

STUDENT HANDBOOK

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RTO: 31894

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Welcome

Congratulations and welcome to National Health and Fitness Academy. We're excited to kickstart your career into the Fitness Industry and help you gain your fitness qualifications. There are so many awesome new opportunities in our amazing industry and there's literally never been a better time to start.

Our experienced Course Coaches are fully committed to providing you with the highest level of training and education to expand your knowledge and skills, including personal, practical, and business skills. All the things that are required for you to become super successful in the fitness industry.

The participant handbook provides you with the necessary information, you as a learner, will need to know to make the most out of your learning experience.

Having read the Participant Handbook is a condition of your enrolment. You will also be emailed a copy of the handbook during your enrolment process.

Please read the following information. If you have any questions or concerns regarding NHFA's policies, please don't hesitate to contact us, either prior to your enrolment or once you have commenced your studies.

You can contact a member of our team at info@nhfa.edu.au or on 1300 16 10 13

On behalf of the whole NHFA Team we wish you every success in your studies and look forward to working with you to achieve your goals.

NHFA Team

RTO Code 31894

Introduction

National Health and Fitness Academy is a well-established Registered Training Organisation dedicated to providing a high standard of training to meet the personal and career objectives of participants. Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge to provide flexible and workplace relevant training.

Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that are fair and flexible.

Prior to commencement — should National Health and Fitness Academy cancel training before it commences, Participants will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit the Participants, all fees paid will be refunded in full within 14 days of the training being cancelled. For training that have commenced, in the unlikely event that National Health and Fitness Academy is unable to deliver the training, the Participant will be offered the option to enroll with another RTO. National Health and Fitness Academy will assist in both finding a suitable RTO and in the transition to the new RTO.

Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Participants as well as yourself. We are committed to returning your calls and emails, but we ask that you allow us five (5) working days to respond.
- Assessment feedback will be given within 14 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 30 calendar days of your completion.
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.

Unique Student Identifier

A USI is required at the time of enrolment. This is a national requirement to enroll in a course in recognised training (Vocational Education and Training). We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for you USI or an exemption go to:

<https://www.usi.gov.au/students/get-a-usi>

Access and Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System National Health and Fitness Academy will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Providing equal opportunity for all Participants
- Providing access to appropriate quality Vocational Education and Training programs and services
- Providing support services which enhance achievement of positive outcomes

Expectations of Participants

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to, equal opportunity, racial vilification, and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer in advance of any intended absences.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

- To fully benefit from your course, a **100%** commitment is required to attend all training on the timetable and scheduled times.
- Notify the trainer of any absences as soon as is practical.
- Follow the instructions of the Trainer/Assessor at all times.
- Treat Course Coaches and fellow students with respect.
- Complete the course within the allocated time frame with honesty and integrity.
- Follow and abide by the requirements within the Student Participant Handbook.

Participant Support

National Health and Fitness Academy is dedicated to providing a high standard of service to Participants. Participants can contact their Trainer by phone or email during office hours. We endeavour to respond to Participants as quickly as possible, but Participants are reminded that our Trainers do have other Participants and classes to attend to. We will provide feedback on Assessments within 14 working days.

Should Participants require further support, National Health and Fitness Academy can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to: language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Fees and Charges

Refund Policy

Non-refundable Deposit

- Any deposit made to the National Health and fitness academy to enroll or to hold a position in any course is non-refundable or transferable.
- All withdrawals must be in writing and emailed to info@nhfa.com.au. A full refund will be given to a student who withdraws their enrolment within 7 days of the time that the National Health and Fitness Academy enrolment form is completed. After this 'cooling-off' period, students will be liable for a \$1500 cancellation fee if withdrawing prior to the commencement of the course. Student withdrawal on or after the commencement date of the course will be liable for the full course fees as per their enrolment form with the National Health and Fitness Academy. In the circumstances where a student has entered into a student payment plan, completion of all

payments entered into under the plan will remain the obligation of the student or account holder on the enrolment form. If these payments are not paid it may result in the account taken to debt collection and legal action may be taken.

NHFA reserves the right to vary fees without notice prior to enrolment.

All fees owing must be paid in full before the qualification or statement of attainment will be issued.

We understand that our students may sometimes go through challenging times. We take mental and other health issues very seriously. We will do what we can to support you. Mental health or other health issues, however, don't see you out of your agreement.

Payments can be put on hold for a maximum of 6 weeks or for some other specified time. The duration for holding payments is at the sole discretion of the Director and will only be decided based on the supporting medical evidence provided.

No refund of fees will be provided to you if your enrolment is withdrawn/cancelled/discontinued. In the event your enrolment is withdrawn, cancelled or discontinued with us for whatever reason, we will document and advise you of the reason(s) for this, along with advising any relevant regulating and funding bodies (as per their requirements). You can obtain a formal Statement of Attainment at no additional cost if your enrolment is withdrawn, cancelled or discontinued prior to completing your qualification, provided your fees are paid in full for the units included in your Statement of Attainment.

Payment Plan Option

Students who have selected the Payment Plan option agree to continuously pay the agreed weekly/fortnightly amount until the total debt is paid in full. The Payment Plan option occurs small additional fees associated with the direct debit company (Debit Success). These additional fees may vary depending on the length of your direct debit contract. These fees will apply regardless of whether you pay your contact out early or in the agreed time period.

