



# **Student Handbook**

## CONTENT PAGE

<b>Welcome</b>	<b>3</b>
<b>Our Mission</b>	<b>4</b>
<b>Code of Practice</b>	<b>4</b>
<b>USI - Unique Student Identifier</b>	<b>4</b>
<b>Enrolling in a Course at Personal Training Academy</b>	<b>4</b>
<b>Prior to Enrolment</b>	<b>4</b>
<b>Enrolling in a course</b>	<b>4</b>
<b>Language, Literacy and Numeracy Requirements</b>	<b>6</b>
<b>Course Information</b>	<b>6</b>
<b>How will you be Assessed?</b>	<b>8</b>
<b>How is the Training Delivered?</b>	<b>8</b>
<b>Work Placement Requirements</b>	<b>9</b>
<b>Fees and Charges</b>	<b>9</b>
<b>Refunds, Withdrawals &amp; Extensions.</b>	<b>10-</b>
<b>11</b>	
<b>Plagiarism and Cheating</b>	<b>12</b>
<b>Recognition of Prior Learning</b>	<b>13</b>
<b>Credit Transfer</b>	<b>13</b>
<b>Issuing Qualification</b>	<b>12</b>
<b>Education Support</b>	<b>13</b>
<b>Relevant Regulatory &amp; Legislation Requirements</b>	<b>14</b>
<b>Student Responsibilities</b>	<b>16</b>
<b>Access and Equity</b>	<b>16</b>
<b>Privacy and Disclosure Statement</b>	<b>17</b>
<b>How to access my student record</b>	<b>17</b>
<b>Surveys</b>	<b>18</b>
<b>Equal Opportunity, Sexual Harassment and Discrimination</b>	<b>18</b>
<b>Complaints &amp; Appeals</b>	<b>20</b>
<b>Assessment Appeals</b>	<b>21</b>
<b>APPENDIX</b>	
<b>Application for Access to Student Records</b>	<b>23</b>

## Message from our CEO



Melony Dos Remedios

Welcome to Personal Training Academy!

In choosing us on your journey towards a new career or healthier life, I believe you have made the best possible choice.

Personal Training Academy delivers truly relevant education with your aims and needs foremost in mind. We hope you enjoy our effective, easy to follow teaching methods as you progress through to a full qualification as a Fitness Professional.

If you need any assistance, our Education and Student Support Team are more than willing to help. I look forward to being a part of your success as you embark on your study journey.

Yours Sincerely,

# Melony Dos Remedios

Melony dos Remedios  
Chief Executive Officer

## OUR MISSION STATEMENT

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The Personal Training Academy (PTA) is dedicated to raising the standards of the Fitness Industry and pioneers its evolution into an Effective Wellness Industry.

PTA is about actions, not just words. PTA's Personal Training Courses have developed a reputation of being the highest quality fitness education courses in Australia and around the World. We train Personal Trainers in Australia and Globally. As part of our drive to raise standards in the industry, PTA has put together what is unquestionably the finest lecturing team of any Certification company anywhere in the World. We have gained the support of 25 of the World's leading experts in all disciplines of Personal Training.

PTA incorporates adult learning principles throughout the delivery of its courses. Prior to course commencement, all students will receive documentation outlining all relevant information about the course, program of study, availability of learning resources and appropriate support services. PTA will ensure that training and assessment occur in accordance with the requirements of the accredited training package and where appropriate, the training package guidelines for customising these packages.

Students are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process.

PTA encourages all students to:

- Speak with our staff for any assistance you may need during your period of study
  - Participate in evaluation activities and offer constructive feedback regarding your study
- Take advantage of our team PTA group Facebook and engage with your fellow students

It is important to maintain a respectful rapport with all clients, agencies, and competitors. The student always has the right to expect to be treated fairly by PTA.

## CODE OF PRACTICE

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PTA will adopt policies and management procedures/practices that maintain high quality in the delivery of education and which safeguard the interests and welfare of students. PTA maintains a learning environment that is conducive to the professional development of students. PTA has the capacity to deliver the courses on their scope of registration and will ensure that the facilities, methods, and materials used in the provision of education will be appropriate to the outcomes to be achieved. PTA will maintain systems for recording and archiving student's enrolments, completion, assessment outcomes, Recognition of Prior Learning (RPL), grievances, qualifications and statements of attainment issued.

**\*Please note that all policies and fees are subject to change.**

## USI – UNIQUE STUDENT IDENTIFIER

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The Unique Student Identifier (USI) is an initiative by the Australian Government to create a secure online record of all your nationally recognised training that you can access anytime and anywhere. The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means your nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

All students that study with us will need to provide their USI at enrolment as no certificates can be issued at the time of completion without your USI. Please visit [www.usi.gov.au](http://www.usi.gov.au) to apply for your USI.

## ENROLLING IN A COURSE AT PT ACADEMY

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### Prior to Enrolment

Prior to enrolling in a course at the PT Academy, the career advisor will:

1. Discuss what you wish to achieve by undertaking training and the overall outcome upon completion of the training
2. Discuss your work/life experience to determine what course would be most suitable for your aspirations, current knowledge, and the skills that you require
3. Explain whether there are any special requirements for you to enrol in the course (pre-requisites) and how the delivery and assessment of the training will occur
4. Explain the different training options available to you
5. Discuss your responsibilities and requirements to complete the course
6. Discuss the option of Credit Transfers (CT) and Recognition of Prior Learning (RPL)
7. Explain the fees, charges, and payment requirements for your course

Once you have been provided with all the information as outlined above and you are then satisfied that the Personal Training Academy can offer you a course that suits your needs, you can then commence the enrolment process as outlined below.

