



STUDENT HANDBOOK V 2.0

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USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to enrol with Online Personal Training Institute.

INTRODUCTION

Welcome to Online Personal Training Institute, we are an online education provider here to help you on your journey through your Certificate 3 and 4 in Fitness.

Our focus is entirely on you the student as we are a customer centric business, within OPTI you will have a name and won't just be a number, we are here to assist you in every way we can drawing on our knowledge to impart you with not only certificates but the skills to go out there and make your dream happen.

We are here for you during your journey and are honoured to be a part of your dream.

Join our family so we can join in your victories within the fitness industry.

KEY PERSONNEL AT ONLINE PERSONAL TRAINING INSTITUTE

Directors -	Enoch Behzadpour and Stephen Senyard
Training Manager -	Stephen Senyard
Assessor -	Stephen Senyard and Dani Clinton
First Aid Trainer -	Sheree Senyard
Administration -	Enoch Behzadpour
Accounts -	Elliot Johnson
Compliance -	Darren Williams
Student Support Officer -	Stephen Senyard

LEGISLATIVE COMPLIANCE

Online Personal Training Institute (OPTI) is committed to complying with all relevant Commonwealth, State and Territory legislation, regulations, standards and guidelines that apply to the delivery of vocational education and training services.

This includes, but is not limited to:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs)
- Student Identifiers Act 2014
- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Work Health and Safety (WHS) legislation
- Fair Work Act 2009
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Copyright Act 1968
- Competition and Consumer Act 2010 (including Australian Consumer Law)
- Equal Opportunity and Anti-Discrimination legislation applicable within Australian States and Territories

OPTI regularly reviews and updates its policies, procedures, training and assessment practices to ensure compliance with current legislative and regulatory requirements.

Students, staff, trainers, assessors and third-party representatives are expected to comply with all applicable legislation, policies and procedures while participating in OPTI training and assessment activities.

Access to Current Legislation

Current legislation and regulatory information can be accessed via:

- Australian Skills Quality Authority (ASQA) – www.asqa.gov.au
- Federal Register of Legislation – www.legislation.gov.au
- Australian Legal Information Institute (AustLII) – www.austlii.edu.au
- Office of the Australian Information Commissioner (OAIC) – www.oaic.gov.au

OUR COURSES

Online Personal Training Institute is a Registered Training Organisation (RTO [46231](#)) and the nationally recognized qualifications on our scope of registration are:

Code	Course	Duration
SIS30321	Certificate 3 in Fitness	12 Months/Self Paced
SIS40221	Certificate 4 in Fitness	12 Months/Self Paced
HLTAID011	Provide First Aid	1 Day - External

When studying any of the above units of competency or courses, you will be enrolled with **Online Personal Training Institute (RTO [46231](#))**, which will be responsible for the quality of training and assessment provided in line with the applicable RTO Standards and for the issuing of Statement of Attainments.

E-LEARNING ASSESSMENT:

Students are required to complete online questions. This is an integral part of the assessment process which will be completed by all students and will go towards your course competency

Students have access to Trainers and Assessors to assist with the E-Learning portal.

LEARNING RESOURCES

Upon completing enrolment, the student will receive their unique E-learning link via email which will include E-books for their enrolled course along with supporting material which will assist in the completion of their assessment tasks.

We recommended that students read through their E-book prior to completing their E-learning Assessment to comprehensively understand the subject matter.

OUR HEAD OFFICE AND STUDENT FACILITIES

Online Personal Training Institute's Head Office is located at Unit 3, 161 Dawson Parade, Keperra QLD 4064. While the majority of our training is delivered online, local students may access the facility by arrangement for practical activities, training support, assessments and student assistance services where applicable.

Nearby we have a range of retail and food outlets to meet the needs of our students.

Our campus has tea and coffee making facilities provided for our students, dedicated workspaces and high-speed Wi-Fi is accessible onsite to you.

Emergency procedures and evacuation plans are located on the walls of each room, please ensure that you are familiar with the emergency and evacuation procedures.

