

Australian College of Fitness & Bodywork



Student Handbook



INTRODUCTION	3
Contacting the College	3
Accreditation	3
Orientation	4
Frequently asked questions	4
INVESTMENTS	
Course Deposits	4
Government Funded Training	4
Tuition Assurance	5
First Aid Training	5
Scholarships	5
Refunds & withdrawals	5
Course Completion Schedule	6
Repeating a subject	7
Academic transcripts	7
ASSESSMENT REQUIREMENTS	
Attendance	8
Absenteeism	8
Assessments	8
What do I need I need to complete in order to Graduate?	9
Missed or late assessments	10
Recognition of prior learning (RPL) / Recognition of current competency (RCC)	11
Practical Field Work	11
Tests, Exams & Assessments	11
Supplementary & deferred exams	11
COLLEGE POLICIES	
Copyright	12
Student confidentiality	12
Student cards	12
Occupational health & safety	13
Access & equity	13
Security, theft & lost property	13
First aid/Medical Conditions	13
Student welfare	14
Complaints and Appeals Process	14
Equal opportunity & Duty of Care	14
Professionalism & misconduct	15
Quality assurance	16
Fire or medical emergency	16
Evacuation procedure	16
Graduation procedure	16
Student Website	17
Student Feedback	17
Amenities, Noticeboard & timetables	17
Parking & Public Transport	17
APPENDICES	
APPENDIX 1: College maps (Mitcham Campus)	18

Welcome to the Australian College of Fitness & Bodywork.

In order to ensure you will receive the highest level of training possible, you will be provided with the best level of service, support and training available. The Australian College of Fitness & Bodywork is privileged to have a teaching staff with excellent qualifications and extensive current industry experience. They are well networked and can provide students with excellent resources and contacts. Teaching staff undertake work in order to keep up to date with industry needs.

This handbook is designed to keep you abreast of College policies and procedures, as well as to successfully pass and get the most out of each subject. It is a requirement of the AQTF that we issue this to you. **It is vitally important that you read and understand the information contained in this handbook** which you will need to regularly refer to throughout the course. Feel free to ask our administration staff any questions regarding the content in this handbook.

We wish you well in your studies; remember we are here to help you succeed!

Andrew Maas
Principal

CONTACTING THE COLLEGE

ACFB's administration staff are always here to help you with any query regarding and are contactable via the details below.

Students are encouraged to contact the College via one of the following:

- Telephone: (03) 9873 4858
- Fax: (03) 9873 8051
- E-mail:
 - admin@acfb.com.au – If you need to contact your trainers or administration staff.
 - myassessments@acfb.com.au – Send all assessments to this address.
- Website: www.acfb.com.au

ACCREDITATION

The Australian College of Fitness & Bodywork offers a wide variety of accredited and non-accredited courses which includes:

HLT40307:	Certificate IV in Massage Therapy Practice
HLT50307:	Diploma of Remedial Massage
SRF30206:	Certificate III in Fitness
SRF40206:	Certificate IV in Fitness

Orientation day is compulsory for all students and is conducted for on-campus students on the first weekend or weekdays that class commences each semester. Orientation day enables students to familiarise themselves with College policies and procedures, assignment and report writing and referencing amongst other things.

Students will be given this Student Handbook which will be discussed in detail. Students must also sign the Student Induction Form which will be provided on Orientation Day.

FREQUENTLY ASKED QUESTIONS

I HAVE NOT STUDIED FOR MANY YEARS; WILL I BE ABLE TO COPE?

Most of our students are mature age (around 90%), many of whom have not studied for many years, or even decades. We have addressed this concern by writing this Student Handbook and offering an Orientation Day to introduce you to research methods and referencing styles. As a student of the College you are eligible to join the Yahoo email group which enables you to ask questions to other students, teachers and graduates of the college; or you may choose to discuss your concerns with the course coordinator.

DO I NEED COMPUTER SKILLS?

Yes, all students are required to have basic computer skills including common knowledge of programs like Microsoft Word (or Mac equivalent) and be able to email. All assessments are completed and sent in electronically.

HOW MUCH HOMEWORK IS THERE?

Do not underestimate the time it will take for you to successfully complete our courses. To complete your course, you should set aside **study time each week**.

Massage Courses: To complete your course in approximately 6 months

- At least 15 + hours a week should be set aside.

Fitness Courses: To complete your course in approximately 14 weeks

- At least 10 + hours a week should be set aside.

Below is a list of subjects that generally require a fair amount of home study to successfully complete:

- Anatomy & Physiology
- Research Methods
- Assigned tasks

DO I NEED TO BUY ANY BOOKS?

There are no prescribed text books required for the courses. Furthermore you will receive comprehensive workbooks in all subjects, most of which contains an exhaustive list of useful information where you can access more relevant information.