### **Enrolling in a course**

Once you are ready to enrol in a course, you will be assisted by the career advisor and required to complete the following:

1. Complete the Enrolment form which contains all your personal information including a current Unique Student Identifier (USI).
2. Complete the Language, Literacy and Numeracy test that will be used to determine whether you may require any additional assistance throughout your course. A Pretraining review will also be conducted to discuss areas such as Recognition of Prior Learning, Credit Transfer, and any other learning requirements.
3. Arrangements for payment of your fees will be made.

## **LANGUAGE LITERACY AND NUMERACY REQUIREMENTS**

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As part of the enrolment process, you will be required to complete a language, literacy, and numeracy assessment. Your LLN will be reviewed by the Education Team before your enrolment is approved. This will enable us to determine whether additional support, if any, will be required to assist you to complete your course.

If you feel that you may require additional support throughout your course regarding language, literacy and numeracy please contact our office on 1300 556 540 and ask to speak to the Education Team.

## **COURSE INFORMATION**

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### **Completing Units of Competency during your Training**

In order to fulfil your study requirements and obtain a qualification in your chosen course, you are required to complete a set number of units of competencies. Please refer to the course outlines below. The Personal Training Academy offers training in the following national qualifications on scope.

<b>SIS30315 – Certificate III in Fitness</b>
HLTAID003 - Provide First Aid
SISXCCS001 – Provide quality service
SISXIND001 – Work effectively in sport, fitness and recreation environments
BSBWOR301 – Organise personal work priorities and development
SISXCAI006 - Facilitate groups
SISFFIT005 - Provide healthy eating information
SISFFIT004 – Incorporate anatomy and physiology principles into fitness programming
BSBRISK401 – Identify risk and apply risk management processes
HLTWHS001 – Participate in workplace health and safety

SISFAC001 – Maintain equipment for activities
SISFAC002 - Maintain sport, fitness and recreation facilities
SISFFIT001 – Provide health screening and fitness orientation
SISFFIT006 – Conduct fitness appraisals
SISFFIT003 – Instruct fitness programs
SISFFIT002 – Recognise and apply exercise considerations for specific populations
SISFFIT014 – Instruct exercise to older adults

<b>SIS40215 – Certificate IV in Fitness</b>
BSBSMB401 - Establish legal and risk management requirements of small business
BSBSMB403 - Market the small business
BSBSMB404 - Undertake small business planning
BSBSMB406 – Manage small business finance
SISFFIT016 - Apply motivational to positively influence exercise behaviour
SISFFIT017 - Instruct long term exercise programs
SISFFIT018 - Promote functional movement capacity
SISFFIT019 - Incorporate exercise science principles into fitness programming
SISFFIT020 - Instruct exercise programs for body composition goals
SISFFIT021 - Instruct personal training programs
SISFFIT025 – Recognise the dangers of providing nutrition advice to clients
SISFFIT026 – Support healthy eating through the Eat for Life program
SISXCCS003 – Address client needs
SISSTC402A - Develop strength and conditioning programs
SISSTC301A – Instruct strength and conditioning techniques
SISFFIT015 – Collaborate with medical and allied health professionals in a fitness context
SISFFIT023 – Instruct group personal training programs
SISXRES001 – Conduct sustainable work practices in open spaces
SISFFIT013 – Instruct exercise to young people aged 13 to 17 years
ICTICT203 – Operate application software package

If you have completed a previous version of Certificate III in Fitness and wish to enrol into SIS40215 Certificate IV in Fitness, you will be required to complete the Career PT Program (Phase 1 SIS30315 - 9 Core Units & Phase 2 SIS40215 Certificate IV) in Fitness to bring your competencies up to date at this level. There are 8 units plus First Aid that are to be completed before beginning the Certificate IV in Fitness.

<b>Career PT – Phase 1 (Core units of SIS30315)</b>
HLTAID003 - Provide First Aid
SISXCCS001 – Provide quality service
SISFFIT005 - Provide healthy eating information
SISFFIT004 – Incorporate anatomy and physiology principles into fitness programming
SISFFIT001 – Provide health screening and fitness orientation
SISFFIT006 – Conduct fitness appraisals
SISFFIT003 – Instruct fitness programs
SISFFIT002 – Recognise and apply exercise considerations for specific populations
SISFFIT014 – Instruct exercise to older adults

## **MOVEMENT COACH**

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Applying coaching principals to movement empowers clients to take control of their fitness and reduce injury for long-term exercise adherence. Clients who are coached in movement experience intrinsic motivation and learn to love the experience of exercise and movement and re-write their fitness story.

As a PTA Movement Coach you will be prepared to coach a large variety of clients ranging from executives, to athletes to busy mums. Coaching the human being rather than the human body is a holistic and comprehensive approach, which requires a unique skill set and knowledge base.

This education pathway is unique and engaging. Become a PTA Movement Coach and change the way you see yourself and the way you see your clients.

#### **What do I get:**

- Cert III & IV in Fitness (SIS30315, SIS40215)
- TRX - Suspension Training Course
- MCT - Myofascial Compression Technique

#### **HOW WILL YOU BE ASSESSED FOR CERT III SIS30315 & CERT IV SIS40215**

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Assessment is conducted in accordance with AQF. Assessment is competency based against the standards outlined in the units of competency in the SIS Fitness training package.

It includes:

- Assessment to determine your training needs
- Assessment during the training to judge how you are progressing
- Assessment of performance at end of the units of training
- Recognition of prior learning or recognition of current competency

Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate you are competent.