You may increase your direct debit payments anytime; however, you may not reduce to below the minimum weekly/fortnightly amount within your payment plan contract. Lump sum payments can be made at any time in addition to your weekly/fortnightly payments. Students can contact Debit Success directly when changes need to be made. Dishonour fees will apply to late payments.

Study Now, Pay Later Option

Students who have selected the Study Now, Pay Later option agreed to the terms set out in the agreement they have made through provider ZeeFi. Additional fees may be charged by ZeeFi and can vary depending on the length of your contract. These fees will apply regardless of whether you pay your contract out early or in the agreed time period.

Students can contact ZeeFi directly when changes need to be made. Dishonour, establishment, and account fees may apply. For more information on ZeeFi's Study Now, Pay Later option, please read the attached Student Brochure at the end of this document after Global Dance Pro's Handbook.

Assessments

All participants are given two (2) resubmissions to be reassessed without further payment required. On the occasion where participants are unable to demonstrate competency after two (2) re-assessment attempts they should speak to their trainer about further opportunities to complete the qualification. Any further submissions will incur a charge of \$350 per attempt.

Full payment of fees is required prior to issuance of the Statement of Attainment or Certificate/s. Participants who successfully complete the requirements prior to the planned finished date can receive their Statement of Attainment/Certificate on completion, as long as all course fees are paid in full. If fees have not been fully paid, Statement of Attainment /Certificate may not be issued until all outstanding fees have been fully paid.

Course Transfer Policy

In extenuating circumstances, the National Health and Fitness Academy management team may approve for a course transfer. If an application is approved, an administration fee of \$200 may apply.

Any funds paid by a student under the plan (including deposits and all other fees paid) are not transferable to any other person or entity including deceased or bankrupt estates.

Cancellation Policy

In extenuating circumstances, students may apply for a Cancellation in writing to info@nhfa.edu.au. Approvals are at the sole discretion of the National Health and Fitness Academy Director.

Course work progression - participants are required to notify National Health and Fitness Academy as soon as it is practical of any event or any difficulties impacting the progress of their training and completion of their unit of competence, and if necessary, apply for an extension.

Participants who withdraw or fail to continue their studies will be responsible for the full fee cost. Students who fail to attend without deferring will need to re-enrol and pay full course fees should they wish to commence in a future course.

If you need to defer from the course and want to return at a later date, you must speak to the RTO Manager or Director. All first-time approved deferrals will be processed at no additional cost to the student; in the unlikely event that, multiple deferrals are required and approved, a cost of \$200 per deferral will be charged to the student.

Competency Based Training and Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Participants can perform the skills and have the knowledge required by the unit.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Participants will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale, rather the Participant is deemed “competent” or “not yet competent”.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units or a full Certificate level. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

Recognition of Prior Learning (RPL):

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with Mel.

Access to Participant Records

Participants may wish to access their records to check on work completed, progress or for other reasons. Please contact a member of our team at info@nhfa.edu.au to organise a time to view your training records. Other parties will not be permitted to access Participant files without written consent from the Participant.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the National Standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and Industry.

Upon request National Health and Fitness Academy is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view Participant files. The purpose of this is to ensure compliance with regulations and Standards.

Change of Personal Details

Should you change any of your personal details please advise via email at info@nhfa.edu.au

Such details include, address, surname, contact telephone number etc.

Complaints and Appeals

National Health and Fitness Academy provides a high standard of service. Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which Participants may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

First instance: Participants are encouraged to speak immediately with their Trainer. If the Participant is not comfortable addressing the issue with the Trainer, they are encouraged to follow the second step of the complaints process.

Second instance: If the issue is not resolved the Participant is encouraged to either speak to or contact in writing the Director.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Antidiscrimination board or other relevant personnel.

Outcomes of complaints will be provided to the Participant in writing within fifteen (15) working days of the decision. If at any time responding to the complaint is going to take more than 60 days the complainant will be advised in writing and informed as to when they can expect a response.

In the event that a complaint has been lodged a Complaint Form must be completed and forwarded to the Director immediately, even if the situation has been resolved to the satisfaction of all parties.

If the Participant is not satisfied with the outcome of this procedure they should to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at:

<http://www.asqa.gov.au/complaints/making-a-complaint.html>

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements
- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

Step 1

The Participant appealing an assessment outcome and/or the assessment process discusses their issue with the Trainer/Assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised)

Step 2

If still not satisfied, the Participant must complete the Assessment Appeals Form - Part A and forward to the Director.

(This should occur within five (5) working days of Step 1)

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. The Participant is to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal the Participant's appeal is to be reviewed by the Director. The Director will send an acknowledgement letter to the Participant, record the receipt of the Assessment Appeals Form, then review. The Director if necessary, will convene a review panel to thoroughly examine the appeal.

(The Participant is to be advised of the outcome within ten (10) working days). If at any time responding to the appeal is going to take more than 60 days, the appellant will be advised in writing and informed as to when they can expect a response.

Step 5

If the Participant is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Results

All Participants will receive their Assessment feedback and result 14 working days of submission.

On completion of a Qualification or Unit of Competency, National Health and Fitness Academy will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$95 (including GST).

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. National Health and Fitness Academy encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

Relevant legislation – to be complied with:

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: http://www.austlii.edu.au/au/legis/cth/num_act/ira19882_42/

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <http://www.equalitylaw.org.au/elrp/resources/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: http://www.consumerlaw.gov.au/content/Content.aspx?d_oc=home.htm

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences

For more information visit: <http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.htm>