

Table of Contents

About the College	3
Client Support	3
How to Apply	4
AQTF Standards	4
Flexible Learning	4
Organisation	4
Student Assessment and Attendance Policy	5
Written Assessments	5
Resitting of Examination or Resubmission of Assessment	6
Absence	6
Absence Due To Illness or Exceptional Personal Circumstances	6
Absence from an Examination	6
Lateness	6
Completion	6
Lateness in Submitting Written Assessments	6
Cheating or Plagiarism	6
Access to Records	7
Refund Policy	7
Appeals and Complaints Procedure	7
Complaints Procedure	7
Appeals Procedure	8
Student Conduct Policy and Disciplinary Procedures	8
Access and Equity Incorporating Language, Literacy and Numeracy Principles	8
Recognition of Prior Learning (RPL) & Recognition of Qualifications from RTO's	9
RPL Procedure	9
Recognition of Qualifications from RTO's	10
Occupational Health and Safety Policy	10
Responsibilities of the College	10
Responsibilities of Staff & Students	10
Student Clinic Health & Safety Guidelines	11
General Health & Safety	11
Linen Protocol	11
Staying Alert to Health and Safety Hazards	12
College Facilities	12
Library Facilities	12
Other Facilities	12
Disabled Facilities:	12
Kitchen Facilities:	12
Filtered Water:	12
Toilet Facilities:	12
Hand Washing Facilities:	12
First Aid:	12
Fire and Safety Procedures	13

About the College

The Australian College of Sport & Fitness (ACSF) provides professional education and qualifications for the health and fitness industry.

As a student, you will enjoy an industry leading approach to your fitness education. All courses combine hands on practical experience with a good grounding in the core principles of fitness theory.

We are also focused on getting you "job ready". Emphasis is placed on getting you experience and contacts in the industry even before you graduate.

The College is part of an education group that has been providing quality health education for over 20 years. We are a registered training provider and deliver nationally recognised and accredited qualifications. Graduate students will also be able to register with Fitness Australia who is the leading association body for fitness professionals. Registration with Fitness Australia is the benchmark for fitness industry standards across Australia and internationally.

Client Support

The College is committed to ensuring student success and enjoyment in their course. We do this by:

- Step-at-a-Time Learning - Learning is made easy and effective. Each topic is broken down into small parts in sequence. The steps are gradually built on from one lesson to the next.
- Hands-on Practice – Course are focussed on students getting real world experience.
- Professional and Team Support - All aspects of the program are designed to show you how to become a successful professional. We are committed to your success. Your instructors and students services team work together to help you succeed.

Should you need any assistance, we'll be happy to provide the information on the spot. If your enquiry is more detailed, we will provide you with information in writing or schedule an interview for discussion.

About the Student Handbook

This handbook outlines the policies and procedures of the College for all Students. As appropriate, the handbook is updated to reflect any changes in policies and procedures.

All students are expected to abide by the information within this handbook or subsequent versions of it.

How to Apply

Application forms can be collected from reception, or downloaded from our website.

The College will assess your application information and contact you to confirm enrolment details and payment of tuition fees.

Most courses allow students to start at any time as the course are tailored made to suit the student. Some courses, such as massage units, are delivered on a term schedule. Speak to student admin to confirm your timetable if required.

All student enrolments are subject to the College's terms and conditions.

AQTF Standards

The College is a Registered Training Organisation and as such the assessment structure used by the Australian College of Sport & Fitness follows the Australian Qualification Training Framework as follows:

C= Competent

NYC = Not Yet Competent

A student is deemed either Competent or Not Yet Competent as a result of the successful completion of relevant assessment in relation to the competencies/elements studied.

Students who have failed assessments may resit the assessment until competency is reached. A fee will be charged for resitting examinations in line with the College's Assessment Policy. However, in order to ensure students have adequate understanding of the course content, if failure occurs twice, the student may be required to undertake a particular module or course of study again.

Flexible Learning

The courses offered at the College provide students with the flexibility of attaining their qualification over flexible period of time.

Organisation

These programs are organised to ensure candidates receive background knowledge and skills and the opportunity to apply these skills under supervision.

Whereby a competency appears in more than one module or unit, the candidate will only be deemed competent when they have successfully completed all relevant assessments for

that unit of competency. This ensures that students have been assessed against a sufficient range of variables and that assessment is reliable (shows the student can consistently meet the competency).