COURSE DEPOSITS

Students at the Mitcham Campus, who are doing their course full/part time, must complete the relevant information on the enrolment form provided at the time of enrolment to determine the installment method they wish to use. Deposit payments are due **no later than**:

One (1) week prior to the commencement of the course.

Please refer to the course prospectus or contact the administration staff for more details regarding payment options.

- All payments will be recorded in the student payments record file.
- Installment invoices are updated at the time of payment made by the student.
- Installment payments must be paid by the due dates given. Failure to do so will result in cancellation of class attendance or cancellation of enrolment.
- Non-payment of fees may result in debt collection action.
- It is the Student's responsibility to comply with scheduled listed fees commitment and to inform the College in writing if any problems occur.
- Students with outstanding fees or library loans will not be eligible to graduate.

GOVERNMENT FUNDED TRAINING

The Australian College of Fitness & Bodywork is an approved provider for Skills Victoria and training is delivered to eligible students with Victorian and Commonwealth Government Funding. Subsidized training is offered to all qualifications undertaken in Victoria (Face-to-face/Classroom based, Blended Delivery, Distance Learning).

ACFB is approved to deliver the following courses to eligible* students.

HLT40307:	Certificate IV in Massage Therapy Practice
HLT50307:	Diploma of Remedial Massage
SRF30206:	Certificate III in Fitness
SRF40206:	Certificate IV in Fitness

To be eligible for government funded training, you must meet one of the following citizen/residency status:

- Australian citizen
- Australian Permanent Resident (holder of a permanent visa)
- Holder of a Special Category Visa (sub-class 444, New Zealand citizen)
- East Timorese asylum seeker, or
- Holder of a Temporary Protection Visa.

And are any of the following:

- A young person under 20 years;
- An applicant seeking a Foundation skills course;
- An applicant who is an Apprentice; or
- An applicant seeking a higher qualification than the highest qualification already held is eligible for the Victorian Training Guarantee.

As part of your eligibility to receive Government Funded Training through ACFB, you must adhere to the requirements of the course(s) you have enrolled in. These requirements are outlined on page 8 under the title: WHAT DO I NEED TO COMPLETE IN ORDER TO GRADUATE.

For more information and to take up this exciting opportunity, please contact ACFB by phone on: 03 9873 4858 or by email at: admin@acfb.com.au

TUITION ASSURANCE

As a government requirement to all RTO's, ACFB's full fee paying students have their tuition safe guarded, in the event that the college should dissolve. This allows the transfer of all students, with minimal disruption to their course, to another RTO offering the same qualification.

FIRST AID TRAINING

ACFB offers appropriate First Aid training in line with government training regulations as part of its Certificate IV in Massage Therapy Practice and Diploma in Remedial Massage courses. Students studying an accredited Fitness or Massage course through ACFB need to have a valid/current First Aid (level 2 or equivalent) in order to graduate.

For students studying a Fitness course, they will need to enroll in an Approved First Aid course (level 2 or equivalent) at an external registered training Facility. ACFB recommends St John's First Aid Training who provides one and two day courses across Australia. Simply call 1300 360 455 or visit their website www.stjohn.org.au to find your nearest centre. If you have already completed a First Aid course, please supply a copy to your Course Coordinator.

SCHOLARSHIP

A scholarship at ACFB is only offered to a small number of **On-Campus Massage** students every year. If you are one of the students selected to complete your massage qualification on a scholarship, you will be required to complete an agreed number of massage treatments each week within the clinic rooms at ACFB.

This will assist you to implement and practice your massage skills learnt in class and will fulfill your compulsory logbook hours required for every massage course. If you accept the guidelines of this scholarship you will still be required to make regular installments towards the cost of the course, however your investment will be reduced dramatically.

Student Scholarships are only available on the following courses:

- Certificate IV in Massage Therapy Practice HLT40307
- Diploma of Remedial Massage HLT50307



REFUNDS, WITHDRAWALS

On-Campus Students

If a student withdraws from the course or a subject the following conditions and procedures apply:

- Withdrawals from a course must be addressed in writing to ACFB Accounts Department.
- A full refund (less administration fee of \$50) will be paid if withdrawal is received 30 days prior to course commencement.
- A full refund (less administration fee of \$100) will be paid if withdrawal is received 7 days prior to course commencement.
- A full refund (less administration fee of \$150) will be paid if withdrawal is received less than 7 days prior to course commencement.
- There will be no refunds or transfers 3 days prior to commencement or after courses have commenced.
- Course fees are transferable 30 days prior to course commencement; however a \$50 Administration fee applies.

Distance Learning and/or Blended Delivery Students

- Withdrawals from a course must be addressed in writing to ACFB's Accounts Department.
- Once a student has enrolled and commenced their course via Distance Learning or Blended Delivery and has received their course material, or the course material up to the time they wish to withdraw, no refund will be issued for fees paid up to that time.

