

The logo for Personal Training Academy features two curved lines, one blue and one green, forming a partial circle around the text.

**Personal Training**  
Academy

# **Student Handbook**

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## 1.0 INTRODUCTION

### 1.1 Welcome

Congratulations on taking the first step towards your new career and building your new future! You have joined a world-class education team who care about your goals.

PTA Training is an online registered training organisation that specialises in the fitness industry. We offer courses in Personal Training, Fitness and Business and we are dedicated to the success of your individual goals, working together to assist you complete your studies with confidence.

Learning something new is not always an easy road. It can take time. We know that many people are already short of that. It takes commitment. You could have multiple commitments to work, family and friends at any time. It can push you out of your comfort zone. Which is sometimes very scary experience. Most of all, learning something new is a rewarding, motivating and valuable experience that will lead to a sense of achievement and the confidence to continue to move forward and seek new challenges.

We are true believers in lifelong learning, and we are on your side with support and assistance as you partake in your studies. We have a professional team, including highly qualified trainers and knowledgeable customer service staff whose primary purpose is to help you achieve the learning goals you have set for yourself. So, whether it is tough love or understanding and guidance you need, our team will do our best to see you at the finish line.

Whatever your reasons for study, we congratulate you on taking the positive step towards your further education. At the successful completion of your course, you will receive the credentials that provide you with the knowledge, skills and confidence to progress your career or business.

We look forward to hearing of your triumphs, we trust you will enjoy your time with PTA Training, and we wish you every success in your training.

### 1.2 Purpose of this Handbook

This handbook has been written to provide you with important information about the training you will be completing with PTA Training. It also includes information about your rights and responsibilities as a student in these programs.

You will be asked to sign (use the electronic “accept” icon) that you have read this handbook, so please take the time to read it carefully. If you need any assistance or further explanation, please contact a member of our friendly staff at PTA Training. It would be a good idea to keep this handbook as a reference throughout the program.

**In this handbook, reference is made to various PTA Training Policies and Procedures. If you would like to have a look at PTA Training Policies and Procedures in full, please ask your Trainer or contact our office.**

### 1.3 What is a Registered Training Organisation (RTO)?

Personal Training Academy delivers nationally recognised training in partnership with and under the auspices of International Fitness Academy RTO 32433. As a Registered Training Organisation, IFA must comply with all relevant aspects of the National Vocational Education Regulator Act 2011 which is regulated by Australian Skills Quality Authority (ASQA); this ensures we comply at all times with the the VET Quality Framework and Standards for Registered Training Organisations (RTO) 2015.

ASQA sets the benchmark for national training and assessment programs in Vocational Education and Training (VET) in Australia. ASQA ensures that consistent, high-quality training and assessment programs are delivered to clients in the VET sector. PTA Training delivers a range of Nationally Accredited courses (and non-accredited

courses). A successful audit by Australian Skills Quality Authority (ASQA) has accredited PTA Training against the rigorous Standards for Registered Training Organisations 2015

The Australian national training System delivers nationally endorsed training packages of the highest quality to candidates in the VET sector. Employers recognise the high level of competency gained by candidates that have participated in Australia's national training system programs. The development of national training packages has meant that training can be delivered by IFA in different states without compromising any of the quality of our service delivery; giving everyone nationally recognised outcomes.

To achieve this, IFA is committed to best practice and is continually seeking improvement in the development and delivery of training package products/courses. However, we also understand that if we don't consistently meet the Standards for Registered Training Organisations 2015, we can have our registration as a training organisation amended, sanctioned or even cancelled by ASQA.

## 1.4 The Australian Qualifications Framework (AQF)

In Australia, we have a national qualifications framework called the Australian Qualifications Framework (AQF).

There are different types of qualifications you can obtain that are at different levels: For more information, please find the attached link.

<https://www.aqf.edu.au/aqf-qualifications>

As a Registered Training Organisation (RTO), IFA can offer complete qualifications that are recognised in every State/Territory in Australia. If you satisfactorily complete all of the requirements of a qualification, IFA will issue you with AQF certification documentation at either Certificate III or Certificate IV. If you complete some parts of a program successfully but do not complete it all, you will be eligible to receive a Statement of Attainment for the unit/s of competency for which you are competent. These Certificates or Statements of Attainment must be recognised by other RTO's if you choose to use any component in future relevant study. Also, they provide evidence to say you meet the standard required in that qualification or part thereof.

