

fitlink

Fitlink Policies And Procedures

Student Handbook



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POLICIES AND PROCEDURES

In order to run a professional business and minimise any possible confusion for all parties, *Fitlink Australia* has put in place the following policies and procedures. It is the responsibility of every student to read these *before* enrolling in a course or courses at Fitlink, and to sign an acceptance of these prior to course commencement.

Fees quoted for *Fitlink Australia* courses upon inquiry, are valid for a period of 14 days, and may be reviewed thereafter. *Fitlink Australia* reserves the right to review and alter prices without prior notice.

All courses are to be completed within one year for each individual certification level from the date of receipt. However, two years is allowed for students completing a combined certification. If you require additional time to complete your chosen course you can apply for an 'extension to course time' for course completion.

CUSTOMER PAYMENT TERMS

Customer payment terms include the option of paying up front or paying over a period of 12 months using our interest free payment plan.

Administration Fee

- A non refundable administration fee of \$500 is required for enrolment into any career strand. This administration fee may be paid as a deposit or be included in your payment plan.

Course Fees

- Can be paid up front
- Can be on a payment plan
- Students who choose the fortnightly payment plan are responsible to have sufficient cleared funds in their nominated account. Fitlink may under certain provisions of the "Privacy Act 1988" give information about you to a credit reporting agency.
- Students on an agreed payment plan who require alterations to the original payment arrangements must do so in writing. All payment alteration incur a \$25.00 service fee.

Extension to Course Time Fee

- If you find for some reason you require longer than the nominated year to complete the course, you can apply for a 3 month extension for an administration fee of \$400.
- Applications to extend the time on a course completion cannot exceed 6 months (2 extension applications).

Deferment

The student may apply for deferment in writing; deferment applications will incur a \$100 administration fee. Recommencement into another course will be accepted upon confirmation of new enrolment application within one year.

Additional Fees

- If extenuating circumstances prevent you from completing your course in the desired time and you are not eligible for an extension, you can apply to re-sit a course or subject. The administration fee will be calculated at 50% of current course or subject fee.
- Students are given the opportunity to sit their assessments a total of 3 times. On the rare occasion that a student finds they are unable to meet assessment competency they may need to re-sit the entire subject. This will incur an administration fee of 50% of the subject.
- Students who are enrolled into a course and do not show up without notifying Fitlink prior to the commencement date will be charged a re-enrolment administration fee of 25% of the current course or subject fee.

CONFIRMATION OF ENROLMENT

Applications by the student will be confirmed upon payment of the course fee or deposit and payment plan documentation and signed Fitlink Contract and Performance Agreement. All successful applicants will receive a Fitlink Confirmation of Enrolment letter.

Fitlink reserves the right to with hold a statement of attainment or certificate until all course fees are paid in full.

REFUND, COURSE TRANSFER AND CANCELLATION POLICY

A full refund, less the \$500.00 administration fee, will be given to a student who withdraws their enrolment in writing within 7 days of the date of the Fitlink Confirmation of Enrolment letter. No refunds will be given after 7 days of the date of the Fitlink Confirmation of Enrolment letter.

The student will be liable for all agreed payments due, in the circumstances where a student has entered into a payment plan, for the payment of course fees.

In cases where students are suffering from a medical condition and are able to provide adequate supporting documentation of such will be required to place their request in writing. Upon application the student's enrolment may be suspended for a period no greater than 6 months. No refund of course fees will apply and the student will be liable for all payments due under a agreed payment plan (if applicable).

Fitlink reserves the right to vary fees, curriculum and dates without notice and liability.

Re-Sit Policy

- Students have the option to re-sit a subject within 6 months from the completion date at no further charge.
- Students who wish to re-sit a subject more than 6 months and up to 2 years after the completion date can do so for 50% of current course or subject fee.
- Students who wish to re-sit a subject more than 2 years after the completion date will not be eligible for a concession rate.

ACCESS AND EQUITY POLICY

Policy Statement

The purpose of this policy is to facilitate equitable access to all programs for clients irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. This includes support within reason and which is practical for students with a literacy and/or numeracy impairment through:

- Assistance or modification of training programs such as a slower pace in teaching, extra tutorial sessions, a learning buddy, or a peer note taker.
- Assistance or modification of assessment activities such as extended assessment time, verbal assessments, extra tutorials prior to assessment, extra opportunities for practice and the opportunity to re-sit assessments.

Fitlink Australia incorporates the principles of equity into all programs.

