1. **MARKETING** ........................................................................................................... 3
2. **PROVISION OF INFORMATION** ........................................................................ 3
3. **ENROLMENT** ......................................................................................................... 4
4. **ACCESS AND EQUITY** .......................................................................................... 5
5. **LANGUAGE, LITERACY AND NUMERACY (LL&N)** ........................................... 6
6. **RECOGNITION OF PRIOR LEARNING (RPL)** .................................................. 7
7. **MUTUAL RECOGNITION / CREDIT TRANSFER** ................................................ 8
8. **PAYMENT OF FEES & OTHER FINANCIAL TRANSACTIONS** ............................. 8
9. **WORKPLACE HEALTH AND SAFETY** ................................................................. 11
10. **STUDENT SUPPORT SERVICES** ........................................................................ 11
11. **COUNSELLING AND DISCIPLINE** ..................................................................... 12
12. **GRIEVANCES / APPEALS** .................................................................................. 13
13. **WORKPLACE BULLYING AND HARRASSMENT** ............................................. 13
14. **ATTENDANCE** ..................................................................................................... 14

Student attendance for the face to face course must be at least 85% (and ideally 100%) in order to meet the minimum requirements of the course. Not meeting this standard will jeopardise the student’s chances of meeting the practical and learning 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). .................................................................................................................. 14

All lectures are contained in the online learning management system and students are required to watch all lectures that were missed during class in order to keep up with the progress. .................................................................................................................. 14

15. **ANTI-DISCRIMINATION** .................................................................................... 14
16. **PRIVACY POLICY** ............................................................................................. 14
17. **VERSION CONTROL** .......................................................................................... 15

**Warning** – Uncontrolled when printed! The current version of this document is kept on the Fitness Institute website under RTO Information.

Authorised by: RTO Managing Director
Maintained by: Validation Coordinator
Review Date: 07/07/2016
Original Issue: 20/01/10
Current Version: 3.2
Page 1 of 15
Fitness Institute is committed to issuing qualifications and statements of attainment that are within its scope of registration. It will do this in a timely manner in accordance with RTO Standards for 2015. Certificates will be issued within 30 days of the requirements being met for the qualification. Withdrawals – Upon completion of the withdrawal process the Statement of Attainment will be issued within a timely manner. PDF Certificates are saved in Bluegem (Learning portal) and also the students file (including scanned copies where possible) with the specific revision and print numbers for Quality Control which are also saved in the BlueGem portal. In accordance with Schedule 5 of the RTO Standards for 2015, Fitness Institute also emboss all certificates with the Seal of Fitness Institute – RTO 32019 in order to protect the integrity of our issued qualifications.
1. MARKETING

Fitness Institute PTY LTD is committed to ensuring that its marketing and advertising of the services it provides complies with the RTO Standards for 2015.

- It uses the NRT logo only for qualifications within scope under Schedule 4 of the RTO Standards for 2015.
- Fitness Institute RTO number is listed on advertising material.
- When using references or endorsements about its products and services, it ensures it has appropriate permissions.
- All marketing materials are approved by an authorised member of the RTO and are subject to review as part of Fitness Institutes’ Continuous Improvement Plan
- The RTO identifies training and assessment services leading to AQF qualifications and/or statements of attainment separately from other training services they might provide.

2. PROVISION OF INFORMATION

Fitness Institute supplies accurate, relevant and up-to-date information to prospective students and contractors prior to completing written agreements.

Fitness Institute reviews all information regularly, through its Continuous Improvement Plan, to ensure accuracy and relevance.

Prior to enrolment, Fitness Institute supplies students with information about:

- Student selection processes
- Course information including vocational outcomes
- Fees and charges
- Clear guidance and clear communication of the Payment, Refund and completion Policy.
- Provision for forms of assistance where appropriate
- Opportunities for RPL/ credit transfers
3. ENROLMENT

The following process applies to enrolment and selection.