ESSENTIAL PERSONNEL

CEO/DIRECTORS

The CEO/Directors are responsible for the health and safety of all staff and students and the successful operation of Online Personal Training Institute. With a door is always open attitude they want to be as much a part of your journey into health and fitness as you do.

TRAINING MANAGER

The Training Manager is responsible for overseeing the effective induction, training and assessment of staff and students along with coordinating course activities.

COMPLIANCE OFFICER

The Compliance Officer works closely with the CEO and is responsible for monitoring the compliance of the organisation against the ASQA Standards.

TRAINERS AND ASSESSORS

The Trainers and Assessors are responsible for the standard of training and safety within Online Personal Training Institute and for the assessments conducted while students are attending Online Personal Training Institute.

The trainers will supervise all training and assessments along with contacting students from time to time to make sure that they are happy and on track.

In addition, trainers are responsible for day-to-day course management. All trainers will have at least a TAE40116 Certificate IV in Training and Assessment or equivalent and all the necessary endorsements to allow them to conduct and assess competency and underpinning skills and knowledge.

Trainers and assessors must, by law, maintain accurate records of student attendance and participation which will be held securely within our Student Management System.

Administration Team

The Administration Team is responsible for administrative tasks such as handling all payments, student logins and E-Learning set up along with coordinating your course activities.

STUDENT SUPPORT OFFICER

We all need support from time to time and the Student Support Officer is responsible for the support of students needs whilst completing the course. They are not here to assist with assessments or study but if you need someone to talk to about your challenges or successes feel free to drop an email or give them a call. They're all ears

INFORMATION

ATTENDANCE

Online Personal Training Institute delivers training through online and self-paced learning.

Students are expected to actively participate in their course, complete assessment tasks within the required timeframes and maintain regular engagement with their training and assessment activities.

Students who are experiencing difficulties progressing through their course are encouraged to contact their Trainer, Assessor or the Administration Team as soon as possible so that appropriate support can be provided.

Failure to engage in training, submit assessment tasks, respond to communication attempts or make satisfactory course progress may result in intervention strategies being implemented to support course completion.

Course Participation

Students are responsible for:

- Accessing their online learning materials regularly.
- Completing assessment tasks honestly and independently.
- Maintaining contact details that are current and accurate.
- Responding to communications from OPTI when required.
- Seeking assistance when additional support is needed.

Sick Leave

Students who are unable to participate in their studies due to illness or other exceptional circumstances should notify OPTI as soon as practicable. Supporting documentation may be requested where extensions or special consideration are being sought.

Approved Leave

Students who require an extension, deferment or temporary break from their studies should submit a written request to OPTI. Requests will be assessed on a case-by-case basis.

Withdrawal

Students wishing to withdraw from their course must notify OPTI in writing. Refunds and fees will be managed in accordance with the Refund Policy contained within this handbook.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

Online Personal Training Institute has a Training Manager, and it is that person that you should direct all problems and information requests, they will refer the issue to the best person.

The CEO acts as the access and equity officer for Online Personal Training Institute so if you are experiencing any harassment or discrimination, refer the matter to the CEO in writing.

Online Personal Training Institute:

- Aims to ensure that access to training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age, or race.
- Delivers training services in a non-discriminatory, open, and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Students are accepted in a manner that includes and reflects the diverse population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

Online Personal Training Institute provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice, all of our students are made aware of their rights and responsibilities through this Student Handbook.

STUDENT SELECTION

We encourage applications from all cultures and groups provided that they meet the specified guidelines for selection. Training inquiries are co-ordinated by the Enrolment Manager.

It is important to note that the SIS30321, SIS40221 and HLTAID011 competency standards do require a level of physical ability to meet the evidence requirements for assessment. Due to the potential risk to health and safety, it is important to note that students must be able to perform at least 2 minutes of uninterrupted CPR on an adult manikin placed on the floor.

These standards relate to the level of performance required to provide resuscitation and respond to an emergency situation where there may be a risk to life.