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training and/or assessment program.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Implementation of this Policy

Fitlink Australia will use the following strategies to implement this policy:

- Students will be asked to self identify:
 - If they have a literacy or numeracy impairment
 - If English is a second language spoken at home
 - The assistance or modification they may need to complete the training program they have registered for
 - The assistance or modification they may need to complete the training program they have registered for

- *Fitlink Australia* staff will be required to:
 - Make contact with clients who have self identified that they have a special need and discuss special arrangements and requirements
 - Maintain confidentiality regarding the students special need and requirements
 - Use appropriate language
 - Modify activities to support the learning process of the student within the training and fully accommodate student needs
 - Modify assessments to accommodate student needs and requirements

LEARNING SUPPORT NOTIFICATION FORM

Note: *any information provided to Fitlink Australia will be kept in the strictest confidence and discussed with the student to achieve optimum learning and assessment outcomes within the course structure and guidelines.*

Is English the main language spoken at home?

YES

NO

Language spoken: _____

1. Do you have a literacy and/or numeracy impairment? If yes, please provide details of the impairment below:

2. Do you require any assistance to complete this training program? If so, please provide details below (e.g. the requirement of reading assistance, a study or learning buddy, extra tutorials or increased practical applications):

3. Do you require any assistance or modification to assessment activities for this training program? If so, please provide details such as extra tutorials, extended assessment time, reading assistance or oral assessment in replacement of written assessments:

PRIVACY POLICY

Fitlink Australia abides by the privacy principles of the relevant and current Government Acts that regulate the collection, use and storage of Personal Information by private sector organisations. This policy outlines how personal information of individuals is managed by *Fitlink Australia*.

In these guidelines, Personal Information includes:

- name
- address
- telephone/fax number
- email address
- postal address
- other information that may identify an individual e.g. a photograph
- other information about an individual whose identity can be ascertained from that information

Fitlink Australia abides by the following National Privacy Principles in the manner that they collect, use and store Personal Information:

- | | |
|-----------------------|----------------------------|
| 1. Collection | 6. Access and correction |
| 2. Use and disclosure | 7. Identifiers |
| 3. Data quality | 8. Anonymity |
| 4. Data security | 9. Trans-border data flows |
| 5. Openness | 10. Sensitive information |

Collection of Information

Fitlink Australia does not seek to collect Personal Information unless that information is necessary for one or more of its functions or activities;

1. As far as is reasonable and practicable to do so, *Fitlink Australia* will seek to collect Personal Information about an individual from that individual;
2. *Fitlink Australia* will collect Personal Information only by lawful and fair means and not in unreasonably intrusive ways;
3. Where *Fitlink Australia* collects Personal Information from an individual, *Fitlink Australia* will take reasonable steps to ensure that the individual is aware of:
 - a. the identity of *Fitlink Australia* and how to contact us;
 - b. the fact that the individual is able to gain access to the information;
 - c. the purposes for which the information is collected;
 - d. the organisations or types of organisations to which *Fitlink Australia* usually discloses information of that kind;
 - e. any laws that require the particular information to be collected;
 - f. the main consequences (if any) for the individual if all or part of the information is not provided.

Use and Disclosure

Fitlink Australia may use or disclose Personal Information when:

- The intended use is related to the primary purpose of collection
- The use or disclosure of the information is for a secondary purpose such as external auditing
- The individual has consented to the use or disclosure
- The information is not sensitive information and is used for the secondary purpose of direct marketing

Data Quality

Fitlink Australia will take steps to ensure that the Personal Information that it collects uses or discloses is accurate, complete and up-to-date.

Data Security

Fitlink Australia will take reasonable steps to protect the Personal Information it holds from misuse and loss and from unauthorised access, modification or disclosure.

Accessing Information

Where *Fitlink Australia* holds Personal Information about an individual, it will provide the individual with access to that information on request by the individual or when *Fitlink Australia* receives a written authorisation from the individual allowing another person access to their Personal Information.

Anonymity

Whenever it is lawful and practicable, individuals dealing with *Fitlink Australia* will have the option of not identifying themselves. Any individual who proposes to transact with *Fitlink Australia* should expect that *Fitlink Australia* is likely to require full and complete disclosure of name, contact telephone numbers, a postal address and an email address.

Transborder Data Flows

Fitlink Australia will transfer Personal Information to someone who is in a foreign country only when requested and with written permission by the individual.