Australian College of Fitness & Bodywork

- Where a student has paid their full course fees upfront, a refund will only be given for the units/material they have not yet received.
- If the student has already received the entire course material, no refund will be given. Exceptional circumstance will be considered at the Discretion of the Principal Director and Course Coordinator.
- Students may wish to suspend their course and commence it at a later date. For students who wish to do this, they need to address this option in writing to ACFB's Course Coordinator.
- Enrolment fees cannot be transferred to another person without the direct permission of the Principal Director.

Students enrolled in the student Scholarship program who have paid for their course in advance and have completed clinics, will have their fees refunded as per the upfront payment and refund requirements, and clinics that have been included will be calculated into this figure.

COURSE COMPLETION SCHEDULE

Course Completion Dates

~ Massage Courses

Certificate IV in Massage Therapy Practice - *On campus*; Three (3) months after the last scheduled class.

Certificate IV in Massage Therapy Practice - *Blended Delivery/Distance Learning*; Twelve (12) months from the date of enrollment.

Diploma of Remedial Massage - *On campus*; Three (3) months after the last scheduled class.

Diploma of Remedial Massage - *Blended Delivery/Distance Learning*; Twelve (12) months from the date of enrollment.

~ Fitness Courses

Certificate III in Fitness - *On campus*; Three (3) months after the last scheduled class.

Certificate III in Fitness - *Blended Delivery/Distance Learning*; Twelve (12) months from the date of enrollment.

Certificate IV in Fitness - *On campus*; Three (3) months after the last scheduled class.

Certificate IV in Fitness - *Blended Delivery/Distance Learning*; Twelve (12) months from the date of enrollment.

Please note; *Students enrolled prior the 1st of January 2012 will be allowed to continue without a set completion date, however ACFB will encourage these students to complete their course(s) within this schedule.*

Process

A student is required to complete all course work and be deemed competent along with payment of all course fees to graduate their course. The following documents outline information about this procedure and it's availability to student pre or post enrolment:

- *ACFB's welcome letter (provided at the commencement of a course),*
- *Student handbook (available on ACFB's website prior to enrolment),*
- *Student webpage (provided at the commencement of a course),*
- *Student notice board (provided at the commencement of a course),*
- *Enrolment form; The Terms and Conditions section of this form, outlines where to find these this information in the above documents.*

Throughout a student's course at ACFB, their progress is monitored by the ACFB trainers through means including, class attendance, course and study activity, the receipt of assessment packs, student clinics, etc. Through these means, we can establish how the student is progressing in their course and implement the defined stages below if required.

~ Stage 1

In the event that a student is behind the normal pace of study, an ACFB trainer will provide (if possible) the required assistance to assist them in their studies. In this event, the student(s) in question must provide the will, enthusiasm and desire to complete their studies to warrant the additional assistance of the ACFB team.

~ Stage 2

A reminder may also be provided to student(s) in question to motivate them through their course(s). These reminders may include an email, letter, phone call and/or conversation to establish why the student is behind the normal pace of study and what may be required of them to complete their assessment pack(s),

take home assessments and studies by the stipulated completion date(s). *Refer to stage 1 if the student needs assistance at this stage.*

~ Stage 3

If a student's study pace still requires attention or they have exceeded the course duration date(s) outlined in the 'Course Duration' heading of this procedure, a formal letter from ACFB's course coordinator or principal outlining the need and importance to hand in the required assessment(s) in order to complete their course(s) and the costs that they will incur if they do not comply to the stipulated completion date(s). *Refer to stage 1 if the student needs assistance at this stage.*

~ Stage 4

Once a student(s) passes the stipulated completion date(s) outlined in the 'Course Completion Dates' heading of this procedure, with no communication or intent to abide by the date(s) set, an invoice for the overdue amount (outlined in the 'fees' section of this procedure) will be sent to the student(s). If the student(s) makes this payment and either hands in the required assessment pack(s) to complete their course or organises a schedule with the course coordinator to complete their course (and abides by it) no further costs will be incurred by the student.

~ Stage 5

If all attempts have been made by ACFB to encourage the student(s) outlined in the stages above and no attempt has been made by the student(s) to complete their course, (*please note; this will be over an additional three (3) months after the 'Course Completion Dates' heading of this procedure dates*) ACFB will withdraw the student(s) from their course and send a letter to the student notifying them of this stage. An additional enrolment fee will apply if the student wishes to re-commence their course after this time.

Please note; some student(s) may require an extended course timeline due to personal circumstances. This will be organised and agreed upon at the time of enrolment or in the event that a personal incident occurs throughout a student's course. ACFB must be notified if a personal circumstance of a student may require additional time to complete their course.