Online Personal Training Institute where possible will make reasonable adjustments to accommodate a student's physical limitation so long as these adjustments do not restrict the student from completing the course to the criteria required to achieve the competency.

If you are unsure whether your limitation will affect your ability to complete the course, please contact us to discuss prior to enrolling.

MINIMUM AGE REQUIREMENT

To attend a course with Online Personal Training Institute, the individual must be **at least 14 years of age**.

PHOTO ID

Students may be required to provide photo ID for enrolment, assessment validation, USI creation, qualification issuance or other compliance purposes.

High school students (under 18 years) may provide their school student ID and written permission from a parent or guardian.

EQUIPMENT

Students will require access to a computer, tablet or smartphone with internet access and a valid email address. Students may also wish to keep notes throughout their studies.

All other training equipment will be supplied by Online Personal Training Institute.

DRESS STANDARDS

Students completing practical assessment activities should wear appropriate clothing and footwear suitable for the activity being undertaken.

ENROLMENT

The best way to enrol in any of the courses is to go to the website (www.onlinepti.edu.au), email or call us. You will be given:

- This Student Handbook.
- Information on Recognition of Prior Learning if applicable.
- A Fee Schedule showing current tuition fees and other costs associated with our course.
- Refund information.
- Complaints and appeals information; and
- Course information and outcomes.
- Enrolment form

When you've been accepted into the course you must pay a course deposit to secure your position. No certificate or qualification will be issued until course tuition fees have been paid in full unless other arrangements have been made with the RTO and approved by the CEO.

The Enrolment Manager and Director of Studies will be making a decision about your enrolment based on the information you provide so it is important that you provide us with everything we require.

UNIQUE STUDENT IDENTIFIER

From January 2015 it was a requirement that all students in Australia have a Unique Student Identifier (USI) The USI will be a lifelong number that will enable your records and results, obtained after January 1, 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before an RTO can Issue a Certificate or a Statement of Attainment unless you fall into one of the exempt categories.

To check if you have a USI or Apply for a USI, the following link and information will help you.

<http://usi.gov.au/students/Pages/default.aspx> If you are unsure or unable to apply for a USI, we can apply for one for you by completing our USI form and giving us permission to apply for it on your behalf.

PROTECTION OF STUDENTS PRIVACY

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

PRIVACY & CONFIDENTIALITY RECORDS ACCESS

Online Personal Training Institute is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Administration Team via learn@onlinepti.edu.au with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Online Personal Training Institute will exercise strict control over confidential information. If a third party requires client information, we will require your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance, and performance. We do this as it is required by the Government.

PRIVACY

Online Personal Training Institute is committed to maintaining the privacy and confidentiality of its personnel and student records.

Online Personal Training Institute complies with the *Privacy Act 1988 (Cth)* including the 13 Australian Privacy Principles (APPs) as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)*. Providing an overall framework for our privacy practices, Online Personal Training Institute has developed and implemented this APP Privacy Policy.

This policy is designed to uphold requirements with additional state jurisdictional requirements including:

- Information Privacy Act 2014 (ACT);
- Privacy and Personal Information Protection Act 1998 (NSW);
- Information Act 2003 (NT);
- Information Privacy Act 2009 (QLD);
- Information Privacy Act 2000 (VIC); and
- Personal Information Protection Act 2004 (TAS).

Online Personal Training Institute holds a record of personal information about all parties with whom we undertake any form of business activity. Online Personal Training Institute must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Managing employee and contractor teams;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As an RTO, regulated by the Australian Skills Quality Authority, Online Personal Training Institute is required to collect, hold, use and disclose a wide range of personal and sensitive information on students in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislation. This legislation is:

- Student Identifiers Act 2014 (Cth);
- Standards for Registered Training Organisations 2015 (Cth); and
- Data Provision Requirements 2012 (Cth).

