

Fitlink Australia Policies

The Most Common Questions Asked by Students

I think I have already completed some work which I may be able to get credit for how do I find this out?

You can ask any staff member and they will look at what you have. If it appears to be appropriate you can apply for RPL.

How do I apply for Recognition of Prior Learning or Recognition of Current Competency?

Fitlink Australia prides itself on a high standard of student competency. Our RPL process is reflective of our student benchmarking and expectations to ensure all fitness professionals training with Fitlink meet the industry expectation and the professional outcomes anticipated of Fitlink students. The RPL process should be highly regarded the same as our fitness training outcomes are for all students we issue a Fitlink Qualification.

To assist you with your application we have put together a RPL Kit that outlines what you will need to do to ensure your application is reflective of your competency to work at the level you are applying for in the Fitness Industry.

What should I do if my circumstances change and I need to withdraw from my course or change my course dates?

You will need to place your request in writing, explaining your reason for cancellation or transfer. Please consult our staff and they will be able to assist you with the process. The request and circumstances will be reviewed and the final decision will be at the discretion of the Director of *Fitlink Australia*.

Our 'Refund Policy' is clearly outlined in your 'Student Policy and Procedures Booklet' and outlines the penalty rates depending on whether the enrolment is cancelled before or after a course starts.

What should I do if I have a complaint or a situation that needs to be addressed?

Sometimes a situation may arise which is beyond your control. The problem may arise for example between:

- Students and lecturers,
- Students and students,
- Students and administration
- Students and establish organizational systems

If you are experiencing difficulty in the interaction with fellow students, Fitlink staff or your teacher please adhere to the following steps:

1. Approach the teacher asking to speak in private as soon as possible and without disrupting the learning environment.
2. Outline your concern, clearly stating the difficulty you are experiencing and how you see a constructive solution to the problem.
3. The teacher may be able to respond directly to your concern and negotiate a solution with you immediately. The teacher may however, require 24 hours to follow through on the concern to determine the most appropriate solution.
4. You may also be asked to identify your concern in writing, clearly outline your complaint and the steps taken to date.
5. Contact Fitlink administration to make an appointment with the Manager and / or Director. During the appointment outline your concern verbally and present the document prepared in step 4. The Manager / Director will require 7 days in which to investigate and communicate with the teacher staff or students involved to identify the difficulty and seek a solution.
6. The Director / Manager, may choose to call a minuted meeting with the lecturer, student, self and any other interested parties (e.g. parents) in order to find, and later, action a resolve.
7. If unsuccessful, The Student may request the assistance of an independent mediator at the students own expense in attempt to reach an equitable and reasonable solution.
8. Fitlink will provide the appellant with a written statement of the appeal outcome.

What should I do if I wish to appeal an assessment outcome?

Appeals may arise when Students have a concern with the assessment process or they feel their results should be better. If you do have a concern regarding an assessment outcome, please feel free to approach staff. Assessment appeals may take about 2 weeks to be processed and students will be notified directly of the outcome.

To lodge an assessment appeal please follow these steps:

1. Request that your assessment be reviewed by the teacher to identify any unusual or incorrect marking, or to identify where you did not perform well.
2. Make an appointment to sit down with your teacher and review the assessment to identify the difficulties.
3. The teacher will liaise with the director / manager to seek a solution.
4. The Director / Manager, may choose to call a minuted meeting with the lecturer, student, self and any other interested parties (e.g. parents) in order to find, and later, action a resolve.
5. If unsuccessful, The Student may request the assistance of an independent mediator at the students own expense in attempt to reach an equitable and reasonable solution.
6. Fitlink will provide the appellant with a written statement of the appeal outcome.

What do I do if I am not happy with the outcome?

You can contact Fitlink's Quality Manager and organise an interview time. At this interview your application will be reviewed and any further supporting information can be provided. You will be able to discuss your options with the Quality Manager to establish the best way to ensure a fair outcome.

Remember a Fitlink Australia qualification is highly regarded in the industry and we make every attempt to ensure all our students meet this benchmark to be of the highest quality in their chosen profession.

What do I do if I find I am having difficulty understanding the course content or assessment work required?

Fitlink embraces the fact that students will learn and understand things in many different ways. If you are finding it hard to understand the content you are covering or being able to complete an assessment item. Please approach your teacher for guidance as we may be able to offer you extra support in a variety of ways so your experience at Fitlink is rewarding and you are able to achieve your fitness goals.