## 1.5 Scope of Registration

As an RTO, IFA is registered to deliver and or assess any of the following Nationally Recognised Qualifications

Course Code	Course Name	Units
SIS30315	Certificate III in Fitness	16
SIS40215	Certificate IV in Fitness	20
SIS30321	Certificate III in Fitness	14
SIS40221-	Certificate IV in Fitness	18

## 2.0 EDUCATION TEAM

The Education Team at PTA Training is responsible for marking your assessments and coaching you through the course where required. The Education Team is committed to helping you complete your course within the required timeframe. It is important to note that as a student, you are required and expected to set aside the time necessary to complete your assignments promptly.

1. Before any students can enrol in either of the qualifications in fitness, they are required to complete the Admin Tasks, these are a group of tasks designed to evaluate your baseline across a number of typical skills in the fitness industry – including measurement, reading instructions, calculating, recording and writing. If applicants successfully complete the tasks, they will then be able to enrol as a student. These tasks will take 1-2 hours to complete; once students complete these tasks, and your Trainer has verified that you are eligible to enroll, The Education Team will send you an email. you will then receive a second email with further details on what to expect. This email will provide a username, password, online learning platform link and a video demonstrating how to access everything. This email sometimes lands in your Junk or Spam folders. Please check these folders before contacting PTA Training.
2. This process can take up to 2 business days to complete, so if you have not received your email, please call PTA Training during business hours on 1300 556 540.
3. As a student, you have access to our world-class Education Team, and we encourage you to contact them once you have exhausted all avenues to answering your assessment questions. The Education Team will not provide you with answers, but they will assist you in learning and finding the right solutions yourself. The Education Team is also there to support you and mentor you throughout your studies. It is your responsibility to contact them and let them know if you have any difficulties.
4. It is your responsibility to complete your course and contact PTA Training if and when you need assistance. We cannot make you complete your course in the timeframe permitted, and we cannot complete your course for you. If you require assistance, contact us immediately. Don't leave it until you have 2 weeks remaining in your course.
5. If you need any assistance or have any questions about your course, contact our Education Team directly by email at [info@ptacademy.edu.au](mailto:info@ptacademy.edu.au) or call 1300 556 540 (9.00 am to 4.00 pm) Monday to Friday (Except Public Holidays). If for any reason you are unable to reach one of our team when you need assistance,

please leave a message with your name and contact number and one of the team will contact you within 2 working days.

## 2.1 Contact Information

Office Details	
Phone	1300 556 540
Email	info@ptacademy.edu.au
Address	135 - 153 Level 1, New South Head Rd.
Postal Address	135 - 153 Level 1, New South Head Rd.

RTO Director	
Name	Dominic dos Remedios
Phone	1300 556 540
Email	dom@ptacademy.edu.au

Student Assessor	
Name	Your assessor will be allocated via your online e-learning at the time of enrollment
Phone	1300 556 540
Email	info@ptacademy.edu.au

Please refer to the table below to find the best contact person and their contact information that best suits your needs:

Position	Email	When To Contact
Education	c3@ptacademy.edu.au	<ul style="list-style-type: none"> <li>• When you cannot access your course</li> <li>• When you have feedback</li> <li>• When you want to book a tutorial</li> <li>• When you need information about your course</li> <li>• When you request an extension</li> <li>• When you request RPL</li> <li>• When you have feedback</li> <li>• When you have a concern</li> </ul>

## 2.2 PTA Business Hours

- Monday to Friday 9.00am – 4.00pm
- Closed Public Holidays
- Course access is available 24/7 via the online e-learning platform

## 3.0 BEFORE YOU ENROL

### 3.1 Course Prerequisite Requirements

SIS30315 Certificate III in Fitness
Students are to complete PTA Training Admin tasks. This is an PTA Training policy. It ensures students are signing up for a course that suits them. It provides information of what a student needs to study on the e-learning platform successfully. Also, it ensures the student has the literacy and numeracy skills to complete the course.
SIS40215 Certificate IV in Fitness
The student is to complete the following. <ul style="list-style-type: none"><li>• Students are to have completed a Certificate III in Fitness or equivalent. Students should notify their trainer upon sign up should they wish to use Recognition of Prior Learning or work history as evidence towards gaining a qualification.</li></ul>

### 3.2 Rights and Responsibilities

PTA Training acknowledges the following:

Students have the right to:	Students have the responsibility to:
<ul style="list-style-type: none"><li>• Quality Training</li><li>• To ask questions &amp; appeal decision's</li><li>• Receive access to a qualified &amp; experienced trainers</li><li>• Be involved in the development of your training plan</li><li>• Receive Recognition of Prior Learning if applicable</li><li>•</li></ul>	<ul style="list-style-type: none"><li>• Be involved in the development of your Training Plan</li><li>• Be in charge of your progression</li><li>• Ask if you need help</li><li>• Provide supporting workplace documents</li><li>• To have computer, smartphone, camera &amp; internet access</li><li>• Have access to a location to partake in their practical hours</li></ul>

### 3.3 Online Training Requirements

You need to have access to the following to complete one of PTA Training's courses. If you do not have access to the following, please contact the person who enrolled you and discuss your needs, so we can do our best to get you started. If however, you are unable to gain access to the following requirements, please contact PTA Training within the **seven days cooling off period** and request to withdraw from your course.