OPTI FEE STRUCTURES

SIS30321 – Certificate III in Fitness	Course deposit (non-refundable within 7 days before course commencement)	Remaining course fees
Course Fees (\$2495 total)		\$2495
Student resource fees	Included in course fees	
Replacement student resource fees	N/A	
Recognition of prior learning (full qualification, \$750 total)	\$100	\$650
Recognition of prior learning (unit of competency)	N/A	N/A
Replacement or additional qualification certificates or statements of attainment (SOA)	\$80 per certificate or SOA	
Resubmission of assessment	\$20 per unit	
Withdrawal from course	\$100	

SIS40221 - Certificate IV in Fitness	Course deposit (non-refundable within 7 days before course commencement)	Remaining course fees
Course Fees (\$2495 total)		\$2495
Student resource fees	Included in course fees	
Replacement student resource fees	N/A	
Recognition of prior learning (full qualification, \$750 total)	\$100	\$650
Recognition of prior learning (unit of competency)	N/A	N/A
Replacement or additional qualification certificates or statements of attainment (SOA)	\$80 per certificate or SOA	
Resubmission of assessment	\$20 per unit	
Cancel course	\$100	

HLTAID011 - Provide First Aid	Course deposit (non-refundable within 7 days before course commencement)	Remaining course fees
Course Fees		

Student resource fees	Included in course fees	
Replacement student resource fees	N/A	
Recognition of prior learning (full qualification)	\$50	\$50
Recognition of prior learning (unit of competency)	N/A	N/A
Replacement or additional qualification certificates or statements of attainment (SOA)	\$80 per certificate or SOA	
Resubmission of assessment	\$20 per unit	
Withdrawal from course	\$30	

COMPULSORY FEES

The tuition fees for each course provided by Online Personal Training Institute are summarised in the Fee Schedule which you will receive from Administration Team prior to enrolment. Contained in this Fee schedule is detailed information regarding total fees, payment terms, fees and charges for additional services, refund policy, and fees paid in advance.

REFUND POLICY

Students are provided with the refund policy and student enrolment form prior to enrolment. Refund information is always available from the Administration Team.

- Fee Refund Applications are considered on a case-by-case basis.
- The request for refund is made in writing to the Administration Team via learn@onlinepti.edu.au using the Fee Refund Application which is available from the website or upon request from the Administration Team
- The CEO is the person responsible for approval of fee refund applications.
- Course cancellation after acceptance by Online Personal Training Institute may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email. A full refund will be paid with notice of 7 days or more.
- Course cancellation requests less than seven (7) days prior to course commencement will attract a fee of 20% of the total course fees
- Accepted students who withdraw after course commencement may submit a written request for consideration of a refund where exceptional, unforeseen and documented circumstances have prevented them from continuing their studies. Supporting evidence may be required. Any refund approved by Online Personal Training Institute (OPTI) will be at the sole discretion of OPTI and may take into account administrative costs incurred, learning resources provided, access to the learning management system, training and assessment services made available, and the duration of enrolment prior to withdrawal. A change of mind, lack of time, work commitments, financial circumstances, failure to commence study, or failure to make satisfactory progress in the course will not normally be considered grounds for a refund.
- Students are expected to complete their course in the timeframe allotted. Students will only be allowed to defer or extend their course under exceptional and compelling reasons and must be approved by the Director of Studies. In the case that a deferment or extension has been granted by the Director of Studies, then fees will be adjusted accordingly, and fees paid may either be put towards a future date, or in the case of extension, additional fees may be due to cover the prolonged course.
- Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost **in addition to the refund guidelines outlined above.**

- Online Personal Training Institute defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
- Fee refunds will be made within 14 days after demand when Online Personal Training Institute defaults and within 28 days after demand when the student defaults.
- Online Personal Training Institute's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.

Students are entitled to a 7-day non-statutory cooling off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been signed and the course deposit has been made. It will end in 7 business days. Public holidays, bank holidays and/or Saturdays and Sundays are not included in the cooling-off period. If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the Administration Team within the cooling-off period either in person or via email at learn@onlinepti.edu.au. If the cooling-off period falls within 7 days of course commencement, students are not entitled to any refund

CHANGE TO CONDITIONS

Online Personal Training Institute reserves the right to change fees, conditions, course times or course commencement dates. You will be notified as soon as practicable of any changes to the operation of Online Personal Training Institute. If there are any changes that may affect your training and/or assessment, including in relation to any third-party arrangements or changes in ownership, you will be notified as soon as practicable.