Sensitive Information

Fitlink Australia will collect sensitive information about an individual only where the individual has consented or where the collection is required by law.

Employee Records

Employee records include records relating to the engagement, training, disciplining, resignation, termination, terms of conditions of contract details, performance or conduct, remuneration, union membership, health information and financial affairs. *Fitlink Australia* will use employee records for employment related purposes only and will not divulge employee personal information without permission of the employee or for commercial purposes.

GROUP BEHAVIOUR

Fitlink Australia endeavours to provide a learning environment that is supportive of group and individual learning. Clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. This requires support from all students and presenters. It is therefore expected that students will:

- Respect the rights of other students attending the course
- Be respectful of *Fitlink Australia* staff and representatives
- Refrain from behaviour that is disruptive, offensive or may undermine group dynamics
- Sign and agree to the behaviour expectations outlined on the 'Student Behaviour Agreement'

Disciplinary Action

Any breaches of behaviour or where individual behaviour impacts on group learning and / or harmony, the course presenter has the right to follow the following steps:

1. **Give a verbal warning** - Speak to the student, identifying the issues that are of concern.
2. **The Presenter will inform the Education Manager** – Management will be informed of all behaviour and this will be recorded on the student file.
3. If the behaviour continues - **The student concerned may be asked to leave the course** (Under these circumstances the student will not be eligible for a refund).

Student Behaviour Agreement

Fitlink Australia endeavours to provide a learning environment that is supportive of group and individual learning. Students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment. This requires support from all students and it is therefore expected that students will:

- Respect the rights of other students attending the course.
- Be respectful of *Fitlink Australia* staff and representatives.
- Comply with *Fitlink Australia* policies, as discrimination, bullying behaviour or harassment of any form will not be tolerated.
- Follow guidance in relation to safety instructions and report any safety non compliance to staff as workplace health and safety is a priority for staff and students.
- Refrain from behaviour that is disruptive, childish, offensive or which may undermine group dynamics.

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- Be punctual to class and to attend at least 85% of every subject.
 - Maintain academic achievement in every subject to meet the *Fitlink Australia* academic benchmark. Students who fail will be required to attend a compulsory tutorial to assist in making reasonable progress to meet academic expectations.
 - Be honest in providing *Fitlink Australia* with information regarding any medical conditions and learning needs that may impact on the student meeting *Fitlink Australia's* academic benchmarks.
 - Notify *Fitlink* administration when they are ill or going to be absent from class.
 - Include an average of between 8 to 10 hours per week in their own time as all courses are designed to include work outside of the class time allocated.
 - Represent *Fitlink Australia* with professionalism and integrity when attending courses on and off campus especially when utilising another facility or on work experience.
 - Follow directions in relation to smoking as smoking is not permitted inside the *Fitlink* premises, and to comply with legislation, students are not to smoke in front of the building.
 - Not partake in the consumption of alcohol or drugs before (4 hours prior to attending a class) or during a course and alcohol is not to be brought to or consumed on the campus. Any student found to be under the influence of alcohol or drugs will not be permitted to attend class or use any fitness equipment.
 - Not wilfully damage or steal any item, private, public or belonging to *Fitlink Australia*, as this is considered to be a serious offence and not reflective of *Fitlink* values.

STUDENT COMPLAINTS AND APPEALS POLICY

Fitlink Australia is strongly committed to providing a safe and enjoyable education environment. The following policy provides guidelines to ensure students have a procedure to lodge any complaint they may have.

Application of Policy

This policy applies to the behaviour occurring during courses or activities of *Fitlink Australia* which negatively affects the experience of the student.

- Complaints (in regards to our systems or presenters) may arise, for example, between:
 - Students and lecturers
 - Students and students
 - Students and administration
 - Students and established organizational systems
- Appeals (in regards to academic outcomes) may arise when:
 - Students have a concern with the assessment process

As *Fitlink Australia* wishes to provide a positive learning environment and experience for students and staff, it will be appreciated if any student concerns are raised so they can be rectified and prevented from happening again.