Students must sign an online declaration that states they have access to all of these requirements for the duration of their enrolment. This declaration is found in the welcome task.

Please note that all PTA Training course content is a completely online. There is NO hard copy of the course.

**Requirements:**

- Time to complete your studies
- You must complete the course/studies yourself
- Have basic computer skills and competently navigate the internet and emails
- Have Microsoft Office or equivalent
- Have no medical conditions or illnesses that will prevent you from completing your studies
- If you have a disability or need special assistance, it is your responsibility to contact PTA Training so the team can assist you
- Have the physical abilities to meet in the inherent requirements (abilities, skills and knowledge required to complete the practical aspects of the course) including, lifting weights, bending, running and stretching.
- Have a good understanding of the English Language
- Have a reliable computer with webcam
- Have Google Chrome installed on your computer
- Have access to ADSL, ADSL2+, Cable, 3G, 4G, or any other fast Internet connection

## 4.0 FEE SCHEDULE

### 4.1 Conditions

The following policies/procedures apply:

- No student can commence until the first instalment /deposit is paid
- Funds need to be cleared for you to gain access to the online e-learning platform.
- Students have to pay a 10 percent deposit as a minimum to commence their studies.
- Deposits, full payments and payment plans can be paid via credit card or QuickaPay our billing partner
- PTA Training assists in the set-up of all student payment options. However, QuickaPay collects student payments and all fees associated with this option.
- QuickaPay Ltd has an agreement you enter into. For a full copy of the terms and conditions, please contact QuickaPay directly at <https://www.quickapay.com/for-buyers> and request a copy of your agreement or their full terms before you agree.
- It is the student's responsibility always to ensure funds are available in respective accounts and PTA Training will not be responsible for any fees or charges associated with student accounts.
- If you have entered into a payment agreement with PTA Training or one of its partners, you are bound by contractual agreement to meet the scheduled repayments and any additional fees your account may incur.

- Failure to meet your repayments may result in your qualification being withheld until such time as your account is either paid up to date or out in its entirety, depending on each case by case situation.

## 4.2 Course Fees

- All services provided by PTA Training such as VET Qualifications, workshops, short courses, information events etc. will have their own fee schedule and will be advertised at the time of the event.

## 4.3 Fee policy

PTA Training provides fee for service training. Upon enrolling in a course with PTA Training, you must agree to our student terms and conditions before commencing your studies. These terms and conditions are outlined in this Student Handbook.

## 4.4 Administration Fee

Our administration fee is \$500. This fee is applied to every new student enrolment and is included in your course fees. Should you choose to withdraw from your studies within the seven (7) day cooling off period, you will receive a full refund less the \$500 administration fee.

## 4.5 Extension Fees

Our extension fee varies depending on the additional timeframe for which you have applied. The extension fee breakdown is below:

Extension Fees	
3 Months	\$300
6 Months	\$500
12 Months	\$750

Extensions must be applied for in writing to the Education team at [info@ptacademy.edu.au](mailto:info@ptacademy.edu.au) The Education Manager will then assess your request and determine if you will be able to complete your course within the timeframe requested. You will then be notified of the outcome, and if successful, your extension fee will be processed.

***The extension can only be applied for once.***

## 4.6 Qualification Issuance Fee

This fee is applied if you request a new set of certificates to be re-issued.

- Our qualification issuance fee is \$300.

There is no fee for your first set of certificates upon course completion.

## 4.7 Re-assessment Fee

This fee is applied when you require more than three attempts to receive a Satisfactory result and if you are required to re-enroll into a unit of competency. This fee can be easily avoided if you carefully read your learning materials before answering your assessments/questions.

- Our re-assessment fee is \$150.

## 4.8 Tutorial Fee

If you need further assistance with your learning, please contact your Trainer. You may be able to organise individual tutoring.

- Tutoring is \$100 per hour.

# 5.0 ALTERNATE PATHWAY TO GAINING YOUR QUALIFICATION

## 5.1 RPL

RPL must be applied for **before** enrolling in your course, as this may reduce your course fees. Applications for RPL after enrolment will still incur a \$500 fee, but this fee will not be reduced from your course fees. If applying for RPL, a student cannot commence studies until the process is complete.

When you commence your program and have a look at what is included in the units of competency, you may think there are some units of competency you can already do and would be competent at. If this is the case, you are encouraged to apply for Recognition of Prior Learning (RPL) for that (or those) unit/s of competency. If you do, you will need to provide evidence that you can in fact already do these particular tasks.