RECOGNITION AND PRIOR LEARNING

NATIONAL RECOGNITION

Online Personal Training Institute recognises the qualifications that are presented by any student, if they are original (or verified) copies from any Australian Registered Training Organisation.

RECOGNITION OF PRIOR LEARNING

RPL is the process of recognising a person's existing skills and knowledge obtained through previous training, work, or life experience to complete a unit of competency through an assessment process only. This will require certain evidence that will be requested from you by OPTI.

The First Aid Code of Practice requires the unit of competency to be refreshed regularly to maintain industry currency and competence. Therefore, in accordance with legislation and work, health and safety requirements, Recognition of Prior Learning (RPL) is not normally offered for this course. However, if a possible RPL applicant would like to proceed with the RPL process, then Online Personal Training Institute's RPL Policy and Procedure will apply.

Students interested in applying for RPL can obtain a copy of the RPL: Assessment Application Form from our websites Student Information tab. Please submit your completed form to assessor@onlinepti.edu.au

CREDIT TRANSFER

Credit Transfer

Credit transfer relates to the recognition of any unit of competency a student has successfully completed with another RTO.

Students undertaking a course with Online Personal Training Institute will have the opportunity to request a credit transfer if the date of issue of the Statement of Attainment is not more than 14 days.

Recognition of Current Competency (RCC)

Recognition of Current Competency only applies to the student whereby they have successfully completed the unit of competency but are now required to be reassessed to ensure the competency is maintained as per industry requirements.

Students undertaking course with Online Personal Training Institute can request a Recognition of Current Competency (RCC) by submitting a copy of their HLTAID001 Provide cardiopulmonary resuscitation or HLTAID003 Provide first aid Statement of Attainment. The date on the Statement of Attainment will need to be within the renewal period (HLTAID001 – 12mths and HLTAID003 – 36mths).

Application

Students interested in applying for Credit transfer or RCC can obtain a copy of the Credit Transfer or RCC Assessment Application Form by contacting the Enrolment Manager at learn@onlinepti.edu.au

When you have completed a unit of study at another Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won't need to complete that unit of study again.

To apply for Credit Transfer, fill out the Credit Transfer form (obtain one from the Administration Team via learn@onlinepti.edu.au and attach copies of the evidence you have (e.g., Statement of Attainment or Certificate) before emailing it back to the Administration Team via learn@onlinepti.edu.au to show you have completed that unit.

YOUR RIGHTS AND OBLIGATIONS

USE OF YOUR PERSONAL INFORMATION

Your personal information will only be used for training and assessment purposes or purposes relating to your enrolled course(s). However, from time to time, we may ask your permission to use your photo or testimonial for marketing purposes. In this case, you will ask to give your written permission.

It is a requirement of the National vocational education and training regulator, Australian Skills Quality Authority (ASQA), to request participant's permission to release information in certain circumstances. In this instance, your personal details and student records may be made available to:

- any Commonwealth Government agency and/ or
- any State Government agencies and/or
- When requested by a court/tribunal.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with a Trainer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities.
- Provision for special learning needs.
- Provision for special cultural and religious needs.
- Provision for special dietary needs; and
- Any other issue.

If your trainer is not able to help you, you should discuss the matter with the Student Support Team/ learn@onlinepti.edu.au. The Student Support Team / learn@onlinepti.edu.au will be able to give you further information on area services and information and can refer you to any specialist services as required.

STUDENT CONDUCT

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Studying with others within Online Personal Training Institute is not a requirement by Law, but rather is seen by Online Personal Training Institute as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by the RTO. Being involved in the Online Personal Training Institute community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your Trainer or the Student Support Manager.