- (07) 4771 2791
- www.fitnessinstitute.com.au
- www.facebook.com/fitnessinstitute.com.au
- careers@fitnessinstitute.com.au
- Level 3, 31 Leichhardt Street Townsville, Qld, 4810

Step 1. Contact Fitness Institute

- Fitness Institute will advise on the enrolment process, including LLN
- Information pack is sent
- First Phone call
- Email contact

Step 2. Contact Point

- Complete the On-line Enrolment Form or hard copy Enrolment Form and send it to Fitness Institute. This process includes obtaining
- Unique Student Identifier (USI)
- Fitness Institute will allocate a Training Coordinator to you

Step 3. Enrol

- Four main steps to enroll
  1. USI verified and recorded
  2. Insurance – Fitness Australia
  3. Enrolment form (BlueGem LMS)
  4. Paysmart

- Fitness Institute will negotiate with you a training plan and schedule that reflects course requirements and your personal circumstances
- This will become an on-going process based on individual progression
- Email support is offered throughout the course to increase the completion rate
- Duration of the course 3/6/12 months however students can work at their own pace.
Compliance Management

<table>
<thead>
<tr>
<th>Number</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3</td>
<td>Provision of Information</td>
</tr>
<tr>
<td></td>
<td>Fitness Institute</td>
</tr>
</tbody>
</table>

**Handbook**

- Fitness Institute will confirm a time/place for your orientation to the course (face-to-face only).
- External/on-line students will confirm mentor/supervisor availability.
- You participate in orientation and together with Fitness Institute and your mentor your goals are identified and mapped against the course and other activities.

**Step 5  Orientation & Attendance**

- You start your training program.
- Your Training Plan is constantly reviewed in response to your learning and circumstances.
- Students are sent monthly emails to ensure they are on track.
- Calls are made to students if they are falling behind.

**Step 6  Start Learning**

**Step 7  Course Attendance**

**4. ACCESS AND EQUITY**

At all levels of operation, Fitness Institute is committed to the principles of access and equity. Equity is about justice and fair dealing, not necessarily about treating all people the same way. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. Fitness Institute Trainers and Assessors will ensure that all course participants have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course – meeting all four learning styles.
- An accessible venue.
- All have access to the online learning portal. They can catch up if they miss a lecture or want to repeat to get a deeper understanding.
- We cater for Auditory, Visual, Kinaesthetic, and tactile learning styles are catered for within the course.

**Disability Support**

In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, Fitness Institute is...
### Compliance Management

<table>
<thead>
<tr>
<th>Number</th>
<th>Area</th>
<th>Handbooks</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3</td>
<td>Provision of Information</td>
<td>Fitness Institute</td>
</tr>
</tbody>
</table>

Committed to ensuring that 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 that Aboriginal and Torres Straight Islanders are also given sufficient support to meet their learning needs.

### 5. LANGUAGE, LITERACY AND NUMERACY (LL&N)

The induction process will include a Language, Literacy and Numeracy (LLN) indicator. This is optional and opportunity is given on the enrolment form for students to choose to complete this or not.

However, it is recommended students complete this because the process assists trainers to better meet the individual needs of each student.

The enrolment form also offers an opportunity for students to identify any other particular needs they might have. Please discuss any concerns with your trainer.

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

Regular monthly check-ins with students from staff members will prevent learners from falling behind.

We remind students that if they require extra support, all face to face students must attend at least 85% of all classes out of respect to the instructors as there is considerable effort involved in helping with catch up for students who miss class. Students who miss class must also make use of the online resources that are made available to all students to assist with different learning styles.

During 2016, the LMS material was updated to a more user friendly table compatible SCORM learning packages to further assist our students.
6. RECOGNITION OF PRIOR LEARNING (RPL)

What is RPL?

Recognition of prior learning (RPL) takes into account previous studies you may have completed as well as life and work experiences. If these experiences are relevant, you may be granted exemptions for parts of your course. This allows for fairer access to studies by ensuring you are not required to duplicate learning you have already achieved. 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.