Student Assessment and Attendance Policy

Students are deemed either Competent or Not Yet Competent in line with industry and training guidelines for assessment. As the courses are delivered by way of individual subjects or courses, each subject has its own requirements for attaining competency.

The range of assessments include:

- Written examinations
- Oral questioning
- Peer or Self Assessment
- Practical examinations
- Role plays
- Assignments
- External assessment
- Clinic observation

The assessment tools used and the pass mark for each course will vary. The individual subject course notes will provide details of the necessary requirements for passing that subject.

All assessments will be planned and conducted in a way that ensures that they comply with the following principles:

- authenticity (reflect the candidate's own work)
- validity (directly relate to the current version of the relevant endorsed units of competency)
- reliability (shows that the candidate consistently meets the unit(s) of competency)
- currency (reflects the candidate's current capacity to perform the aspect of the work covered by the units)
- sufficiency (covers the full range of criteria in the relevant units of competency)
- fairness (are not advantageous or disadvantageous to different individuals or groups and can be open to reasonable questioning)
- flexibility (a range of approaches can be used to allow for different delivery modes and student needs)

Written Assessments

All completed written examinations remain property of the College. These are kept for one term only and are then destroyed. Students have viewing access to their completed written examinations during this period.

Written assignments are returned to students or are available for collection from administration. If assignments are not collected they will be destroyed after one term. It is the student's responsibility to keep a copy of their submitted assignments.

Resitting of Examination or Resubmission of Assessment

In the event that students do not pass any aspects of the course, assessments may be resubmitted or examinations may be resat. However, students must be aware that administration fees are payable. This fee currently stands at \$25 for written examinations and \$75 per hour for practical assessments.

Absence

Where physical attendance is required as part of student's learning program, students must endeavour to attend these lectures or workshops. A maximum of 20% of any face to face learning can be missed by a student.

In the event of absence, students should notify the College as soon as possible. This will be marked on the roll. It is the students' responsibility to catch up on all missed work.

Students who do not reach the acquired attendance will be recorded as having failed the subject and will be required to re enrol at their own expense.

Absence Due To Illness or Exceptional Personal Circumstances

If absence occurs as a result of illness and a medical certificate is produced, or under exceptional personal circumstances, the College will consider each individual case on its merits. Should the lecturer be confident that the student's absence has not affected their ability to achieve competence, they may be permitted to pass the course.

Absence from an Examination

Students who are absent from an examination will have to arrange to sit the examination at the College's convenience. This will incur administration fees as per the resitting or resubmission of assessment policy.

Lateness

Students are expected to attend lectures at the specified times. Students who arrive later than 30 minutes to a lecture or leave more than 30 minutes early will be recorded as having being absent from that lecture.

Completion

Students who enrol into any flexible delivery course have up to 2 years to complete that course. Extensions may be requested in writing and are up to the discretion of the College. Students who do not attempt to complete the course with this time may forfeit their position in that course without recompense.

Lateness in Submitting Written Assessments

Where a scheduled timetable or submission date has been set between tutor and student, assessments that are not submitted on time will be treated as resubmissions and will incur a \$25 administration fee. Extensions will only be granted under exceptional circumstances and these will be considered on an individual basis. Students must contact their lecturer if they wish to apply for an extension and the College must be informed in writing.

Cheating or Plagiarism

The College will not tolerate cheating or plagiarism. As such, any student found guilty of either demeanour will immediately fail that assessment and have the demeanour recorded on their student record. They will have to resubmit or resit the assessment at their own cost as outlined above. Serial offenders will face expulsion from the College without recompense.

Access to Records

The College will make student records available to students on written request. No student information will be made available to third parties without student's written permission. Most personal information can be accessed readily and immediately if urgently required. Students requesting duplicate copies of academic transcripts or statements of attainment can expect a processing period of 5 working days and an administration fee of \$25.

Refund Policy

It is the policy of the Australian College of Sport & Fitness to provide fair, equitable and reasonable treatment with regards to refunds.

- In the event that a course has been cancelled by the College, a full refund will be made available to those students enrolled in that course. Students may elect to have the fees transferred to another course.
- Requests for refunds due to changes in personal circumstances will only be considered if the College is notified in writing by the student at least 14 days prior to the commencement of term (or as per any other conditions of enrolment that may be specified on enrolment form). These refunds will attract an administration fee of \$100. Students will be notified of the outcome within 7 days.
- The College does not refund under any circumstance after this 14 day period. Only extensions of study may be considered at this time.
- Course fees are non-transferable to other students.