UNACCEPTABLE BEHAVIOUR INCLUDES

- Interruptions of the trainer whilst delivering course content during real-time demonstrations (e.g., webinars)
- Being disrespectful to other participants.
- Harassment by using offensive language.

- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.

YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED

- To be provided courses of high quality that recognise and appreciate your individual needs and learning styles
- To be provided with high quality, compliant training and/or assessment under the responsibility of Online Personal Training Institute
- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in an ordered and cooperative environment.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

IN THE EVENT OF NON-COMPLIANCE WITH OUR RULES; THE FOLLOWING APPLIES

- A Trainer or the Director of Studies will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties, and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the CEO to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties, and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included in your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn, and you will be notified in writing that your enrolment has been terminated.
- If you believe that the termination of your enrolment is unjustified, then you have 20 days in which to file a written complaint/appeal. Please refer to the complaints and appeals section of this handbook.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| ● Age | ● Lawful sexual activity | ● Pregnancy |
| ● Carer status | ● Marital status | ● Race |
| ● Disability/impairment | ● Physical features | ● Religious belief or activity |
| ● Gender | ● Political belief or activity | ● Sexual orientation |

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application.
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down), or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone or e-mail, office intranets, videoconference, or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Director of Studies to get some assistance.

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Online Personal Training Institute. Your trainers and assessors have been specially trained in Online Personal Training Institute safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop
- Advise the trainer of your concern and do not continue.
- Stop anyone else with you from doing anything unsafe.

It is the CEO's responsibility to keep you in a safe learning and working environment and they must not allow any work to be done that is unsafe.

Online Personal Training Institute is an alcohol and drugs of abuse free centre, undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling drugs or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

CHEATING AND PLAGIARISM

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is claiming or implying original authorship of, or including material from, someone else's written or creative work, in full or in part, into your own without sufficient acknowledgement.

Cheating and plagiarism are serious and may result in a students' exclusion from a unit, or expulsion. If you have any concerns about including the work of other authors in your assessments, you should consult with a trainer or Director of Studies.

The following list outlines some of the activities for which a student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly like or copied from another student
- Presenting the work of another individual or group as their own work
- Handing in assessments without the sufficient acknowledgement of sources, including assessments totally or in part from the internet.

Students are required to submit a signed cover sheet with every assessment. This includes a declaration that all work submitted is their own work except where there is clear acknowledgement or reference to the work of others.

SUSPENSION, DEFERRAL, WITHDRAWAL AND TRANSFERS

Students are expected to complete their course within a normal timeframe. However, if you do wish to suspend, defer, or transfer to another provider, please follow the following procedure:

Students who wish to suspend, defer, or withdraw from their course must make written request to the Director of Studies. Please refer to the above Refund Policy to see if any fees will be refunded.

COMPLAINTS

If Online Personal Training Institute does not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Team.

Online Personal Training Institute maintains a supportive and fair environment, which allows training participants, staff, and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained.
- accessible so you can lodge complaints and appeals by phone, electronically or in writing.
- fair and protect your rights.
- free so you can lodge a complaint without charge.
- handled in a manner that protects your privacy.
- transparent, equitable, objective, and unbiased.
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc.

Step 1:

If the complaint is regarding a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your trainer/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your trainer / assessor, or the organisation, then go straight to step 2.

Step 2:

You should lodge a written complaint with the Administration Team via learn@onlinepti.edu.au by completing Complaints and Appeals form (Form 06). This form can be obtained from the Administration Team via learn@onlinepti.edu.au or from our website www.onlinepti.edu.au

You can submit the form to the Administration Team via learn@onlinepti.edu.au either in person or via email at learn@onlinepti.edu.au

Online Personal Training Institute will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Step 3:

If the complaint was not able to be resolved to your satisfaction by the Administration Team via learn@onlinepti.edu.au, then you must ask for the complaint to be escalated to the CEO. The Administration Team will forward your complaint to the CEO.

The CEO will acknowledge receipt of the formal complaint in writing and commence investigation into the matter within 10 working days. The CEO is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Step 4:

If you are not satisfied with the outcome of the complaint, you may request that the matter be reviewed through the appeals process outlined in this handbook.