If you believe you are eligible for RPL then fill in the Application for RPL Form available from your Trainer, and return it to:

Fitness Institute
Level 3, 31 Leichhardt Street
TOWNSVILLE QLD 4810

Or email to info@fitnessinstitute.com.au

Note: All 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 receipt of the application form, the RTO will provide the resources required to collect evidence of current skills and experience.

2. Learner collect this evidence and return it to the RTO.

3. The assessor evaluates the evidence and notifies learner if there are any further pieces of evidence required. The evaluation is assessed against the tasks identified in the module elements, performance criteria and assessment requirements. The learner must demonstrate that they can perform these to an acceptable level.
4. The assessor negotiates an interview time with the student, during which the evidence will be discussed as it relates specifically to the Competency Standards for which the learner is seeking RPL.

5. At this point an assessor may also recommend that the learner completes one or more units of competence in order to satisfy requirements.

6. The assessor conducts the assessment of all the evidence.

7. The assessor deems you competent or otherwise depending on the outcome of the assessment.

8. The RTO issues the appropriate statement of attainment or qualification.

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

7. MUTUAL RECOGNITION / CREDIT TRANSFER

A key principle of the Australian Quality Training Framework is mutual recognition, which means that all states, territories and registered training organizations will recognize qualifications and statements of attainment issued by other registered training organizations across Australia.

So, if you have qualifications or statements of attainment gained from other training programs that you think might be relevant, please discuss this with the course organizer or trainer. You may be eligible for a credit transfer.

8. PAYMENT OF FEES & OTHER FINANCIAL TRANSACTIONS

FEES
Fitness Institute has a range of payment options. Information about these will be provided during the enrolment process, and at that time you are required to indicate your nominated payment option. We invite you to contact us directly to discuss any financial hardship or request for delayed/alternate payment options.
For further information call Fitness Institute on (07) 4771 2791.

REFUND POLICY
Compliance Management

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

We will allow a refund or cease of payments only in the instance that we (as Fitness Institute Pty Ltd) cannot or have not provided a service as stated in our terms and conditions.

Examples of this could be:

- Online Learning Management System (LMS) down for a long period of Time (Eg. weeks at a time) without tutors providing alternative means to reading, lecture and assessment materials.
- Lecturers for the Face to Face course not turning up to instruct classes during the allotted times (eg. 5:30 – 9:30pm Mondays and Wednesdays, Saturdays 10am – 5pm).

We do not issue refunds if students choose not to complete the work, not attend class or find themselves too busy to do the course.

If you are financially unable to continue payments, please let us know and we can adjust your payments and where possible, we will do this happily and without service charge. In severe medical cases, a request can be made to Fitness Institute to hold or reduce payments or workout a reasonable extension duration.

You cannot cancel your contract if you do not make use of the opportunity to come to class to learn and participate in the practicals or make use of the Learning Management System as a backup opportunity.

Our cooling off period after the contract has been agreed to (electronically or signed) is 48 hours.

Students that take over the listed amount of time will have to pay an additional $500 for a 3 month extension fee to cover the costs involved with marking assessments and administration.
Participants in Fitness Institute training programs can ask for a refund in the event of the following:

- Services are not provided or alternate training options are not available.
- The financial failure of Fitness Institute
- The fair and reasonable non-attendance of student e.g. severe sickness or disability, family emergency. Such matters will be decided on a case-by-case basis by the RTO Manager and normally a transfer to other training methods will be negotiated. Generally we aim to offer an extension rather than a refund offered.
- Fitness Institute will negotiate a fair and reasonable level of refund in the event of other circumstances e.g. lack of satisfaction with services offered, or where disciplinary issues have led to a student being asked to withdraw from a program.
- Refunds may take two to three weeks to process
- Application for Refund Forms are available from the RTO on request.