Student/Lecturer or Student/Student Complaints

If you are experiencing difficulty in the interaction with 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 complaint clearly stating the difficulty you are experiencing and how you see a constructive solution to the problem.
3. The teacher will respond by asking you questions to ensure that the complaint is clearly understood.
4. The teacher may be able to respond directly to your complaint and negotiate a solution with you immediately. The teacher may however, require 24 hours to reflect on the complaint in order to determine the most appropriate solution. If at this point a suitable solution has not been agreed upon proceed to step 5.
5. In writing, clearly outline your complaint and the steps taken to date.
6. Contact Fitlink administration to make an appointment with the manager and / or director. During the appointment outline your complaint verbally and present the document prepared in step 5. The manager / director will require 7 days in which to investigate and communicate with the teacher in order to identify the difficulty and seek a solution. If at this point a suitable solution has not been agreed upon proceed to step 7.
7. 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.
8. If unsuccessful, the student may request the assistance of an independent mediator at the student's own expense in attempt to reach an equitable and reasonable solution.
9. Fitlink will provide the appellant with a written statement of the appeal outcome.

Assessment Appeals

Please note that assessment appeals must be taken within two weeks of you receiving your results.

If you are concerned that you did not perform as well as you anticipated or that you are in doubt of the assessment marking procedure please take the following 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. This can be achieved via the telephone or proceed to step 2.
2. Make an appointment to sit down with your teacher and review the assessment to identify the difficulties. At this stage a learning difficulty may be identified that was previously undetected. In this case a verbal

assessment may be arranged. If at this point a suitable solution has not been agreed upon proceed to step 3.

3. The teacher will liaise with the director / manager to seek a solution. This will require up to 7 days. If at this point a suitable solution has not been agreed upon proceed to step 4.
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 student's 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.

Administration or Financial Complaint

If you experience an administration or financial complaint please take the following steps:

1. Write a letter clearly outlining your complaint and address it to the Director c/- Fitlink Australia Pty Ltd, P.O. Box 9078 Gold Coast Mail Centre Qld. 9726. Post it or present it in person at Fitlink administration. Allow up to 1 week for a written statement of the appeal outcome. If at this point a suitable solution has not been agreed upon proceed to step 2.
2. If unsuccessful, the student may request the assistance of an independent mediator at the student's own expense in attempt to reach an equitable and reasonable solution.

POLICY FOR THE RECOGNITION OF CREDENTIALS

Policy Statement

Fitlink Australia recognises that at times an applicant may be able to identify they are competent in a number of subjects for courses they wish to complete. Therefore *Fitlink Australia* recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

Credit Transfer

Fitlink Australia may provide credit transfer for any formal learning that a client has undertaken.

Recognition of Prior Learning/Recognition of Current Competence

Recognition of prior learning/current competence assessment is available to all clients. This is an option available to all students who have acquired knowledge or undertaken previous relevant learning which can be recognised against the course(s) you have inquired about or enrolled for.

Fitlink will recognise the AQF qualifications and Statements of Attainment issued by other RTO's. Clients wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks.

Fitlink Australia will provide an RPL pack to guide students through this process. Students will be charged an administration fee for subject(s) they are granted RPL for instead of full tuition and resource fees.

CODE OF PRACTICE

Marketing

Fitlink will market all products with integrity, accuracy and professionalism.

Student Recruitment

Fitlink will recruit students in an ethical, responsible and equitable manner. The courses have been designed and targeted for all members of the community who are interested in pursuing a career in the health and fitness industry. In addition, the courses are accessible for anyone who has an interest in health and fitness. The other conditions of student recruitment are specific to the selected course (as indicated in previous sections).

Course Information

Students will be provided with information relative to their curriculum, student services, grievance procedures, attendance, personal grooming and assessment requirements.

ASSESSMENT POLICY AND PROCEDURES

Every subject that is completed at Fitlink will require the student to undergo a number of assessment tools, both written and practical. The assessment tools are designed to confirm that the student is able to competently conduct all elements and performance criteria as indicated in the curriculum. Assessment tools are contained within each assessment workbook provided for each subject.

Students are encouraged to always keep in mind that the assessment reflects specific requirements of the career they have selected. By achieving competency in each of the assessment pieces, students are ready and eligible to perform those elements in the workplace.

Students are required to ensure:

1. A **copy** of their work is prepared before submitting it so if requested a second copy could be submitted (this is a requirement).
2. All written assessment must be submitted as a **typed** document and attached to the assessment workbook.

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3. All assessment tools from an entire subject are to be handed in at the same time; individual tools will not be accepted for marking.
 4. All practical assessment must be viewed and signed off by:
 - a. A Fitlink Facilitator in class time,
 - b. A Fitlink Facilitator during a designated Testing day,
 - c. A Fitlink Assessor via a video, or
 - d. Selected qualified instructors within the industry.

If a student does not understand what is expected in each of the assessment tools they are to contact their teacher or tutor immediately.