This may include:

- Measurement of products you have made or services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate

Assessment methods may involve you:

- Demonstrating your skills
- Producing pieces of work
- Answering written and/or oral questions

- Participating in group discussions
- Developing a portfolio of work
- Delivering oral presentations to the group
- Participating in a role play
- Completing a project
- Completing a written test

The outcomes of your theory and practical assessment will be marked as Competent or Not Yet Competent.

Students completing the Essential Delivery model will not be charged a re-assessment fee if an assessment is marked as Not Yet Competent.

Students completing the Premium Delivery who are required to complete face to face practical assessment again in front of a trainer/assessor if they have been previously marked Not Yet Competent will incur a \$100 re-assessment fee

You will be given feedback on the outcome of each assessment by your trainer/assessor. During the course your individual assessment results are maintained by your trainer/assessor.

## HOW IS TRAINING DELIVERED

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### Premium Option

Our Premium Delivery option combines online learning with face-to-face or Virtual practical sessions.

Certificate III in Fitness - Online Workshops 1 – 6 and F2F or Virtual Workshops 1 - 3  
Certificate IV in Fitness - Online Workshops 1 – 8 and F2F or Virtual Workshops 1 - 4

Online and Virtual workshops can be accessed at the time of the event via the course platform.

Face to Face workshops bookings can be made via [workshops@ptacademy.edu.au](mailto:workshops@ptacademy.edu.au) (These will run based on numbers and any active restrictions)

### Essentials Option

Our Essentials Delivery option requires you to fulfil all the course material through our online platform.

The 70 hours work experience is required (30 hours for Certificate III & 40 hours for Certificate IV) before completion and all practical assessments can be recorded by video and sent in to be assessed. Alternatively, you can book in a face-to-face assessment time at an additional cost of \$200 per certification.

### Time allocation to complete

Students are allowed the following timeframes to complete their Course

**SIS30315 Certificate III in Fitness** - 12 months

**SIS40215 Certificate IV in Fitness** - 12 months

**Career PT** (Phase 1: 9 x Core Units SIS30315 Certificate III in Fitness, Phase 2: SIS40215 Certificate IV in Fitness - 21 months)

These timeframes stand alone for the course. Students are entitled to apply for extensions if they do not complete their chosen course within the allocated time frame, see page 11 for more details.

## WORK EXPERIENCE REQUIREMENTS

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Students completing the essential delivery option are required to complete a minimum of 30 hours for Certificate III and 40 hours for Certificate IV of work experience. Students need to contact a gym or personal training studio to organise their work experience hours with a qualified Gym Instructor for Certificate III in Fitness and a Qualified Personal Trainer for Certificate IV in Fitness Work placement. The student is to shadow this person/s to gain insight into the way their working environment operates.

You are required to establish work experience hours; your local gym would be an ideal place to start your inquiry. We advise you to talk to your gym about the filming of your practical assessment if you are an online student.

Premium Delivery Students complete the majority of their practical work experience hours via workshops delivered as part of their course.

## FEES & CHARGES

### Fee for Service

	Cert III	Cert IV	Cert III & IV	Career PT	Movement Coach
<b>Essentials Breakdown of Fees</b>	<b>\$2535</b>	<b>\$2930</b>	<b>\$4945</b>	<b>\$4345</b>	<b>\$6090</b>
Administration Fee	\$250	\$250	\$500	\$500	\$500
Tuition Fee	\$1609	\$1933	\$3345	\$4745	\$5095
<b>Premium Breakdown of Fees</b>	<b>\$3205</b>	<b>\$3490</b>	<b>\$5795</b>	<b>\$5254</b>	<b>\$6938</b>
Administration Fee	\$250	\$250	\$500	\$500	\$500
Tuition Fee	\$2149	\$2536	\$4193	\$5414	\$5943

## PAYMENT OPTIONS:

There are 2 options for payment of course fees.

### Option 1 Student Tuition and Payments

PTA will accept payment of no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, PTA may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,000.

### Option 2 Payment plans

Students are to submit their payment details to PTA, to enable set up of a recurring direct debit payment until the full agreed total has been paid. If any recurring payments decline, then PTA will contact the student to collect missed payments within 30 days. If payments continue to decline, then further contact with the student will be made to collect missed payments. Please note that if more than three failed payments are outstanding or more than \$500 course platform access will be removed until the outstanding amount is settled. If the account remains in arrears of up to 30 days, then the student may be referred to a Collection agency (Local Recoveries Group) to follow up payment and be

charged a \$200 arrears fee. Certifications will not be released until the course fees have been paid in full.

## **WITHDRAWAL/REFUNDS**

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### **Cooling Off Period**

Once an enrolment contract is signed, the student has a 10-business day cooling off period, if within that time for any reason they wish to cancel their course, an administration fee of \$250 will apply. After the cooling off period has expired, the following policy for withdrawal and refund comes into effect.

### **Withdrawal requests**

Requesting a withdrawal from a course without a refund, does not constitute a cease of future payments yet to be made. The financial obligation will still be in place unless the criteria and evidence is met (as listed below) as acceptable grounds

### **Non-eligible refund/withdrawal requests**

Any of the following reasons are not grounds for a refund/withdrawal:

1. Change of mind about the course
2. Non-completion of assessments
3. Non-commencement of the course
4. Failure to attend a scheduled workshop
5. Financial difficulties
6. Request submitted after a student's course has expired

The student's financial obligations will continue until the course is paid in full. If a student discontinues a course, is suspended, or dismissed because of unsatisfactory conduct or attitude, or for failure to follow the terms and conditions, then no refund will be given on the fee.