Fees

If a student does not complete their course by the stipulated dates outlined in the 'Course Duration' heading of this procedure, the following fees will be incurred:

- a) For *each* month *after* the stipulated course completion date, a one hundred dollar (\$100) fee will be issued to the student.
- b) If the student carries their course twelve (12) months over the stipulated course completion date, the student will need to re-enroll in their course at an additional five hundred dollar (\$500) enrolment fee. The student will also need to go through an assessment process to ensure their knowledge is still current.
- c) If a student is required to complete additional units as a result of section (b) these units will be charged at the RPL rate per unit.

Please note: allowances may be made at the discretion of ACFB's course coordinator and principal.

REPEATING A SUBJECT

For students who wish to defer or repeat a subject, please contact ACFB to enquire about any costs that may be associated with this option. Graduates are welcome to redo subjects out of general interest at the cost of 50% for that subject.

ACADEMIC TRANSCRIPTS

At the completion a course, students will receive an Academic Transcript and Statement of Attainment advising them if the subject has been successfully completed. This is normally done within 5 weeks of the last lecture.

NOTE: Results will be withheld until the course / subject(s) have been paid in full.

ATTENDANCE

In order to maximize your training opportunity, and to successfully pass all Units of Competency / subjects / learning outcomes, and fulfill all assessment requirements, it is a recommendation of this College that students attend a minimum of 80% of classes for each subject for students studying on-campus. In the event that classes are missed, it is the responsibility of the student to obtain the required homework.

Regular Fitness workshops are conducted on-campus and at Genesis Fitness in Ringwood. All Blended Delivery students studying Certificate III in Fitness and/or Certificate IV in Fitness Students are advised to attend these workshops if they are able to do so. These workshops are not compulsory, however, students need to inform ACFB if they would like to attend or not attend each workshop so we know how many students are coming.

ABSENTEEISM (On-Campus Students ONLY)

If you are running late for any reason, it would be greatly appreciated if you could let us know prior to the class or workshop. If you know in advance that you will not be attending a class, you should inform the trainer or College as soon as possible via email or phone. It is imperative that students contact the College in the event that they will be absent for practical assessment, assignment presentation, excursion or other similar important occasions.

SPECIAL CONSIDERATION

Special consideration for assignments and examinations may be granted. Special consideration should be negotiated with the teacher prior to any theory exam, practical assessment or excursion.

ASSESSMENTS

Assessments will be made against the performance criteria of the National Competency Standards. The College will assess the competency standards of students in many ways including but not limited to: short answer question, case studies, written assignment, essays and practical demonstration. Students are required to pass all assessments, in order to be deemed competent in that subject. ACFB endeavors to assist all students in achieving their training goals.

All Assessments are given to you in hardcopy/paper form and also electronically on a disk when you received your initial student folder. All assessment packs need to be completed electronically and emailed to your trainer. Once received, these assessments will then be marked/graded electronically and emailed back to you, along with feedback on your performance and your corresponding result. Students who are deemed NOT COMPETENT can be re-assessed after review. All completed assessments need to be emailed to – myassessments@acfb.com.au

Please make sure you write your name on your assessments.

ASSESSMENT GRADING:

All subjects / courses will be graded according to the following grading scales:

C – Competent NYC – Not Yet Competent

ASSESSMENT POLICY & COURSE HOURS

Assessments are not used as competition between the students, but as a way of assessing how each student is progressing in her / his knowledge and understanding of the various subjects of the course. In the first lecture, each trainer will explain in detail how their subject is to be assessed and what is expected of each student.

Please refer to your course timetable for course hours, details and times which can be downloaded from your student page on ACFB's website.

WHAT DO I NEED TO COMPLETE IN ORDER TO GRADUATE?

Below is a simple checklist for you to monitor the requirements of the course you have enrolled in *(including what are your requirements if you are studying with assistance from Government Funded training as outlined on page 4)*

For each course you are enrolled in, all points outlined below are a requirement of your course.

Certificate III in Fitness SRF30206			Completed
1	All course Workbooks have been read		
2	All Assessments have been completed & handed to your trainer		
3	All Practical Assessments have been completed & handed in to your trainer		
4	20hrs of Work Placement and or a combination of Student Boot camp info has been completed		
5	All practical workshops have been attended	<i>For Students studying with assistance from Government Funding, these workshops are Compulsory. If you miss a workshop, you will need to make this time up in an on-campus study session. Please contact ACFB if you cannot make a session.</i>	
6	All Course fees have been paid		

Certificate IV in Fitness SRF40206			Completed
1	All course Workbooks have been read		
2	All Assessments have been completed & handed to your trainer		
3	All Practical Assessments have been completed & handed in to your trainer		
4	20hrs of Work Placement and or a combination of Student Boot camp info has been completed		
5	All practical workshops have been attended.	<i>For Students studying with assistance from Government Funding, these workshops are Compulsory. If you miss a workshop, you will need to make this time up in an on-campus study session.</i>	
6	All Course fees have been paid.		