Assessment Submission

Completed assessment is to be submitted by post to Fitlink Australia P.O. Box 970 Gold Coast Mail Centre QLD 9726. Complete a receipt of assessment submission, retaining the original copy for your own records.

Assessment Marking Procedure

Fitlink will aim at having all assessment marked within 3 weeks of receipt. Assessment will either be marked as 'competent' or 'not yet competent'.

Students will be notified in writing of their results by email and they are also able to collect a formal letter outlining results on request.

If a student is 'not yet competent' for any assessment tool, they will be required to either, re-sit selected components or all components of the assessment tool. Students are given the opportunity to sit their assessments a total of 3 times.

It is the student's responsibility to have their assessment workbook signed off in class by the assessor for practical assessment.

Requirements to Achieve Competence

In order for students to be deemed 'competent' they must achieve competence in all assessment tools. After achieving competency in all assessment tools the student will be issued with a 'Statement of Attainment' for the competencies outlined within their appropriate course.

Sanctions

Fitlink recognises that it must and will abide by this code of practice to maintain RTO approval as a Government recognised training provider.

STUDENT SERVICES

College Computer Use

Fitlink provides students with access to computers on campus. Computer use is available for study purposes only, as there are only a limited number of computers available at one time. Respect at all times, others who may be working on the computers by keeping noise to a minimum.

The computers have internet access also available to students for the purpose of their study. Please ensure you only connect to reputable sites to reduce the impact of inappropriate spam and potential virus infection of the college network. If in doubt, do not use a site. Inappropriate use may result in internet access being denied to students.

To protect your own privacy and the work you complete only save your work to a USB and not the desktop or drives of the campus computers. Fitlink takes plagiarism seriously and by leaving your work available for access by the student body, this may leave you and your work open to potential harm.

Photocopying & Printing Services

Fitlink provides students with a photocopy and printing service for a minimum fee.

Printing and Photocopy Charge rates as of 1st January 2008

Black and white: 10 cents per page

Colour: \$1.00 per page

Due to the set up of the campus facility the service is supported by a set procedure. This procedure has been put in place to protect the privacy and confidentiality of students and staff at Fitlink. Therefore please adhere to the following steps when you wish to have any printing or photocopying task completed:

- All students are to keep a copy of their own work, including group work. Fitlink can provide face to face students with a USB memory stick for use while enrolled.
- The USB will be signed for and is the responsibility of the student whilst on loan.
- Students will have a key ring with their student number attached to the USB to identify the student allocation and assist in the printing process.
- On your USB please set up a 'Please Print' folder. Any print jobs you have are to go to this folder. You will be charged for any jobs in this folder, therefore remember to remove old jobs and keep only the current print jobs you have.
- All print jobs must be CLEARLY identifiable. Please place your name in the header and include page numbers (also refer to the Fitlink Student

Assessment Guide) on every print job otherwise we are unable to complete the printing task.

- Administration will maintain a print log recording your print jobs and the cost. You will sign this log when you collect your print job and USB. The amount on the log is what you will be asked to pay.
- Any printing or photocopying jobs requested before 12.00 noon will be available by 4.00pm the same day.

Kitchen Facilities

Kitchen facilities are available for student use. The kitchen contains a fridge, microwave, stove, oven, urn, crockery & cutlery. Students are expected to clean up after themselves as they would in any working environment. Therefore do not leave food or dirty dishes lying around. Please stack the dishwasher and clean up any spills as you go. The kitchen is used by both staff and students and an appropriate degree of hygiene and cleanliness is expected so as to maintain a healthy environment.

Student Induction

At the beginning of each course, information relating to the course outcomes, assessment methods, pathways, vocational outcomes, course content, information on RPL and where to get support for language, literacy and numeracy needs is given to students. Courses are delivered using appropriate teaching strategies and using progressive adult education principles.

Student Support and Counselling

Students are offered support in language and literacy (by referral) when appropriate. Fitlink Australia provides advice on training and assessment pathways and if these are beyond the resources of the college, students will be referred to other agencies.

Student Tutorials

Fitlink provides support for all students with the availability of tutorial sessions. Tutorial sessions are at set times each week but you will need to check with your teacher as to what time is available and to book a session. Students who have been identified and qualify for added assistance will complete a 'Learning Support Notification Form' which will provide them with additional support and tutorials.

Tutorials are an additional service offered by Fitlink and it is essential that students book in advance to use the service.