WITHDRAWAL POLICY
Should a student wish to withdraw from a course the following will be required:

- Submit a completed and signed Withdrawal Form.
- Fitness Institute will contact you upon receipt of the withdrawal form to assess and discuss any outstanding issues e.g. return of course materials, completed units, outstanding fees, etc.
- Statement of Attainment will be issued if applicable.

FINANCIAL GOVERNANCE
Fitness Institute accepts its responsibility to ensure all matters related to finances are managed with the utmost integrity. This includes:

- Student Fees are deposited to a separate account, and released in line with student progression through their course of study. This ensures that Fitness Institute is able to meet any requirement to refund fees. This is part of an alternate means of fee protection as per Schedule 6 of the RTO Standards for 2015.
- Two separate accounts are run – The savings account holds at least reserves to cover the repayments to Certificate 3 Guarantee students and students who wish to pay in full for their course rather than use the preferred payment plans.
- Fitness Institute will at all times possess a suitable amount of Public Liability Insurance, and any other insurance as deemed relevant for the nature of its operations.
- Fitness Institute will ensure that all financial transactions are subject to audit by a qualified Accountant at least annually.

Warning – Uncontrolled when printed! The current version of this document is kept on the Fitness Institute website under RTO Information.
Compliance Management

- Fitness Institute will continue to seek quotes from ACPET or equivalent organisations annually to look at the financial viability of Tuition Assurance Schemes.

9. WORKPLACE HEALTH AND SAFETY

Fitness Institute is committed to establishing, maintaining and enforcing a safe system that focuses on:

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

If, at any time during your training, you identify hazards in the workplace please notify your trainer immediately. Incident Report Forms and Hazard Report Forms are available from the RTO on request.

Trainers also use Checklists to ensure that all training venues are safe and suitable for its intended purpose.

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. This includes adequate and appropriate support services in terms of academic mentoring and coaching services. These services are also available to external and on-line students.

Fitness Institute is also aware of their obligations towards students with a recognizable disability as defined under the Disability Discrimination Act 1992. They will work with such students to customize their services, including making reasonable adjustment to the provision of assessment services in order to facilitate their successful participation in education, training and employment opportunities.
11. COUNSELLING AND DISCIPLINE

In striving to have 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 that inappropriate behaviour that may impair the learning processes or the well-being of individuals is appropriately managed.

Fitness Institute students have a right to:

- Be treated fairly and with respect
- Pursue their learning activities in a supportive and stimulating environment
- Learn in an environment free of discrimination and harassment
- Be assured of 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 the due date or seek approval to extend the due date
- Return company equipment and materials on time
- Observe normal safety practices

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 then the student will be issued a first written warning.
- If this is still not successful then the student will be issued with a final written warning.
- If these repeated attempts to manage unsatisfactory student behaviour fail then the student’s enrolment will be terminated.
12. GRIEVANCES / 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. If 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 Grievance Policy, which is available on request.

If attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission Queensland on their statewide number 1300 130 670 or via TTY on 1300 130 670.

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 the repeated, less favourable treatment of a person by another that may be considered unreasonable and inappropriate workplace practice.

For example:

- Physical
- Verbal
- Non-verbal.

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

If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission Queensland on their statewide number 1300 130 670 or via TTY on 1300 130 670.
Compliance Management

<table>
<thead>
<tr>
<th>Number</th>
<th>Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.3</td>
<td>Provision of Information</td>
</tr>
<tr>
<td></td>
<td>Fitness Institute</td>
</tr>
<tr>
<td></td>
<td>Handbook</td>
</tr>
</tbody>
</table>

14. ATTENDANCE

Student attendance for the face to face course must be at least 85% (and ideally 100%) in order to meet the minimum requirements of the course. Not meeting this standard will jeopardise the student’s chances of meeting the practical and learning 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 students are required to watch all lectures that were missed during class in order to keep up with the progress.

15. 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, harassment and bullying.

- **Discrimination** may be defined as unfair or prejudicial treatment of individuals or groups of individuals based on personal attributes, characteristics, idiosyncrasies or associations.
- **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.