### **Grounds for refund/withdrawal**

1. A significant medical condition which will impair the student's ability to complete the course – this needs to be supported with a letter from a specialist (General GP letter will not suffice) All documentation supplied must be dated after enrolment along with the date of diagnosis. This may include but not limited to:

- A recently diagnosed life threatening condition.
- Due to extenuating circumstances, the student has been diagnosed with a mental health illness. It needs to be supported by a letter and a treatment plan from a specialist recommending studies cease.

2. Any other extenuating circumstances that result in the student being unable to complete their training will be considered and at the discretion of senior management a decision will be made. All documentation supplied must be dated after enrolment. These may include but is not limited to:

- Death in the immediate family such as spouse, parent, sibling, or child.

Failure for PT Academy to provide the services as agreed within the student's terms and conditions.

3. Should PT Academy cancel a course, students will be entitled to a refund (or pro rata adjusted if a Statement of Attainment can be issued), or to transfer to another future course date.

## Procedure to apply for refund

All requests must be submitted via our cases and appeals form located on our website <https://www.ptacademy.edu.au/cases-appeals-form/>. Requests will be processed with within 20 business days. If for any reason no resolution has been made within this timeframe, the student will be informed.

Once received the Student Support team will register the request and look at any documentation supplied. If any further evidence is required, this will be requested from the student. This will then move onto the management team who will decide on the request outcome. During the appeal process all financial obligations will still need to be met until a final decision has been made.

If the request does not hold grounds for a refund, the student will have the opportunity to provide further feedback or to lodge an appeal via our complaints process. If the decision is in favour of the student, the refund will be processed by the end of the current month.

## Refund calculation

If a refund is granted, then the refund will be based on a pro rata of fees  
[Course Fee / Course Duration Months x Time Elapsed Months] plus administration fee of \$250  
This amount will be deducted from the course fee paid and remainder refunded.

For example, where eight months of a twelve month course has elapsed, with a course fee paid of \$2000 then:

$$\$2,000 - (2000/12 \times 8 = \$1333) = \$667 - \text{administration fee } \$250 = \text{Total Refund } \$417$$

If a student is on a current payment plan, and the amount paid is not equal or less than the calculated refund, then this financial obligation will still need to be met to the calculated amount.

if the paid amount is over the calculated refund amount, then the refund will be calculated based on fees paid.

The student will receive a Statement of Attainment for any units completed during the period of study.

## COURSE EXTENSIONS

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Students are given 12 months to complete each course separately (Cert III and Cert IV) and 9 months to complete the Cert IV Pre-Requisites. Course extensions are aimed at students who are seeking an extended period allocated to their current study schedule due to exceptional circumstances.

- Extension must be applied for within 1 month of your course expiring. Extensions applied for outside 6 months from your course expiry will be referred onto the Education Manager for re-enrolment.
- Fees will incur for extensions at \$100 per month, up to a maximum of 6 months.
- Applications for extensions are for course content only not for payments.
- If a significant medical condition which impairs the student's ability to complete the course at any stage during the allocated time frame, then the request is to be supported with a letter from a specialist (General GP letter will not suffice) All documentation supplied must be dated after enrolment along with the date of diagnosis and length of incapacity to complete the course.

This may include but not limited to:

- Recently diagnosed life threatening condition
- Due to extenuating circumstances, the student has been diagnosed with a mental health illness

- Extensions requests with supporting documentation requesting fees to be waived must be approved by the Education Manager and can only be issued for a maximum of three months at any single time.

### Process to apply

- All requests must be submitted via our cases and appeals form located on our website <https://www.ptacademy.edu.au/cases-appeals-form/>
- There is no guarantee that an extension will be granted. All forms are assessed on a case-by-case basis and the final decision, including how much time will be granted (if any) is up to the discretion of the Student Support Team.
- Turnaround time of 10 business days

## PLAGIARISM & CHEATING

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- 1) The Personal Training Academy is committed to ensuring that academic integrity and honesty is maintained throughout all the areas of learning and assessment
- 2) A trainer who suspects that their student has cheated or plagiarised must produce evidence (where applicable) through identifying the original source or through software that can be used to detect plagiarism <http://ed.grammarly.com/editor/view/?f=1>
- 3) The trainer must then produce the evidence to the Education Manager who will decide whether the plagiarism or cheating was intentional or unintentional
- 4) If the Education Manager determines that the cause was unintentional, the trainer will contact the student and arrange a mutually convenient time to meet and discuss the submission of their assessment. The student will receive a verbal warning and the meeting will be documented and retained in the students' file
- 5) If the Education Manager determines that the cause was intentional and agrees that the cases warrants more than a verbal warning, then the following steps will take place:
  - a) The student will be informed in writing regarding the nature of the academic misconduct and will be given the opportunity to respond in writing
  - b) If the student's response indicates that there is a case of plagiarism and/or cheating, then the student will be informed by writing of the following steps
    - The student will be asked to re-complete and re-submit the assessment
    - If the second submission is still found to contain plagiarism or evidence of cheating, then the student will be withdrawn from the training program immediately, refund will not be given.
    - If the student is not happy with the final decision, then they may access the complaints and appeals process as outlined in the student handbook and follow the steps accordingly
- 6) If the Education Manager feels that the case is particularly serious and requires further investigation, then the case may be referred to the CEO for review
- 7) Under all circumstances where the Education Manager has confirmed that plagiarism and/or cheating has occurred, a file note will be added to the students file along with any other relevant documentation e.g. letter advising the student that academic misconduct has been FOUND

## RECOGNISED PRIOR LEARNING (RPL)

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PTA recognises that students may already have skills or knowledge relevant to their proposed course

of study that has been developed through previous formal or informal training, work experience and/or life experience. PTA ensures that RPL is offered to all applicants on enrolment in accordance with its Code of Practice.

