



Code of Practice

Fit College has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training.

LEGISLATION

Fit College complies with current legislative and regulatory requirements impacting on participants in training.

REGISTERED TRAINING ORGANISATION

Fit College ensures that all resources meet the requirements of the relevant endorsed training package (s) and AQTF Benchmarks, for the delivery, assessment and issuing of qualifications.

All assessment conducted within the organisation is competency based and includes group work, practical applications and/or oral or written theory assessments.

Assessment staff meet the assessor requirements as set by either:

- The assessment guidelines of training packages; and/or
- The assessment requirements of accredited courses

ACCESS, EQUITY, CLIENT SELECTION AND ADMISSION

Fit College incorporates the principles of equity of all programs.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

LANGUAGE, LITERACY AND NUMERACY

Fit College recognises that all vocation training includes language, literacy and numeracy tasks. Where some clients require some additional practice and training Fit College arranges a appropriate language, literacy and numeracy support.

ACCESS TO CLIENTS RECORDS

Each clients records are available on request. Clients' record are not available to other people unless Fit College is requested in writing by the client to allow such access.

APPEALS PROCESS

A fair and impartial appeals process is available to clients of Fit College.

BEHAVIOUR EXPECTATIONS

Fit College endeavours to provide a learning environment supportive of group and individual learning. Clients are also expected to take responsibility for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of behaviour will result in the client being placed on Fit College's Disciplinary Procedures.

CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All clients at Fit College are treated as individuals and offered advice and support services which assist clients in achieving their identified outcomes.

ENROLMENT, INDUCTION AND ORIENTATION

Fit College conducts an enrolment, induction and orientation program for all clients. This program reviews all students services and relevant organisational procedures.

CUSTOMER PAYMENT TERMS

ADMINISTRATION FEE

- A non-refundable administration fee of \$495 is required for enrolment into any career strand.

COURSE FEES

- Can be paid in full up front.
- Can be the current administration fee and balance on a payment plan.
- Students who chose the fortnightly payment plan are responsible to have sufficient cleared funds in their nominated account.
- Fit College 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 alterations incur a \$25 service fee.

REFUND, COURSE TRANSFER AND CANCELLATION POLICY

A full refund, less the \$495 administration fee, will be given to a student who withdraws their enrolment in writing within 7 days of the date of the Fit College Confirmation of Enrolment letter.

Should a client default on a payment contract resulting in Fit College placing the client in the hands of debt collector, the cost associated with debt collection, will, in addition to outstanding fees, become the liability of the student. Students will be given 3 working days to bring their agreement back to correct payment terms, otherwise the student may be temporarily suspended from the course until this is completed.

PRIVACY POLICY

Fit College abides by the National Privacy principles, and respects your privacy. Personal information may be used by Fit College for external auditing purposes and to send you information about our various products, services or workshops.

RECOGNITION OR CREDENTIALS/CREDIT TRANSFER

Fit College recognises AQF qualifications issued by any other registered training organisation and 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/recognition of current competence assessment is available to all clients. Application for RPL must be submitted with supporting documents and candidates must satisfy the competencies of the unit being sought. Students will be charged an administration fee for the RPL process, which needs to be paid upfront before the RPL process can begin.

PLEASE NOTE: COURSE CERTIFICATION AND COMPLETION WILL NOT BE ISSUED UNTIL THE AGREEMENT HAS BEEN PAID IN FULL AND FINALISED.