Students with complaints concerning Discrimination should refer to the steps outlined in the Grievance Policy.

If these attempts to settle the grievance are unsuccessful then the student can refer the matter to the Anti-Discrimination Commission Queensland on their statewide number 1300 130 670 or via TTY on 1300 130 670

16. PRIVACY POLICY

As a registered training organisation, Fitness Institute is obliged to maintain effective administrative and records management systems. This involves the retention of student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered.
Compliance Management

Number Area
3.3 Provision of Information
Fitness Institute

Students must have access to their own training records at all times.

Should it be deemed necessary, 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 listed on our website at the following location:


If you have concerns about personal information held by Fitness Institute, you should contact the RTO Manager on (07) 4771 2791 or in writing to Manager, Fitness Institute, Level 4 31 Leichhardt Street, Townsville, Qld, 4810, marked Private & Confidential,

If you still feel that your concerns have not been resolved, your complaint can be referred directly to the Commonwealth Privacy Commissioner, GPO Box 5218, Sydney NSW 2001, or via phone: 1300 363 992 or TTY 1800 620 241 or via email: privacy@privacy.gov.au.

17. VERSION CONTROL

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

At least once a year a complete review of all documents will occur with the date of review added to the Policy Index Checklist.

Staff members are aware of the archive folder – each time a version is created the old version is moved to archive. This ensures that the most recent version is always in distribution.

18. VALIDATION STRATEGY

Fitness Institute has a systematic way of ensuring that assessments undertaken are fair and reasonable and consistent with industry best practice. Forms detailing their processes are available on request.
Compliance Management

Number Area
3.3 Provision of Information

Fitness Institute

Our Validation plan ensures that our courses are up to the highest standard and our students can perform all tasks with the greatest level of skill.

1) We send questionnaires to employers of past students to ensure that the caliber of training we provide is leading to highly trained knowledgeable students.

Once a year in September the validation team will sit and review the course content.

1) Alternative years will be dedicated to each course SIS30313 and SIS40210 (and the soon to be released SIS30315 and SIS40215 course).
2) Experts from outside the company will advise on course content to maintain high standards while internal employees will ensure that the content meets the requirements of the governing bodies.
3) For new courses – New content is thoroughly researched. Content is collated. As a team the content is shredded to ensure that we are concise but thorough in our approach. Experts will be involved in every step of the approach.
4) For the online videos – The lecture is recorded, reviewed by the team to ensure that the content is complete. Once happy that the requirements are met – we upload the video to our training platform.
5) Final validation completed by Chris Gribble and Scott Meechan who is independent from the delivery and assessment of the training products being validated.
   a.  http://www.chrisgribble.com/about/
6) This validation plan will be updated whenever new courses / products are added and will be done in accordance with Schedule 2 of the RTO Standards for 2015.

Sampling process

Time period Used – 12 months

Student’s names are pulled from the system that have completed the course within the previous 12 months.

Students names are listed in alphabetical order.

Every third person is chosen for the sample.

Warning – Uncontrolled when printed! The current version of this document is kept on the Fitness Institute website under RTO Information.
19. RISK MANAGEMENT

Risk management is the systematic, positive identification of threats to resources and the development of appropriate strategies which minimize risk.

Fitness Institute has a systematic way of minimizing all risks associated with the delivery and assessment of qualifications within its scope. The Risk Management Action Plan and Incident Investigation Procedure are available on request.

20. ISSUING QUALIFICATIONS

Fitness Institute is committed to issuing qualifications and statements of attainment that are within its scope of registration. It will do this in a timely manner in accordance with RTO Standards for 2015.

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

Withdrawals – Upon completion of the withdrawal process the Statement of Attainment will be issued within a timely manner.

PDF Certificates are saved in Bluegem (Learning portal) and also the students file (including scanned copies where possible) with the specific revision and print numbers for Quality Control which are also saved in the BlueGem portal.

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