Recording:

A copy of all documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the CEO notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in Procedure on Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, Online Personal Training Institute will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer, or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Online Personal Training Institute will maintain the student's enrolment while the complaints and appeals process is ongoing.

We aim to finalise any complaints and appeals within 60 days of the initial lodgement. If the complaint cannot be finalised within the 60 days the RTO will notify the complainant in writing why it has not been finalised and any other information, they can provide at the time to assist the complainant, along with a timeline for when it is estimated that the complaint will be resolved.

APPEALS

If you are not happy with the outcome of a **complaint**, then the following appeal process is followed.

The appeal is discussed directly with the CEO. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form (form 06). This form can be obtained from the Administration Team.

EXTERNAL REVIEW

If the appellant is not satisfied with the outcome of the internal appeals process, they may seek an external review.

The appellant may contact the National Training Complaints Hotline for advice and referral to an appropriate external dispute resolution service.

National Training Complaints Hotline

Phone: 13 38 73

Website: <https://www.dewr.gov.au/national-training-complaints-hotline>

Where appropriate, OPTI will cooperate fully with any external review process and provide access to relevant records and information as required.

Access to the complaints and appeals process does not remove the student's right to pursue other legal remedies available under Australian law.

Each step of the complaints and appeals process allows the student to present their case either verbally or in writing prior to a decision being made.

If a student has concerns that do not directly involve OPTI but may affect their ability to successfully complete their training, they may be referred to an appropriate external support service for assistance.

APPEALS AGAINST ASSESSMENT OUTCOMES - REASSESSMENTS

Online Personal Training Institute maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

Step 1:

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to Step 2.

Step 2:

Lodge a written appeal to the Administration Team via learn@onlinepti.edu.au by completing a Complaints and Appeals form (Form 06). This form can be obtained from the Administration Team via learn@onlinepti.edu.au or from our website www.onlinepti.edu.au – The Administration Team will forward the appeal to the CEO who will commence investigation into the matter within 10 working days.

The CEO will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

SUPPORT & ASSESSMENT

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their language, literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Trainer will contact you to discuss their requirements. In addition, students may be required to complete a language and literacy and numeracy assessment prior to course commencement.

Where language, literacy and numeracy competency are essential for course participants, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

SUPPORT SERVICES

The training staff of Online Personal Training Institute are available to provide general advice and assistance with matters such as studying, homework, and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you.

Students are required to complete all assessment tasks and be provided with formal feedback on their assessment sheet. Students will also be advised whether their assessment outcome is competent or not yet competent.

The Trainer and Academic Manager will monitor students' progress through the course, at the end point of every study period. Appropriate follow-up action will be implemented where students are at risk of not completing the course. Students who are deemed "at risk" will:

- Be contacted by phone and/or email and in writing by the Academic Manager
- Meet with the Academic Manager to create an academic strategy for the student to conduct activities by certain deadlines in order to catch up and/or develop missing skills
- Have regular meetings at agreed upon times with the Academic Manager to ensure that they are meeting agreed upon deadlines as indicated in their academic strategy

Students who are deemed "at risk" will be notified in writing.

COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and the course details are also listed on <http://training.gov.au/>.

In competency-based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group, and you must be aware that at all times you are learning and being assessed even if it is a group activity.

ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

TRAINERS AS ASSESSORS

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and industry experience.

GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your Certificate. The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Administration Team via learn@onlinepti.edu.au

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

FEEDBACK

Online Personal Training Institute actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from the Administration Team.

We monitor compliance with the Standards for Registered Training Organisations and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow-up action is taken.

RECEIPT

I herewith confirm that I have read this Student Handbook prior to enrolment and understand the contents. I agree that I will follow the rules and requirements that are listed here and will always follow these rules and requirements.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name:

Signature

Induction Date

WELCOME TO THE FAMILY, WE LOOK FORWARD TO BEING A PART OF YOUR FITNESS JOURNEY.