The RPL process is structured to minimise time and cost to applicants. It provides guidance in enabling applicants to gather sufficient evidence to support their claim for RPL regardless of how, when or where the prior learning occurred.

To discuss this process or to obtain an RPL kit, please refer to

<https://www.ptacademy.edu.au/pt-qualifications/application-for-rpl-certificate-iii-iv-in-fitness/>.

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## **CREDIT TRANSFER**

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive a Credit Transfer/s for the unit of competency/s previously completed. If you wish to apply for a Credit Transfer then you will need to submit a copy of a certified transcript, Award, or Statement of Attainment. You can either submit via a scanned copy to our Course Advisor or Education Manager.

The process of National Recognition will be completed within 10 business days.

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## **ISSUING QUALIFICATIONS**

Once you have successfully completed all the assessment requirements of your course your progress will be confirmed and final checks completed by Student Support and the Education Department. Once this is complete you will be issued with a certificate within 30 days.

If you only partially complete the qualification requirements, then you will be awarded with a 'Statement of Attainment'; which only outlines the unit of competency/s that you have been deemed competent.

Certifications will be issued once course fees are paid in full.

If you require the issuance of a replacement Qualification or Statement of Attainment, then you will be required to pay a fee of \$25 per certification. Postage is only made within Australia. Postage outside Australia will incur a shipping fee. Please contact the office on 1300 556 540 if you wish to organise a replacement of your Qualification or Statement of Attainment.

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## **EDUCATION TEAM & STUDENT SUPPORT**

PT Academy has the responsibility to provide support to all student. An appointment can be arranged with the Education Team and the student to discuss any support required. The Education Team and Student Support Team will be responsible for supporting students during their time with PT Academy.

This policy/procedure supports the NVR standards in the requirements to provide student support services to all students. Where study related issues are involved the trainer will assess the situation and provide support and guidance.

If a student is experiencing difficulties for personal or study related reasons, they should firstly direct their concerns to Student Support.

Where assessment related questions are involved the trainer will assess the situation and provide support and guidance. For example, the following issues can be addressed with PT Academy Staff:

- Site Navigation
- Course platform IT Support
- Assignment and Assessment Support

Where the matter is beyond the scope of our organisation, the Education Manager may recommend an external counselling service.

If you require additional assistance with your training, then please approach the Education Team. The Education Team can be contacted between 9am-5pm Monday to Friday where you can make an appointment to discuss the support you require.

#### Education Team Contact Details

Certificate III – [c3@ptacademy.edu.au](mailto:c3@ptacademy.edu.au)

Certificate IV – [c4@ptacademy.edu.au](mailto:c4@ptacademy.edu.au)

135 - 153 Level 1

New South Head Rd.

Edgecliff, NSW

Ph: 1300 556 540

#### Student Support Team Contact Details

[studentsupport@ptacademy.edu.au](mailto:studentsupport@ptacademy.edu.au)

135 - 153 Level 1

New South Head Rd.

Edgecliff, NSW

Ph: 1300 556 540

Subsequently, Personal Training Academy may provide you with a referral to organisations that may assist you further with some of your needs. The services that the Personal Training Academy can refer you to are:

- Adult Migrant English Program (AMEP)  
Phone: 1300 566 046
- Adult Multicultural Education Services, Australia (AMES)  
Phone: 13AMES
- Relationships Australia Employee Assistance Programs  
Phone: 1300 364 277
- Lifeline  
Phone: 13 11 14

## **RELEVANT REGULATORY & LEGISLATION REQUIREMENTS**

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Regulatory requirements that relate to vocational education and training include:

### **VET Quality Framework**

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- the [Standards for National VET Regulator \(NVR\) Registered Training Organisations](#)

- the [Fit and Proper Person Requirements](#)
- the [Financial Viability Risk Assessment Requirements](#)
- the [Data Provision Requirements](#), and
- the [Australian Qualifications Framework](#).

Legislative requirements that relate to vocational education and training include:

LEGISLATION/ REGULATIONS	PURPOSE	WEBSITE ADDRESS
Higher Education and Skills	Higher Education and Skills is an office of the Department of Education and Early Childhood Development (DEECD). Our Deputy Secretary reports to the Secretary of DEECD, and primarily supports the Minister for Higher Education and Skills. Our role is to support and facilitate access to training and tertiary education opportunities so that Victorians can acquire higher skills that are utilised by, and contribute to the success of, Victorian businesses.	<a href="http://www.skills.vic.gov.au/">http://www.skills.vic.gov.au/</a>
ASQA	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.	<a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>
Education Reform Act	The main purpose of this Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians.	<a href="http://www.education.vic.gov.au/about/department/legislation/pages/act2006.aspx">http://www.education.vic.gov.au/about/department/legislation/pages/act2006.aspx</a>
Apprenticeships and Traineeships	Training.com.au provides a single point of access to the vast range of vocational education and training information, products, and services in Australia. The portal was developed in conjunction with state and territory training authorities and the Australian National Training Authority (ANTA)*. It is a gateway to many different websites and services	<a href="http://www.training.com.au/">http://www.training.com.au/</a>