Certificate IV in Massage Therapy Practice HLT40307		Completed
1	All course Workbooks have been Read.	
2	All Assessments have been completed & handed to your trainer.	
3	All Practical Assessments have been completed & handed in to your trainer.	
4	Student Logbook (50hrs) completed * <i>(can be completed at home)</i>	<p>For Students participating in the Student Scholarship Program, these hours are incorporated into your clinics (no:6).</p> <p>*For Students studying with assistance from Government Funding, these hours are conducted ON-CAMPUS</p>
5	Supervised Massage Clinics (20hrs included within student logbook) * <i>(completed On-Campus-or via web class for Distance Learning Students)</i>	
6	Student Scholarship Program – 100hrs <i>(or paid out)(ONLY a requirement for Students on the Scholarship Program)</i>	
7	All Course fees have been paid	

Diploma of Remedial Massage HLT50307		Completed
1	All course Workbooks have been Read.	
2	All Assessments have been completed & handed to your trainer.	
3	All Practical Assessments have been completed & handed in to your trainer.	
4	Student Logbook (50hrs) completed * <i>(can be completed at home)</i>	<p>For Students participating in the Student Scholarship Program, these hours are incorporated into your clinics (no:6).</p> <p>*For Students studying with assistance from Government Funding, these hours are conducted ON-CAMPUS</p>
5	Supervised Massage Clinics (20hrs included within student logbook) * <i>(completed On-Campus-or via web class for Distance Learning Students)</i>	
6	Student Scholarship Program – 85hrs <i>(or paid out)(ONLY a requirement for Students on the Scholarship Program)</i>	
7	All Course fees have been paid	

Please note; ALL of the information mention above for the course you have enrolled in, **MUST** be completed in order for you to graduate. This includes if you are studying on-campus and the timetable has already concluded.

MISSED OR LATE ASSESSMENTS

If a student is not able to hand in an assessment by the due date, an extension form must be handed to the course coordinator prior to the due date. These are available at ACFB, or an the student page of ACFB's website.

If a student is not able to complete a course by the set date, please refer to the 'Course Completion Schedule' outlined in this booklet.

Assignments that are submitted late without an extension will be penalised at a rate of 10% off the total mark for every working day it is late. *(Specifically anatomy – take home exams)*

Oral talks and/or presentations that are missed may lead to a zero mark for that assessment. You will need to discuss the viability of redoing the talk directly with your trainer to determine as to whether it can be done at a later date. In most cases, this will not be an option and a zero mark will be given regardless of the reason. However the ultimate decision will be made by your trainer.

RECOGNITION OF PRIOR LEARNING (RPL) / CURRENT COMPETENCY (RCC)

If a student has prior learning, or believes that they may be exempt from one of the modules/units or learning outcomes/performance criteria, please complete a “Recognition of Prior Learning” form, and submit any relevant documentation required, to the course coordinator. Please refer to the RPL application forms on ACFB’s website – www.acfb.com.au

Please Note: ALL RPL requests are too finalised prior to enrolment. NO RPL will be given once a student has been enrolled.

PRACTICAL FIELD WORK / EXCURSIONS

Students are required to participate in all practical classes and field trips. Your trainer will be able to advise you of the best way to complete your training and assessment so as to best cater for any concerns you may have. All practical fieldwork/excursions that are not part of the timetable or not supervised and authorised by the Australian College of Fitness & Bodywork are not covered by the College insurance policy. The College strongly recommends that each student take out their own insurance to cover them against any negligence that may arise outside of the College.

TESTS / ASSESSMENTS

As a result of the high standards set by the College, *some subjects have a 80% pass mark*. Students should therefore strive to attain the best mark possible. Please check with your trainer for details. There is a minimum pass mark for each unit/subject which must be achieved for all exams. Take home exam dates are outlined on the course timetable provided in the first class of the subject. Tests can be held in the middle or at the end of the semester and may consist of true/false; multiple choice, short answer or other various test formats. They may be marked in class, or handed to the trainer. A student must pass all tests, assessments and take home exams.

Take home examination papers are the property of the college and are kept for our reference. If you miss the opportunity to examine your paper during class time, you may view the paper at administration. Hardcopy Assessment packs (if applicable) are not to leave the College and will be kept for a minimum period of 12 months.

SUPPLEMENTARY & DEFERRED EXAMS

Student’s, who do not pass an assessment or take home exam, will be required to re-complete the assessment.

