student work is plagiarism. "Significantly contribute" in the context of using AI for submitted educational tasks refers to the extent to which AI-generated content or assistance forms a significant part of the work submitted. This could include relying heavily on AI to generate ideas, write substantial portions of the text, solve problems, or conduct research rather than the student's effort and understanding. If AI involvement overshadows

the student's input, it is considered a significant contribution and may raise concerns about academic integrity.

Students can use AI to assist them in their research and writing, but not as a replacement for their critical thinking and analysis. Ensure that the final product is your work and not just copied from an AI generator. You can use the generated text as a prompt for inspiration or guidance, but the final submitted assessment must be your work, creation, and analysis.

12. Student Services

12.1 Student Support

Students wishing to communicate with Student Services can use the following methods:

- Email anytime – info@fitcollege.edu.au
- Phone during business hours (8 am-5 pm AEST) – 1300 887 017
- Help Request anytime – via logging into the learner platform and clicking on the question mark in the bottom right-hand corner of the screen.

12.2 Course Payment Information

Per your FIT College Registration Agreement, you are liable for all monies due per the agreed course price. Payment options include one of the following (which you will confirm with your Careers Advisor). If students are under 18, their parent/guardian will confirm they accept financial liability on your behalf.

12.3 Government Funding

FIT College receives government funding and support for students through several government programs. Entry into a course conducted by FIT College through these programs requires specific criteria. You must supply particular documentation to your Careers Advisor when applying for funding. For further information on government funding, please visit the FIT College website at www.fitcollege.edu.au.

12.4 Credit Transfer

QLD Funding - Any student who has been granted a Credit Transfer towards unit(s) of competency for prior learning will not be charged for the unit(s) under the Skills Assure Supplier (SAS) requirements.

12.5 Payment in Full

You may nominate to pay the entire amount upfront. You may pay via cash, credit card, or electronic funds transfer (Bank).

12.6 Payment Plan

This requires students to pay a deposit upfront via cash, credit card, or electronic funds transfer. Students must nominate a credit card or bank account to pay the direct debit. If they are under 18, they cannot be financially accountable and must have their parent/legal guardian as the appointed biller. The biller is appointed during the registration process. However, suppose students are 18 or older, and the nominated credit card or bank account is not in their name. In that case, the account holder must confirm their agreement to allow payments as the biller to be made on the learner's behalf by signing the Registration Agreement.

12.7 FFA PaySmart

FIT College use the direct debit company FFA PaySmart. All PaySmart payment plans are interest-free. Payments can be debited weekly, fortnightly, or monthly through an account set up with your bank account or credit card. Please refer to your Terms & Conditions, attached Product Disclosure Statement (PDS), and PaySmart DDR Service Agreement in your Registration Agreement for information on fees & charges debited by PaySmart. Students who choose a payment plan must have sufficient funds in their nominated account. If your direct debit date is on a public holiday, your payment will be debited on the business day beforehand. Under specific provisions of the 'Privacy Act 1988', FIT College may provide your information to a credit reporting agency if you default on overdue payments. Please refer

to the Learner Action Requests section to request any changes to your direct debit account with PaySmart.

12.8 International Student Course Payment

Please review your International Student Guide for course payment information for international students.

12.9 Failure to make payment

If fees are not paid according to the agreed terms and conditions of the agreement, FIT College may find it necessary to suspend access to the training until payment is received. Failure of the student or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collection agency. Any fees associated with this will be added to the total outstanding amount for recovery. If you are experiencing financial difficulty, please contact FIT College as early as possible to discuss options.

12.10 Default Payments

If a student defaults on their payment plan, default notifications will be sent as follows:

- Default 1 – automated text, call from student services
- Default 2 – automated text, call from student services, email from Student Services
- Default 3 – automated text, first Letter of Demand for Outstanding Money, call from student services. If the default is not rectified within 14 days of the first Letter of Demand, access to the learning platform will be removed.

If you receive any of these notifications, contact Student Services and rectify the payments to continue having full access to your learning platform. Failure to meet your payment commitments may result in the account being sent to Debt Collection.

12.11 Learner Action Requests (LAR)

LARs allow the student to make a request regarding their enrolment, situation or experience at FIT College. Please ensure you are familiar with the Terms & Conditions and know the change requests possible for your Enrolment and Payment Plan. FIT College require an Action Request Submission to open and address your request. The types of LARS available include:

- Change To My Details
- Upload Files
- Change My Payment Plan Details
- Change Study Mode
- Extend Allowable Time
- Other Enrolment Inquiries
- Suspend My Payments
- Submit Complaint
- Submit Positive Feedback or Testimonial

From the dashboard of your Learning Platform, select 'Student Resources', scroll down to 'Useful Links' and click on 'Learner Action Request'. Enter the email you want the request to be sent to, and in the new browser page select the type of LAR and enter the details.

12.12 Refund Policy

FIT College has published the refund policy on its website, available for download: [FIT College Refund Policy](#)

12.13 Change Study Mode

FIT College understands that students' circumstances may change and aims to accommodate those changes to assist students in completing their studies successfully. However, the fees below are applicable due to the administration required for such changes.