Appeals and Complaints Procedure

It is the policy of the Australian College of Sport & Fitness to deal with complaints and appeals in a constructive and timely manner.

Each complaint shall be treated equally and fairly with respect to the rights of the people involved. All staff members have the full right of reply to a complaint made against them. Information with regards to complaints made against staff will only be placed in their personal file if the matter proceeds to disciplinary action. A copy of all complaints will be appropriately recorded and stored in a grievance file.

The College undertakes to ensure that privacy and confidentiality will be respected throughout the complaint handling process for all parties concerned.

Complaints Procedure

- The affected student/client should first attempt to resolve any complaint informally with relevant staff. If the complaint is considered serious in nature, the following steps must be taken.
- The complaint must be submitted in writing to the Director using a form that can be obtained from Administration. The complaint must not be anonymous.
- The director will acknowledge receipt of the letter and contact the student/customer within 7 days of receiving the written complaint.
- Relevant staff will be informed and given the opportunity to address the complaint through discussion and negotiation.
- Appropriate outcomes will be determined by the director in consultation with relevant staff and the student/customer. These outcomes will then be implemented.
- If necessary, consultation with independent external agencies regarding issues raised and necessary approaches to resolving the issues.
- In the event of serious breaches to policy, practice or professional conduct, legal advice must be sought.
- All information gathered during the complaints processes will be used to review the policy and procedure where necessary.

- All outcomes will be documented and stored according to the College's policy and inline with the AQTF standards for effective administrative and records management.

Appeals Procedure

- Students may appeal against a subject or course result within 30 days of the issue of results, using a form that can be obtained from Administration.
- Results will be reviewed by the relevant teacher and the director, and written notification of the outcome will be provided within 14 days of the appeal.
- If the student feels that the appeal is not adequately resolved, they will be provided with an opportunity to formally present their case to a panel. If the student wishes to address the panel, the request must be submitted in writing to the director. Once the panel has come to a decision, written notice of the outcome including reasons for the decision will be provided to the student within 14 days of the panel hearing the case.
- All information gathered during the appeals process will be used to review the appeals policy and procedure where necessary.
- All outcomes will be documented and stored according to the College's policy and inline with the AQTF standards for effective administrative and records management.

Student Conduct Policy and Disciplinary Procedures

It is important that the College remains a positive environment to learn, with the utmost concern for the welfare of our students, staff and clients. Students have an obligation to behave in a professional and respectful manner at all times. A way that is commensurate with studying in a professional organisation. At no time will the College tolerate disrespect or aggression towards other students, staff members or clients.

The following would be considered a breach of conduct and would attract disciplinary action by the College:

- Academic Misconduct such as cheating or plagiarism
- Not meeting the Academic requirements set out by the College
- Rudeness, disrespect or aggression
- Not complying with the College's policies

Should a situation arise whereby a student is considered to be acting in breach of the requirements of conduct, appropriate action will be taken. This action may take the following forms, depending on the seriousness and nature of the breach of conduct.

1. Informal discussion with relevant member of staff (in the case of rudeness)
2. Formal discussion with the Principle or CEO (in the event of more serious disrespect)
3. Resitting of an examination or resubmission of assessment (in the event of academic misconduct)
4. Deduction of marks and/or resubmission fee (in the case of late submission of an assessment or absence from an examination)
5. Suspension from the course (in the event of academic misconduct or aggression)
6. Expulsion from the course (in the event of academic misconduct or aggression)

Access and Equity Incorporating Language, Literacy and Numeracy Principles

The Australian College of Sport & Fitness applies access and equity principles in order to meet the needs of both staff and students.

The College is non discriminatory in its acquisition of students, trainers and staff in line with the Anti-Discrimination Act (NSW 1977 and Cth 1992). It is the policy of the College to ensure that all people are treated fairly and are not judged on characteristics such as age, gender, sexual preference, race, beliefs, ethnicity, disability, pregnancy, socio-economic status, educational standards or any other personal characteristic that is not strictly relevant to employment or success in the course.

Students and staff come from diverse backgrounds and are limited in their achievement only by their comprehension of the English language. Any issues whether psychological, physical, socio-economic or emotional are addressed on an individual needs basis.