COPYRIGHT

All documentation produced by the College including course material, manuals, advertising material, photographs, videos, etc are copyrighted. As such, no part of these documents, including contents, pictures and layout maybe reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior permission from the Australian College of Fitness & Bodywork. However, copyright legislation enables students to copy *up to 10% of a document* on the proviso that the information is properly referenced using the Harvard referencing system.

STUDENT CONFIDENTIALITY

All confidential information of students enrolled at ACFB will be safeguarded by the College, its related committees, individuals and/or organizations acting on its behalf. ACFB will ensure all confidential student information collected is only used for records management purposes relevant to training and education specific to the College. Except as required under the *Standard for Registered Training Organizations*, or by law, the college will not disclose or provide third party interests with information regarding individual students unless that student has provided written consent. The College will maintain and provide access to records relating to each individual student's academic progress upon request of that individual student. All Student records will remain at the College and will be put into the archives once the Student has received their certificate / diploma. With regards to access to records, the College will:

- Allow students full access to their own personal records upon request (proof of identification may be required). NOTE: third party access to staff records will not be made available without written consent from the staff member.
- Provide the State registering body with compliant record reports as necessary under external reporting requirements relating to Australian Vocational Education and Training Management Information Statistical Standard [AVETMISS].
- Provide access to records for legal bodies as requested under the conditions of the Privacy Act, 1998.
- Provide access to records for state registration body [OTTE] as requested under the conditions of the Privacy Act, 1998
- Provide access to records for training staff as may be required under their employment/contract duties at the Australian College of Fitness & Bodywork.
- Delivery details for each course/Training Package qualification and module/unit of competence in the Scope of Registration and student details including enrolments, participation and completions in accordance with State Recognition Authority-AVETMISS requirements.
- Maintain confidentiality of all staff and student's records in accordance with requirements under the Privacy Act, 1998.
- As a legal requirement, and in line with the Privacy Act, 1988, The Australian College of Fitness & Bodywork requires its committees, individuals and associated organizations to safeguard any confidential information obtained through day to day operations of the College.

STUDENT CARDS

Student cards are available through administration. In order to receive a student card, students will need to provide a passport sized photograph (colour or black and white are acceptable). Allow up to 2 weeks for processing. Please note: Student cards are **optional**, please let administration know if you would like to receive a Student Card.

The College seeks to provide a safe workplace and facility for all staff, contracted personnel and students who are involved in the every day operations of the College as per the OHS Act 2004. If an accident and/or incident arises (an unusual occurrence that poses a risk to any person), staff and students are required to fill in an "Incident report" kept at reception. In this way, the issue can be immediately addressed to prevent any occurrences in future. An *incident* is an unusual occurrence that potentially poses a risk to students, clients, staff members, visitors or premises. These forms are kept at reception.

ACCESS AND EQUITY

The Australian College of Fitness & Bodywork understands its role in ensuring individuals can achieve educational outcomes in an equitable and accessible education environment. The College seeks to provide educational training programs to all individuals, from all sectors of the community, and all ranges of abilities/disabilities, both physical and academic, wherever this is practicable considering the demanding physical & academic nature of the training. The College will provide equitable and inclusive educative programs that ensure all students have the opportunity to achieve according to their own individual potential. The College will also seek to be proactive in the provision of programs according to the following principles:

- Culturally and socially inclusive
- Early recognition and support for students 'at risk'
- Non-discriminatory practices
- Fair and reasonable assessment and training practices

The Australian College of Fitness & Bodywork recognises and is aware of its legal obligation regarding access and equity principles, in relation to Racial Discrimination Act 1975 [Commonwealth], Sex Discrimination Act 1984 [Commonwealth], and the Disability Discrimination Act 1992 [Commonwealth]. The principal or responsible officer will ensure all information regarding access and equity policy, is effectively and clearly disseminated to all staff and students within the organisation. It is the responsibility of the principal to ensure all access and equity issues are managed according to College policy and procedures, in accordance with legal and governing body requirements. In the event that current facilities are insufficient to cater for a minority group or individual client/staff, the College will comply with all reasonable requests to ensure adequate alternative arrangements are made until such time as a permanent solution can be implemented. All Staff have a responsibility for the implementation of ACFB Access and Equity.

SECURITY, THEFT & LOST PROPERTY

Students are reminded to keep their belongings with them at all times, particularly during the class breaks. *The College will not be held responsible for anything that is stolen or goes missing.* A lost property box will be held at reception. Items that have not been collected by week 14 will be given away. The College has a security system that is linked to a security company. There is a panic button at the reception desk; if this is activated the security company will immediately phone and ask questions that require yes or no answers. If the phone is not answered, or questions are answered incorrectly, the police will be dispatched.