Current Study Mode	Change to Study Mode	Administration Fee
Face-to-Face Full-Time	Face-to-Face Part-Time	\$125.00 per qualification
Face-to-Face Part-Time	Face-to-Face Full-Time	\$125.00 per qualification
Face-to-Face current location	Face-to-Face ^{new} location	\$125.00 per qualification
Face-to-face study intake date	Different Face-to-Face study intake date	\$125.00 per qualification If you are on a direct debit plan, please be aware you must continue your scheduled payments.
Face-to-Face Study	Online study	\$125.00 per qualification Please be aware there is no reduction in course fee.
Online study	Face-to-Face Study	An upgrade fee is applicable. Please call Head Office to be directed to your Careers Advisor.

Note: The administration fee is waived for a student's first request to change their study mode only. However, this excludes all online to face-to-face studies, which incur an upgrade fee.

12.14 Extending Allowable Time

You can request an extension if you need more time to complete the course. All extensions must be submitted through the Student Platform by a LAR and payment made; requests made via phone will not be considered. Extensions must be applied for within 30 calendar days following the expiration date. They are effective from your enrolment expiration date. Please apply within this timeframe to avoid withdrawal from your studies, requiring re-enrolment. Please get in touch with your educator if you need assistance with a training plan to finish your studies.

Extension Timeframe	Extension Fee
1 Month	\$150
3 Months	\$300
6 Months	\$500

12.15 Withdrawal from Study

If you need to withdraw from your studies, please submit an LAR and your reasons through your learning portal under "[Other Enrolment Enquiries](#)". Withdrawing means you have no further learning obligations to FIT College, and your account will be removed from the system. Please note withdrawal does not affect your financial obligations under your Registration Agreement, and you will still be liable for the total contract amount of your enrolment should you withdraw.

12.16 Cancellation of Registration Agreement

Your Registration Agreement that you received and signed as part of your initial enrolment is legally binding. If you have paid in full, please refer to our refund clause in your terms and conditions. If you are on a payment plan, remember that this is a legal commitment to pay the total course cost. The refund clause applies to paid-in-full payments and payment plans as we consider the overall contract value. Please be aware this request is for those undergoing severe extenuating circumstances such as a permanent injury/medical condition and terminal illness identified after registration or, in some cases, death. A request for a refund for one of the above reasons also requires submitting (as much as possible) detailed supporting documentation to assist with your case, e.g., a medical certificate issued by a medical professional. If approved, a refund on a paid-in-full registration would mean returning some of the money paid upfront. A refund for a payment plan may mean reducing contract value by removing a qualification and the related value to reduce the total amount owing.

12.17 Financial Hardship

To assess your eligibility for the Financial Hardship Program and identify a suitable solution, you must submit a Learner Action Request (LAR) via the Student Platform outlining your current situation and financial circumstances. In some cases, where financial hardship is expected to last more than four (4) weeks, we may also require supporting documentation such as a redundancy letter from the employer, bank statements, and payslips. If your application is approved, the available payment options include but are not limited to:

- Suspended payments for a short time
- Reduced payment amounts
- Deferred enrolment to start later to allow you to gain different employment or income

Student debtors are legally responsible for paying the debts they legitimately owe. Where they owe the debt in question, student debtors should:

- Not engage in any actions aimed at evading the obligation to repay debts they have incurred
- Promptly contact FIT College and debt collectors when they are experiencing financial difficulties and attempt to negotiate a variation in payments or other arrangement
- Be candid and provide regular updates about their financial position, including their other debts, especially when there are significant changes

Students who meet specific income criteria are encouraged to consider the No Interest Loan Scheme (NILS), which provides low-income individuals and families access to safe, fair, and affordable credit. For more information about NILS, visit [NILS Information](#) or visit Money Smart <https://moneysmart.gov.au/loans/no-interest-loans>.

The ACCC also recommends that student debtors experiencing financial difficulties seek the assistance of a financial counsellor, solicitor, or another qualified adviser who can help them with debt negotiation.

Students may submit a LAR requesting up to four weeks of payment suspension while they gather evidence of financial hardship and exhaust all reasonable options, including NILS, to pay down the debt. After the suspension period, students are expected to resume payments as per the agreed-upon payment plan unless a further extension of no more than four weeks has been granted. Require Further Assistance? You may also wish to seek advice from a community financial counsellor. You can talk to a financial counsellor from anywhere in Australia by calling 1800 007 007 (Monday to Friday, 9.30 am—4.30 pm) or visiting The National Debt Helpline at www.ndh.org.au.

By submitting a LAR for financial hardship, the student agrees to do all things necessary to prove financial hardship, including providing Centrelink records, bank statements, and a statement of financial position to FIT College's satisfaction, as per the criteria outlined in the FIT College Financial Hardship Policy. If FIT College is not satisfied, the student agrees that FIT College can commence proceedings requiring the student to produce a statement of financial position.