Similarly, any concerns a student has regarding their level of language, literacy and numeracy will be treated on an individual basis with the utmost care and confidentiality. Students should notify their lecturer of any issue they feel will disadvantage them in the course and the lecturers will address the issue wherever possible in order to minimize that disadvantage.

Wherever possible, the College will enhance the flexibility of its courses in order to maximize access for those facing disadvantage. This includes, but is not limited to:

- Regularly reviewing the planning, delivery and assessment components of courses in order to maximize access and equity for disadvantaged individuals
- Keeping classes to a maximum of 20 students so that during the practical times when students are practising on each other, the ratio of student to teacher is 1 to 10
- The delivery of the course in plain English and the use of modeling and demonstration to ensure greater understanding
- The extension of time limits for written examinations for those who have difficulty reading or writing
- Oral examination to replace written examinations for those who have difficulty reading and writing
- The allowance of foreign language dictionaries in examinations. Note, such dictionaries must be pre-approved prior to sitting the examination.
- Extensions to deadlines for assessments in the event of sickness, grief, stress or other circumstances which prevent students from completing assessments on time.

Any special considerations must be directed to the lecturer of the subject to ensure a fair and timely resolution. If discussion does not produce a desired resolution, students may direct their discussions to the principal. (Refer to the Grievance Procedure)

Recognition of Prior Learning (RPL) & Recognition of Qualifications from RTO's

It is the policy of the Australian College of Sport & Fitness to assess the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Students wishing to be recognised for competencies should follow the RPL procedure.

RPL Procedure

1. Students are informed of the College's RPL policy prior to enrolment. This information is contained in the course conditions on the website and the reverse side of the enrolment form.
2. Students who wish to apply for RPL are provided with an opportunity to discuss their RPL requests with administration.
3. Students apply for RPL using the Colleges RPL form, providing evidence to support their claim. The application must be supported by an administration fee per College

subject (each subject includes a set of competencies). The administration fee is currently set at \$85 per subject. Due to the course structure, students must request RPL for an entire subject and may not request RPL for individual competencies within that subject.

4. The assessor will then assess the application based on the evidence submitted. The assessor may request further evidence such as a demonstration or the sitting of the relevant examination if the evidence submitted in the application is not deemed adequate in terms of authenticity, validity, reliability, currency or sufficiency.
5. The student will be advised in writing of the outcome of the RPL application. If unsuccessful, the student has the right to appeal using the appeals process.
6. If successful, the competencies that have been recognised will be recorded 'by advanced standing' on the academic transcript.

Recognition of Qualifications from RTO's

Under the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations, the College will honour its obligation to recognise and accept Statements of Attainment and qualifications issued by any other RTO.

Competencies that have been awarded by other RTO's will be recorded on the College's Statements of Attainment as 'By Advanced Standing'. For administration purposes, each competency that is recognised will attract a fee of \$25.

Occupational Health and Safety Policy

The Australian College of Sport & Fitness is committed to the principle of prevention of workplace injuries. All students and staff members must accept their responsibilities under the Occupational Health and Safety Act 2000 (Cth) and the Occupational Health and Safety Regulation 2001 (NSW) by following College policies and acting in a way that prevents harm to themselves and others.

Responsibilities of the College

The College understands and abides by its responsibilities to ensure the health, safety and welfare at work of all the employees, students and clients. These responsibilities include but are not limited to:

- Having workers' compensation insurance
- Displaying the Workers' Compensation Act in a prominent location
- Supporting rehabilitation programs to assist injured employees
- Reporting all serious accidents as required by law
- Maintaining an accident record register in which details of all injuries are shown
- Registering all workers' compensation claim forms and medical certificates within the required time
- Providing safe systems of work
- Providing safe premises
- Providing information, instruction, training and supervision
- Providing a suitable working environment and facilities

Responsibilities of Staff & Students

Staff and students have the following obligations and responsibilities:

- Following the OHS policies of the College
- Behaving in a way that prevents harm to themselves and others

- Reporting any accidents immediately
- Not entering the College whilst under the influence of non prescription drugs or alcohol
- Refraining from entering the College whilst suffering from illness
- Obtaining medical certificates whenever possible or when required
- Keeping copies of all forms and certificates

Student Clinic Health & Safety Guidelines

Health and Safety of both students and clients in our clinic is of paramount importance. Report anything you believe to be a hazard to your clinic supervisor.