LEGISLATION/ REGULATIONS	PURPOSE	WEBSITE ADDRESS
Privacy	The Office of the Australian Information Commissioner has three sets of functions. They are: <ul style="list-style-type: none"> <li>• <b>freedom of information</b> functions oversight of the operation of the <i>Freedom of Information Act 1982</i> and review of decisions made by agencies and ministers under that Act. See the Freedom of information section of this site.</li> <li>• <b>privacy</b> functions, conferred by the <i>Privacy Act 1988 and Australian Privacy Principles</i>. See the Privacy section of this site and the former Office of the Privacy Commissioner website which still holds the majority of the information about</li> </ul>	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>



	<p>our privacy functions.</p> <ul style="list-style-type: none"> <li>• <b>government information policy</b> functions, conferred on the Australian Information Commissioner under the <i>Australian Information Commissioner Act 2010</i> &amp; <i>National VET Data Policy</i></li> </ul>	
LEGISLATION/ REGULATIONS	PURPOSE	WEBSITE ADDRESS
Charter of Human Rights and Responsibilities Act 2006	The main purpose of this Charter is to protect and promote human rights	<a href="http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PublicStatbook.nsf/edfb620cf7503d1aca256da4001b08af/54D73763EF9DCA36CA2571B6002428B0/\$FILE/06-043a.pdf">http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PublicStatbook.nsf/edfb620cf7503d1aca256da4001b08af/54D73763EF9DCA36CA2571B6002428B0/\$FILE/06-043a.pdf</a>
Disability Act 2006	The purpose of this Act is to enact a new legislative scheme for persons with a disability which reaffirms and strengthens their rights and responsibilities and which is based on the recognition that this requires support across the government sector and within the community	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/da2006121/">http://www.austlii.edu.au/au/legis/vic/consol_act/da2006121/</a>
Racial Discrimination Act 2006	It is unlawful for a person to do any act involving a distinction, exclusion, restriction, or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment, or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.	<a href="http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/">http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/</a>
Equal Opportunity Act	To re-enact and extend the law relating to equal opportunity and protection against discrimination, sexual harassment, and victimisation;	<a href="http://www.legislation.vic.gov.au/">http://www.legislation.vic.gov.au/</a>
Child Safe Standards	Child safe standards to manage the risk of child abuse in organisations are being phased in during 2017	<a href="http://www.vrqa.vic.gov.au/childsafes/Pages/default.html">http://www.vrqa.vic.gov.au/childsafes/Pages/default.html</a>

## STUDENT RESPONSIBILITIES

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While you remain a student at PTA it is your responsibility to:

- Be aware of your completion date
- To organize your own work placement if you are an Essentials student
- Be aware of your workshop dates
- To attend workshops regularly and punctually
- To conduct yourself in a safe and healthy manner
- To behave in a manner which prevents injury and disease to you, your trainer, and fellow students
- To identify and report to your trainer any possible hazards from equipment, facilities, and the



environment

- To comply with and assist in the school's emergency procedures
- To refrain from smoking anywhere in the college building and colleges emergency procedure
- To refrain from drinking and/or eating in the classrooms
- To comply with the Assessment Information outlined in the Student Handbook
- To register complaints, disputes, or grievances by the cases and appeals process outlined on the student handbook
- To report any discriminatory behaviour or harassment to your trainer
- To refrain from unacceptable behaviour including discriminatory behaviours, harassment, the use of bad language, alcohol, and drugs
- To refrain from the use of devices that may disrupt classes e.g. mobile phones

Students who choose not to comply with the Student Responsibilities will be given a verbal warning in the first instance, a written warning in the second instance and dismissal in the third and final instance. In this instance no course fees will be refunded.

Where a student's behaviour is extreme the Education Manager has the right to dismiss the student without notice. Examples of extreme behaviour may be, but are not limited to, being under the influence of alcohol, being in possession of illicit drugs, using abusive language to trainer and/or fellow students.

## **ACCESS & EQUITY**

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The Personal Training Academy promotes the principles of access and equity through all components of training and assessment services that we offer.

PTA provides equal access to training and delivery services for local and international students and where possible, we conduct flexible training to meet specific needs of individual students.

The Personal Training Academy have a strong emphasis in ensuring that reasonable adjustment is provided to students who are disadvantaged or require additional assistance. Whether it is through counselling or you are provided with additional support from your trainer to assist with the completion of your studies, The Personal Training Academy has different options to suit your needs and requirements. No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated equal throughout all phases of your training.

PTA is located on 135 – 153 Level 1 New South Head Rd Edgecliff NSW 2027. There is no wheelchair access. PTA will provide alternative training facilities for those students with disabilities. The student enrolment form requires students to self-assess their needs including disability and language requirements.

Staff and participants of the Personal Training Academy are required to comply with access and equity requirements always. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please contact the Education Manager via 1300 556 540.

## **HOW TO ACCESS MY RECORDS**

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You have the right to access personal information held by the Personal Training Academy and you

may request to update your information that is incorrect or out of date. You have the right to view your student file and if you would like to do so, please complete the 'Application for Access to Student located at the back of this handbook.

Please note that you will need to provide a photo ID when you come into the office to view your file.

The Personal Training Academy will not disclose any of your personal information if requested by a third party or another training organisation upon request. If a third-party requests information, you will be notified by one of our staff members and if you approve to release your personal details, then your written consent will be required.

## **SURVEYS**

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Students may be asked to participate in National Student Outcome survey the National Centre for Vocational Education and Research (NCVER); students may possibly receive an NCVER survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit purposes. For more information in relation to how student information may be used or disclosed please contact PT Academy on phone 1300 556 540 or email [info@ptacademy.edu.au](mailto:info@ptacademy.edu.au).