FIRST AID / MEDICAL CONDITIONS

A first aid kit is available at reception & the office. Should you require first aid treatment, please advise your trainer or administration staff. All of the administration staff and trainers hold a first aid level 2 certificate. If you have a medical condition that may impact your ability to successfully pass this course, please inform your teacher and/or course coordinator and obtain a clearance from your doctor prior to commencing any practical classes. Any personal medical information passed on to teaching staff is treated by the college as private and confidential. Medical information should be in writing [Doctor's Certificate], and submitted to teaching staff with a medical clearance [if deemed necessary by the college].

The Australian College of Fitness & Bodywork recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, the College is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counseling services
- Guidance and support with financial requirements specifically related to training and education at the College
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant
- In the event that required support extends beyond the College's capabilities
- The College will source/give referral information for relevant organization/s that supply required support service/s

COMPLAINTS AND APPEALS PROCESS

Any student, who feels they have been unfairly treated in any way, should attempt to resolve this with minimum delay. Such complaints / appeals may include, but are not limited to, academic matters, harassment, discrimination, complaints related to access and conditions, and complaints related to other students, teaching, support services or provision of College facilities. If this issue involves a staff member, the student is encouraged to resolve the difficulty directly with the staff member in question. If a resolution cannot be reached, the student must complete and submit the Complaints and Appeals Report from reception or available on ACFB's website, and arrange a time to discuss their concerns with the course coordinator who will attempt to resolve the matter between the parties. Failure to resolve the issue after this time will mean that the issue will need to involve the Principal Director.

COMPLAINTS AND APPEALS POLICY

The date of submission of a complaint / appeal is noted on the complainant's records file. The details of the complaint / appeal, procedures followed and outcome are placed in the relevant hardcopy file. See complaint / appeal flow chart.

- *Local level resolution*
Any person with a complaint / appeal may raise the matter with the other party concerned. A meeting can be requested by the person, at which time the complaint / appeal may be raised and a resolution sought. A time frame of 3 working days is given for a resolution to occur.
- *Resolution by the Training Manager*
Should the complaint / appeal remain unresolved following local level resolution or if local level resolution is inappropriate then the person should contact the principal and arrange a meeting. At this meeting the grievance can be raised and a resolution attempted. This will take place no more than 5 working days after the incident.
- *Resolution by External Party*
If resolution at a local level or by the principal does not occur, or is inappropriate then the principal may appoint, at the college's expense, an independent external arbiter to review the complaint / appeal and propose a resolution. The independent, external arbiter must be acceptable to both parties. This shall take place as soon as is possible and no more than 10 working days after failure of a resolution by the principal.

If you feel you wish to take a matter further, please contact the: National Complaints Hotline – 1800 000 674

EQUAL OPPORTUNITY & DUTY OF CARE

The College is committed to ensuring that all students receive a fair and equitable treatment at all times without regard to political affiliation, language, race, colour, religion, national origin, sex, marital status or physical disability. Personal favoritism, coercion and arbitrary action is not acceptable and all necessary steps will be taken to ensure all students, contractors, trainers and consultants maintain proper standards of integrity, conduct and concern for the public interest.

The College is committed to a policy of providing a work and study environment free from sexual harassment and discrimination. Staff and students are required to adhere to a standard of conduct that is respectful of all persons within the College environment. The College will not tolerate any form of sexual harassment or reprisal as documented in the Sex Discrimination Act 1975. Please inform the College and your teachers of any personal requirements that you may need as a result of your religion, sex, marital status, study support, academic support, or any other reason. And ACFB will attempt to accommodate your needs.

The primary duty of care of the Principal / Trainer / Student is to ensure the safety of the students and members of staff. The Principal/ Trainer/ Student will act at all times with honesty, integrity and responsibility towards students and members of staff within the College framework. The Principal/ Trainer/ Student will, under no circumstances, knowingly undertake any action or treatment that would adversely affect the health or wellbeing of any student, member of staff or client alike.

PROFESSIONALISM & MISCONDUCT

The College adheres to the principles of adult learning, and the learning environment shall facilitate the learning of all students without interference or disturbance from others, and encourage students to respect and protect the rights of others. Students will uphold the standards of the College when they are engaged in excursions/ events.

The College is **strictly a non-smoking zone**. This implies that smoking is not permitted in the building, its entrance or car park area. Students who wish to smoke will need to find an alternative area, such as a nearby park or outdoor shopping mall which is located within 3 minutes of the College.

Absolutely no food or drink is permitted in the class rooms at any time. The only exception to this is a glass or bottle of water. Students will have plenty of opportunities to eat and drink in their breaks. A kitchen / common room is available for this purpose.

Misconduct means any conduct that is prejudicial to the good order and discipline of the College. The following forms of misconduct will not be accepted: willful damage or removal of property, assault or harassment (physical or verbal) of any kind, cheating or attempting to cheat, or assisting any other student to cheat by any means, negligent or disorderly conduct towards a staff member or student, being under the influence of alcohol or drugs, smoking in the building, eating and drinking in class rooms, infringing copyright and consistently attending classes late.