Face-2-Face Tutorials held at Fitlink Bundall Campus

	<u>Day</u>	<u>Time</u>
Certificate III	Friday	1-2pm
Certificate IV	Friday	2-3pm
Diploma	Friday	3-4pm

- *Tutorials are to be booked in through reception or teacher for times allocated above. Questions / areas of focus need to be identified 24 hours prior when booking in.*
- *There is availability of conference calling for on-line and correspondence students.*

1 on 1 Tutorials (1 Hour)

	<u>Day</u>	<u>Time</u>	<u>Cost</u>
Certificate III	M,W,F	3-4pm	\$50
Certificate IV	M,W,F	3-4pm	\$50
Diploma	M,W,F	3-4pm	\$50

Phone Support

Education staff are available, from 3pm onwards to answer questions. When all students are given an on-line password, they should be referred to the use of the forums and FAQs.

On-Line Tutorials

Students are to use the discussion board and forums as the first point of call to look at FAQ lists and make reference of questions previously asked. Students are to e-mail the question/s to education@fitlink.com.au for a 24-48 hour response.

Marking

Three weeks should be allowed for marking to be completed after a student hands in a piece of assessment. Marking to be done urgently will attract a fee of \$40 (up to two assessments). Timeline: 48 hrs per assessment.

Student Records

Fitlink Australia will make sure that all relevant records are current, accurate and maintain their integrity.

Students may have access to their own records if prior arrangements with the college have been made. These records are secured by the college to ensure confidentiality and are kept for a period of 30 years. Access by other people apart from administration staff is granted only when the student provides written permission or for mandatory audits such as those carried out by Department of Sport and Recreation of Fitness Qld. Access is also granted under the rights of the private information act.

Student Welfare and Guidance

Educational and training guidance is freely available to all students. This includes adjustments and modifications to assessment and training and advice on pathways and directions. Student welfare support is given in the form of referrals to other agencies.

REFERENCES - LEGISLATION AND LAW LIST OF INFORMATION SOURCES AND CONTACT POINTS

Information about the National Training Package for the Fitness Industry, Certification, Registered Training Organisations and Careers in Fitness >> Recreation Training Qld website: <http://www.rtg.com.au>

Contact Information for Australian Sports and Recreation Peak Bodies

Fitness Australia

Fitness Australia is the peak authority for the fitness industry and national registration of fitness professionals.

Fitness Australia incorporates those bodies who contribute to the establishment and maintenance of accreditation standards throughout the Australian Fitness Industry.

Contact Fitness Australia at:

Email: info@fitness.org.au

Phone: (1300) 211 311

Website: www.fitnessaustralia.org.au

TO ACCESS INFORMATION ABOUT LEGISLATION AND LAWS WHICH EFFECT EMPLOYMENT IN THE FITNESS INDUSTRY THE FOLLOWING LIST AND RESOURCE CONTACT DETAILS MAY BE USEFUL

Equal Opportunity >> Office of the Director of Equal Opportunity in Public Employment (2001) "What is Equal Opportunity?". Available: <http://www.eeo.nsw.gov.au>

Human Rights and Equal Opportunity Commission Website (2001). "HumanRights Explained". Available: <http://www.hreoc.gov.au/>

Industrial Law >> Australian Industrial Law (Subject Index) (2001). Available: <http://www.austlii.edu.au>

Industrial Relations >> Australian Industrial Relations Commission. (2001) Available: <http://www.airc.gov.au/>

Workplace Health & Safety >> Commonwealth of Australia - Comcare Australia (2001) Available: <http://www.comcare.gov.au>

Workers Compensation >> Workcover Qld (2001) Available: <http://www.workcover.qld.gov.au>

Trade Practices & Fair Trading Legislation >> Commonwealth of Australia (1999) "Summary of the Trade Practices Act 1974" Available: <http://www.accc.gov.au>

Freedom of Information >> Qld Dept of Justice and Attorney General (1998) "Our Services – Freedom of Information" Available: www.foi.qld.gov.au

Commonwealth Government (2003) "Fair Trading – Fitness Industry Code of Practice 1995" Available: www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FairTradFitR03.pdf

Qld Government – Office of Fair Trading. Dept of Tourism, Racing and Fair Trading (2001) "Information Kits On-Line" Available: <http://www.fairtrading.qld.gov.au>

Workplace Relations >> Commonwealth of Australia. Dept of Education, Employment and Workplace Relations. Available: <http://www.workplace.gov.au>