12.18 Medical Hardship

Suppose you have a permanent disability, terminal illness, or other medical condition preventing study. In that case, we will require supporting documentation, such as a medical certificate from a relevant medical professional, such as a specialist, as they have a deeper understanding of your specific condition and can provide satisfactory evidence compared to a General Practitioner, specifying the nature of your illness and how it affects your ability to continue the course. If you are unsure about what type of medical professional you should obtain evidence from, please get in touch with FIT College's head office administration team. We aim to understand the fundamental aspects of your illness, including its symptoms, severity, and any other relevant information related to your medical condition.

Please ensure the medical certificate is obtained through a face-to-face consultation with a relevant registered health practitioner. Please note that certificates from online certificate services will not be accepted. A registered medical practitioner should sign the medical certificate and include their provider number and contact details. The certificate should also contain the following information:

- A detailed medical diagnosis includes a comprehensive description of the illness or condition, its symptoms, and its impact on the student's daily life, the date of diagnosis, and the name, qualifications, and contact details of the health professional who made the diagnosis.
- Information on the Learner's current, past, and planned or future treatment, including details of any waiting lists for treatment and any specific care requirements, such as nursing home level or palliative care.
- Details regarding the onset of symptoms, current symptoms despite treatment, and the severity, frequency, and duration of these symptoms. The evidence must detail how each condition and its treatment affect the Learner's day-to-day functions, including their capacity to work, study, and meet their obligations under this Contract.
- An assessment of how long each condition will impact the Learner's ability to function, whether it is expected to improve, remain the same, or worsen, and any potential significant effects on life expectancy.
- A list of recommended reasonable adjustments, provided by the student's treating health professional, to mitigate the impact of the disability on the Learner's Training Product, explaining how each adjustment would aid the Learner.

If a certificate does not meet these specified requirements, the student can provide a new certificate that meets the requirements. If the student cannot provide a satisfactory certificate, their application will be rejected.

We request this information to make a fair determination on your eligibility for a refund, as FIT College can make reasonable adjustments for students who may be experiencing physical limitations, as the practical aspects of your course are not solely assessed based on your ability to demonstrate the exercises physically. Instead, the focus is on your ability to instruct others effectively. Once we have received your medical documentation, our team will review your request thoroughly and assess your eligibility for a refund based on our policies and procedures.

12.19 Complaints and Feedback

FIT College is committed to providing quality training and assessment per the Standards for Registered Training Organisations (SRTOs 2015 v2). The FIT College complaints policy allows learners to register complaints or provide feedback. It ensures all complaints are acknowledged and managed promptly, impartially, sensitively, and confidentially. All parties involved are kept informed of the resulting actions and outcomes. Learners can access the FIT College Complaints Policy on our website, FIT College Policy and Procedure, and are encouraged to lodge complaints or feedback with a FIT College staff member that they feel comfortable with or by submitting a complaint through a Learner Action Request on the Learner Management System. All FIT College staff are to follow the FIT College Complaints Policy for managing and reporting complaints and the Child Safe Environments Policy for complaints raised by children or young persons.

12.20 Appeals

Students can appeal if they disagree with a decision made by FIT College. Appeals must be lodged within 14 calendar days of the decision via the LAR submission. FIT College Appeals Procedure can be found on our website, www.fitcollege.edu.au. Students must follow these procedures to appeal.

12.21 Student Feedback

FIT College is dedicated to constantly reviewing its practices to ensure that the best practices and highest quality training and assessment services are delivered to all students. This approach to continuous improvement requires students to provide feedback regarding their experiences while enrolled in their training program.

FIT College welcomes and appreciates all feedback from students, employers, and staff and uses it to improve the delivery of our training programs.

12.22 Access to Student Records – Privacy Policy

FIT College only collects personal information to perform its core business activities and functions and meet legal obligations. Personal data must be collected lawfully and fairly and not unreasonably intrusively. It must be kept accurately, stored securely, and destroyed when no longer needed. In addition, This information might be shared with relevant Government Departments to record training outcomes as per the Standards for Registered Training Organisations.

Students may request details of personal information that we hold following the provisions of the Privacy Act 1988. Requests should be made in writing, and evidence of your identity will be required before records can be supplied.

13. Issue of Qualification/Statement of Attainment

FIT College must issue the relevant certifications and academic transcripts within 30 days, per the Australian Qualifications Framework, for students who competently complete an entire qualification or individual units of competency.

If a student withdraws from a course or has their enrolment cancelled, FIT College will issue a Statement of Attainment for all units assessed as competent.

A Statement of Attainment will also be issued for units of competency that do not lead to a full qualification but are still recognised as completed nationally recognised units of competency.

All certificates issued by FIT College meet the Australian Qualifications Framework, National Vocational Education requirements, and the Australian Skills Quality Authority (ASQA).

All Certificates or Statement of Attainment will be issued electronically. For a hard copy of the Certificate or Statement of Attainment, students can contact Student Services via email at info@fitcollege.edu.au and pay a fee of \$50 for a fraud-proof hard copy. Your copy will be posted within five (5) business days of your received request.

Per the requirements of the Vocational Education and Training Regulator, all students will be sent a short survey titled 'Quality Indicator Survey' upon completing each qualification. This survey should take less than 5 minutes and can be completed online by clicking on the link in the email. The results from this survey provide FIT College with information and feedback used as part of our compliance audit and annual checks.

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