This section is relevant for students of our fitness clinic and/or undertaking massage units of study.

The health and safety responsibilities of massage therapists are taught in more depth in the “Safe Practices” subject at the College. However, for student clinic, students must adhere to the following.

General Health & Safety

- If student practitioners have skin breaks they must use an occlusive bandage such as Op-Site (available at admin)
- Students must wash their hands thoroughly (covering all surfaces between fingers etc and up to and including the elbows) before and after each client.
- Students should not be massaging in clinic if they are sick with a contagious disease or condition. Please endeavour to give 24 hours notice to admin staff if you will not be able to attend clinic for any reason. If you give less than 24 hours notice, you will be charged an admin fee, or may be required to do an extra clinic.
- To protect your own health, you should not be massaging clients with contagious conditions either. If you have reason to believe a client has a condition that may pose a threat to your own health, approach your clinic supervisor immediately for guidance.
- Where there are any visible lesions or wounds on a client’s skin, students should seek advice from the clinic supervisor.
- Take care with clients getting on and off the table, provide assistance if required.
- Students are required to adhere to the Student Clinic Dress code as per the Student Clinic Policy.

Linen Protocol

A clean small towel is to be provided for each and every client around the face hole of the table. After each client, students are to place the towel used for wiping off oil into the laundry bag provided. Take the towel around the face hole of the table and turn it into the new towel for wiping off oil. Place a clean towel around the face hole of the table.

Administration staff or clinic supervisors will handle all other changes of linen. However, you must alert the clinic supervisor if there has been a contamination of the towels requiring a complete change of linen. Students should check linen before treatments. If linen appears soiled at all, the supervisor should replace it. Where blood or any body fluid appears on linen-this should be reported immediately. The supervisor will handle contamination of this nature.

Staying Alert to Health and Safety Hazards

If students can see any hazards to the health and safety of anyone in the clinic (including themselves), they should report them immediately to the clinic supervisor. Examples may include things like:

- Someone gets blood on the towels
- A student notices a wobbly leg on a stool
- Someone has lain towels or clothes directly over a heater in the room

College Facilities

Library Facilities

The College does not have a library for student use. There is a reference library for staff use only. The College is located near many good bookshops, which stock books relevant to their needs. For example, Adyar Bookshop is only 2 blocks away and has a lending library.

The State Library facilities are located a short distance away on Macquarie St, Sydney. The library at University of Sydney and University of Technology also have universities open to the public.

Other Facilities

Disabled Facilities:

Classrooms are all wheelchair accessible and there is a disabled toilet in the basement of the building (this would be accessible during evening lectures should the need arise).

Kitchen Facilities:

There is a small kitchen available for student use. Facilities include a sink, kettle, microwave cutlery and crockery. Tea and coffee is provided for students, should they wish to indulge!

Filtered Water:

Filtered water is available to all students in the kitchen area of the College.

Toilet Facilities:

Separate male and female toilets with two cubicles each are available to students. Additional toilets are located on each floor of the 6-floor building.

Hand Washing Facilities:

Hand washing facilities are located in the toilets and also the kitchen area of the College. Anti-bacterial hand wash is provided for student use as well as electric hand dryers and/or paper towels.

First Aid:

In line with legislation, the College has a compliant First Aid kit. All teacher/trainers have their First Aid qualifications. The First Aid kit is equipped with occlusive bandages for student use if students have minor skin lesions.

Fire and Safety Procedures

The College conforms to best practice in health and safety and complies with all regulations in NSW. The College's Fire and Evacuation Strategy involves the following:

- Key groups of people are identified to take positions of control and responsibility during an emergency.
- They are provided with adequate training commensurate to the level of risk.
- Drills are held, where responses are noted and improved on.
- Prominent evacuation and emergency signage is displayed in all rooms.
- Teachers are trained to take roll calls at beginning of each class and to evacuate with roll book to ensure all students are accounted for.
- Key first aiders are identified to evacuate with the College first aid kit if possible.
- Training has been provided regarding the location and use of extinguishers and hoses.
- Assembly points have been identified outside the building.
- One staff member has been allocated to control the situation and communicate via mobile phone from outside building.
- Should an emergency arise, we ask you to remain calm and follow the instructions of the College staff.

Contact Details

The Australian College of Sport & Fitness

Phone number 1300 404 305

Email direct info@acsf.com.au