Teaching staff have the authority to ask a student to leave the class for misconduct. Student discipline issues will be handled promptly, confidentially, and in the spirit of conciliation and negotiation where possible.

Students are not permitted in any way, shape or form to charge for any services such whilst they are studying at the College. With regards to completing assignments, students must inform their clients that they are students of the College, and therefore are not yet qualified. Students must complete all assessments and graduate, before they are permitted to charge for their services. Students who are caught charging the public for consultations or who teach courses for which they are currently studying may face disciplinary action.

Any member of the teaching staff may:

- Reprimand the student
- Exclude a student for a period of up to one working day, or particularly exclude the student from the remainder of any class or next class, lecture or tutorial scheduled on the same day for which the staff member has responsibility.

ACFB's senior staff and trainers, belong to professional associations that insist on ongoing education and continuous improvement. ACFB also conducts regular continuous improvement meetings that go over ideas, student feedback and concepts to improve the quality of each student's course and experience at ACFB.

FIRE OR MEDICAL EMERGENCY

In case of a FIRE OR MEDICAL emergency, contact emergency services immediately on 000.

EVACUATION PROCEDURE (Mitcham Campus)

In the event of an emergency, where it is necessary to evacuate premises, please use the whistle hanging beside the fire extinguishers and blow 3 long blasts, 3 short blasts, and 3 long blasts. This will inform students that there is an emergency, and that they are to exit the building via the front door. The roll should be taken and a head count done as soon as everybody is assembled at the designated assembly point. **Assembly points are:** exit via the reception area or the back stairwell and continue downstairs to the ground floor. Meet at the **RSL CAR PARK** behind the college where a head count will be conducted. Evacuation Plans are posted in every room and beside the fire extinguishers. Refer to the College map in Appendix 1.

GRADUATION PROCEDURE

Diplomas/Certificates will only be issued once all assessments have been completed and passed by each student and full payment of any outstanding fees and satisfactory completion of all theory and practical work. Whilst Diploma/Certificates will NOT be issued prior to graduation, you may request a letter from the College stating that you have completed the course.

Once a student feels they are ready to graduate, they need to complete a: Request to Graduate Application which are located at reception and on the student page of ACFB's website and email or hand it to their trainer.

Those who do not attend graduation may collect their diploma/certificate after graduation from the college or request it to be mailed via registered post. All payments must be made by the due dates (see course prospectus).

A certificate and/or diploma will NOT be issued until:

- all outstanding fees have been paid
- all learning outcomes have been achieved
- all practical and theory examinations have been passed
- all borrowed books have been returned
- students have signed off on all documentation to comply with AQTF guidelines

NOTE: the College reserves the right to refuse the student entrance to all final examinations until all outstanding fees and library loans have been paid in full.

STUDENT WEBSITE

From February/March 2011, ACFB will be introducing a Student page on our website. Each student will have their own student page which has been designed to be easy to use and very interactive that they can log into.

Each page is tailored to each course and delivery option and will display:

- Personal details (name, address, etc)
- Enrolment details (dates, course, etc)
- Course Units of Competency
- And an easy to use menu

And allow students to:

- See Assessment results
- Email trainers
- Download workbooks, Assessment Packs and DVD's
- Download course timetables and a variety of different forms
- Make payments
- Request Skype sessions for distance learning students
- And many more advances to assist each student in their course.

On completion of this website, students will be given details further details

STUDENT FEEDBACK

All students will be provided with two (2) feedback forms during their studies; mid way through their course and near completion. This is a confidential document and will in no way jeopardise the student's progress within their course. This feedback provides us with important information as to how to improve our services for current and future students.

AMENITIES/ NOTICE BOARD/TIMETABLES

ACFB's has a common area that is available for all students to use. Kitchen facilities include a microwave, fridge and crockery. Students must wash, dry and pack away all of their dishes at the time of use. Timetables are provided to all students and staff prior to the commencement of each semester. Up to date copies are available on the College's website www.acfb.com.au.

PARKING & PUBLIC TRANSPORT

The College has 5 parking spaces provided for staff & students

- Parking is also available at the local shopping centre across the road
- Meter street parking is also available for 2 to 4 hours at a time and is free after 6pm along the side streets next to and behind ACFB.

The external parking areas and street parking have sufficient street lighting where students can walk from ACFB's front door to their car safely.

The Mitcham Campus is ideally situated within walking distance (3 minutes/150 metres) to the Mitcham train station. There are also 6 bus stops along Whitehorse and Mitcham Rd within 100 metres of the campus, the most prominent, at the corners of Whitehorse Rd & Mitcham Rd.



- On-Street Parking
- Shopping Centre Parking
- ACFB Parking
- ★ Street Lighting
- Traffic Lights