## **EQUAL OPPORTUNITY, SEXUAL HARASSMENT & DISCRIMINATION**

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### **Harassment and Discrimination**

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all our staff and students understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example. We will ensure all our staff and students are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or actions that result in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees/staff/contractors of PT Academy.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

### Specific principles

All staff and students have a right to work in an environment free of any form of harassment and discrimination,

- All reports of harassment and discrimination will be treated seriously, impartially, and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited, and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, a process of discussion, cooperation and conciliation should resolve all complaints. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support, and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

### Anti-Discrimination Act

PTA is committed to providing a fair and equitable school for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

*You are responsible for:*

- ensuring non-discriminatory or harassing behavior at all times to others
- reporting any discriminatory behavior or harassment to your trainer

### Occupational Health and Safety Act

PTA guarantees to meet its duty of care to staff, students, and visitors by providing a healthy and safe environment in which to study. The PTA has in place policies and procedures to ensure that staff, visitors, and guests are provided with a safe environment in accordance with the Occupational Health and Safety Act (2004).

Your trainer will talk to you about emergency evacuation procedures during the first lesson. In an emergency, you are to make your way quickly and calmly to the nearest exit and meet your trainer and other students at the designated area for a roll call check.

No Smoking is allowed in any area of the school. If you wish to smoke, you must leave the premises.

A First Aid Kit is located in the office.

*You are responsible for:*

- Always conducting yourself in a safe and healthy manner
- Ensuring the prevention of injury and disease to yourself, your trainers, and your fellow students
- Identifying and reporting to your trainer any possible hazards from equipment, facilities, and the environment
- Refraining from smoking
- Refraining from drinking and/or eating in the classrooms

## COMPLAINTS & APPEALS

Where possible all non-formal attempts shall be made to resolve the complaint. The Personal Training Academy encourages open communication and an environment of trust. Therefore, any student with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually.

STEP 1 – Initial Review of Complaint
<ul style="list-style-type: none"> <li>• The student raises concerns with PT Academy staff.</li> <li>• PT Academy will attempt to resolve the complaint immediately.</li> <li>• If the matter is not resolved, advise the student of their right to make a formal complaint referring them to the Complaints policy.</li> <li>• Provide the student with direction on where to access to the “<b>Cases and Appeals Form</b>”.</li> </ul>
STEP 2 – Lodgment of Complaint
<ul style="list-style-type: none"> <li>• The student lodges a complaint in writing using the “<b>Cases and Appeals form</b>” and must submit within seven (7) days of the date of the issue.</li> <li>• Provide all documentation to the Administration Manager for action.</li> <li>• On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within five (5) working days, this may be via email, letter, or fax.</li> <li>• Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be placed on the Student file.</li> </ul>
STEP 3 – Processing the Complaint
<ul style="list-style-type: none"> <li>• Implement appropriate resolution techniques to resolve the issue promptly to the mutual satisfaction of all parties.</li> <li>• Inform any respondent(s) (if applicable) by letter, that a complaint has been received. This letter will be forwarded within five (5) working days of receipt of the original formal complaint.</li> </ul>
<ul style="list-style-type: none"> <li>• Review, investigate and mediate to resolve the complaint within twenty (20) days. Actions which may be taken include, but are not limited to: <ul style="list-style-type: none"> <li>○ Discussing the facts of the complaint with the complainant.</li> <li>○ Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness.</li> <li>○ Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level.</li> <li>○ Interview all parties individually, including any witnesses.</li> <li>○ Conduct interviews privately and confidentially</li> <li>○ Where applicable, report the outcome of the meeting with the respondent to the complainant.</li> <li>○ Seek preferred outcome from each of the parties.</li> </ul> </li> <li>• Determine a resolution to resolve the complaint, within PT Academy policies.</li> <li>• Engage independent party to review outcome decision and suggest adjustments if</li> </ul>

<p>required</p> <ul style="list-style-type: none"> <li>● Advise all parties of the outcome of the complaint in writing once confirmed, within five (5) working days</li> <li>● Confirm all parties are satisfied with the outcome of the complaint.</li> <li>● If the student is dissatisfied with the outcome, advise the Student of their right to further progress the appeal through the External Arbitrator.</li> </ul>
<p><b>STEP 4 – Finalising the Complaint</b></p>
<ul style="list-style-type: none"> <li>● Place all documentation in the Student’s complaints file and provide it to admin for completion.</li> <li>● Implement agreed actions and /or administrative arrangements.</li> <li>● Monitor the learning environment to ensure that the behavior/incident does not re-occur.</li> </ul>
<ul style="list-style-type: none"> <li>● Ensure that the issue, policy, and procedures relating to any substantiated complaint is reviewed and progressed through continuous improvement processes, as appropriate</li> </ul>
<p><b>STEP 5 – Referral to External Arbitrator</b></p>
<ul style="list-style-type: none"> <li>● Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.</li> <li>● Cooperate with External Arbitrator for a review of the complaint.</li> <li>● Review, investigate and mediate the complaint with all relevant parties and make a ruling.</li> <li>● Prepare a formal written report on the investigation, providing a copy to both Director PT Academy and complainant.</li> <li>● PT Academy will abide by any resolutions as recommended by the External Arbitrator.</li> </ul>

## ASSESSMENT APPEALS

<ul style="list-style-type: none"> <li>● <b>STEP 1 – Initial Review of Appeal</b></li> </ul>
<ul style="list-style-type: none"> <li>● If the student is unhappy with the assessment decision they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.</li> <li>● With a view to resolving the matter, discuss with the student: give specific feedback on their performance, identify areas of improvement, and provide options to the student such as further training and/or assessment.</li> <li>● If the matter is not resolved, advise the student of their right to appeal the decision referring them to the Appeals policy and provide the student with access to the <b>Appeals Lodgment Form</b>.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>STEP 2 – Lodgment of Appeal</b></li> </ul>
<ul style="list-style-type: none"> <li>● Student lodges an appeal in writing using the “<b>Appeals Lodgment form</b>” and submits within seven (7) days of the date of assessment result notification. The Appeals lodgment form must clearly state the grounds for appeal and should include sufficient evidence to support the claim.</li> <li>● Provide all documentation to the Education Manager for action.</li> <li>● On receipt of the appeals application, acknowledge receipt of the claim, in writing, to the appellant within (5) working days, this may be via email, letter, or fax.</li> <li>● Keep all documentation in the Appeals file, which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the Student file.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>STEP 3 – Processing the Appeal</b></li> </ul>
<ul style="list-style-type: none"> <li>● Nominates, within twenty working days, an independent assessor or panel to review the appeal and decide.</li> <li>● Advise the appellant in writing of the name of the independent Assessor or panel.</li> <li>● Appeals claim is reviewed and investigated which includes: <ul style="list-style-type: none"> <li>○ A review of the application form and supporting evidence.</li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>○ A review of all assessment documentation and process.</li> <li>○ An interview with the appellant to allow them the opportunity to formally state their claim.</li> <li>● An interview with the Assessor.</li> </ul>
<ul style="list-style-type: none"> <li>● Appeals claim is reviewed and investigated which includes: <ul style="list-style-type: none"> <li>○ A review of the application form and supporting evidence.</li> <li>○ A review of all assessment documentation and process.</li> <li>○ An interview with the appellant to allow them the opportunity to formally state their claim.</li> <li>○ An interview with the Assessor.</li> </ul> </li> <li>● Determine the appeal outcome, and provide an explanation to justify their decision.</li> <li>● The independent assessor /panel will advise the Education Manager of the appeals outcome, in writing once confirmed, within (5) working days.</li> <li>● Engage independent party to review outcome decision and suggest adjustments if required</li> </ul>
<ul style="list-style-type: none"> <li>● <b>STEP 4 – Conduct Re-Assessment</b></li> </ul>
<ul style="list-style-type: none"> <li>● Arrange for the student to be reassessed and inform the student of the details regarding the re-assessment, in writing, in accordance with assessment processes.</li> <li>● Place a copy of the reassessment correspondence on the Student file.</li> <li>● If the student is dissatisfied with the result or the process of the appeal, the student may lodge a complaint with the External Arbitrator.</li> <li>● If a student refuses to be reassessed, the progress of the appeal to the External Arbitrator is at the discretion of the Appellant.</li> <li>● The student has the option to nominate an independent observer to be present during the re-assessment.</li> <li>● Conduct the re-assessment.</li> <li>● Determine the assessment outcome against the competencies.</li> <li>● Complete all relevant assessment documentation, (in accordance with the Assessment policy) notifying the appellant and the Education Manager of the outcome, in writing</li> <li>●</li> </ul>
<ul style="list-style-type: none"> <li>● <b>STEP 5 – Finalising the Appeal</b></li> </ul>
<ul style="list-style-type: none"> <li>● Supply the student with the appeals outcome in writing once confirmed within 5 working days</li> </ul>
<ul style="list-style-type: none"> <li>● If the appeal is upheld, and if PT Academy is satisfied with the outcome: <ul style="list-style-type: none"> <li>○ Finalise the appeals documentation, place all documentation in the student’s appeals file.</li> <li>○ Complete documentation for the issuance of a Statement of Attainment or qualifications (as appropriate).</li> <li>○ The appeals file is closed, and provided to Admin.</li> </ul> </li> <li>● If the appeal is upheld and if PT Academy is NOT satisfied with the outcome, progress with Appeal with the External Arbitrator.</li> <li>● If the Appeal is rejected notify the student in writing that the original decision/judgement is to stand.</li> <li>● The student continues to progress through the usual Assessment process.</li> <li>● If a student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator.</li> <li>● The student is provided a refund of the appeals fee if appeal is upheld. Follow refunds policy and procedures</li> <li>● Ensure that the assessment tools, policy, and procedures relating to any substantiated Appeal is reviewed and progressed through continuous improvement processes, as appropriate</li> </ul>
<ul style="list-style-type: none"> <li>● <b>STEP 6 – Referral to External Arbitrator</b></li> </ul>
<ul style="list-style-type: none"> <li>● Contact and engage the External Arbitrator for a review of the Appeal, providing all relevant documentation.</li> </ul>

- Cooperate with External Arbitrator for a review of the Appeal.
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- Review, investigate and mediate the complaint with all relevant parties and make a ruling.
  - PT Academy will abide by any resolutions as recommended by the External Arbitrator.

### **Application for Access to Student Records**

<b>Details of student</b>
<p>Surname:..... Given Names:.....</p> <p>Date of Birth: .....</p> <p>Address: ..... .....</p> <p>Contact phone numbers: ..... (home) ..... (work) ..... (mobile)</p> <p>Email address: .....</p>
<b>Access to the records of the above name person – information requested</b>
<p>Details of personal information requested:</p>          
<b>Type of access requested</b>
<p><input type="checkbox"/> Copy of document sent to address provided</p> <p><input type="checkbox"/> Access to view records at The Personal Training Academy</p>
<b>Grounds for Authority</b>

I am the person whose records are requested

Proof of identity is required, please provide and attach a copy of a certified photo I.D. for authenticity.

The Personal Training Academy collects this information to administer requests for access to student records. Information contained on this form is personal information and will be stored, used, and disclosed in accordance with the Privacy Act.