Evidence might include:

- certificates or statements from qualifications or courses previously completed
- letters or testimonials from employers
- position descriptions
- samples of work
- photographs, videos, letters and reports
- employer references

The RPL process is a very supportive one, and our Education Managers will guide you through the process. Below is a brief outline:

- The student will request the RPL information by contacting the Education Manager.
- The student will complete the application and include a portfolio of evidence to support the application.

On receipt of the application, the PTA Training Education Manager will map the student's application against the competencies of the course.

- Original documents must be verified by a Justice of the Peace (JP) or Commissioner of Declarations.
- The Education Manager may contact the student to have a conversation about the evidence or to arrange a visit or to arrange to talk to referees, or to conduct some gap assessment.

- The Education Manager will notify the applicant as to the success of their application based on the evidence.
- The student has the right to appeal the decision of the Education Manager.

## 5.2 Credit Transfer

You do not need to go through the RPL process if you already have a Statement of Attainment or Certificate from another Registered Training Organisation for any units of competency/learning outcomes which are the same as those in the course you are undertaking through PTA Training. You will be awarded automatic Credit Transfer in these cases.

PTA Training recognises statements of attainment and statements of competency/ records of results from Qualifications from all Registered Training Organisations, authorized issuing bodies and the VET Registrar . Applicants must present the original qualification for verification by the RTO Education Manager.

Please contact the Education Manager via email advising you wish to apply for a Credit Transfer and the corresponding forms will be emailed to you for completion.

## 6.0 TRAINING PROCESS

### 6.1 Enrolment

- Applicants are to complete the PTA Training Admin tasks before enrolling in either the SIS30315 Certificate III in Fitness or SIS40215 Certificate IV in Fitness. This is available by speaking to an PTA Training Team member or PTA Training affiliate partner.
- Successful completion of the PTA Training Admin tasks, allows applicants to sign up as a student.
- To gain access to your course, a deposit must be paid, and payment plan will be implemented.

### 6.2 Information & Registration Session

- Students will receive a welcome email with username, password, learning platform link and video which will explain how to access the online e-learning platform. Also, students will receive a phone call from the PTA Administration team.
- Once logged in, students are to complete the listed admin tasks before commencing any study, there will be tutorial videos available within the platform. These will explain the process to complete the tasks and how to do so.
- Your assessor/trainer will speak with you about your Training Plan.
- Your Training Plan will be completed.

### 6.3 Training

- You have access to your studies 24/7 using our e-learning platform
- Study at your own pace
- All resources needed to complete the course are online in the special resources area for each module
- Access your trainer within PTA Training business hours
- All assessments will be marked, and feedback is given as to satisfactory or not yet satisfactory
- Trainers will try to assist students to gain a satisfactory status, so you gain a competent status.

- The e-learning system is designed so you can continue to study even if you are awaiting marking of assessment items.

## 6.4 Assessing & Completion

- Once your trainer has signed you off as competent in each module; the units within that module will be added to your
- Once the last assessment has been completed, you will receive an automated “congratulations” email from the PTA Training team notifying you of your successful completion of the course
- You will receive your completion certificate or statement of attainment and your full Record of Results.

## 7.0 ASSESSMENT

### 7.1 Assessment instructions

Once you enroll in a course, you will receive an email from PTA Training with a link to access the e-Learning Platform. Sometimes this message can land in your Spam or Junk email folder. Make sure you check these folders for this electronic message if it does not land in your inbox. It is your responsibility to contact the PTA Training Education Team immediately should you not receive this email within two working days after your enrolment.

The email you receive will have a username, password, learning platform link and video to demonstrate how to access the e-learning platform.

Below are the steps to access the E-Learning Platform.

Step 1: Open email, click on video link to watch tutorial video

Step 2: Open e-learning platform link and enter username and password provided

Step 3: Follow instructions to complete Admin tasks.

If you require assistance while completing your assessments, you are encouraged to Contact your trainer. If possible, students are encouraged to continue with other questions rather than stop if you need help or get stuck.

When asking for assistance, you need to let your trainer know what cluster number, assessment number and question you are completing. It is recommended that you compile a list of questions for your assessor rather than email or call with every question you have along the way.

If you need to talk to someone in the Education Team, you can call them on 1300 556 540. They will assist you to find a solution to your questions, but they will not give you the answer. It is recommended that you attempt all questions in a task of your assessments before calling the Education Team so that you can ask all your questions at once. You will also need to book a time for a one on one tutorial with your assessor if you need additional learning support.

Feedback for your assessments will be provided once students have completed a task.

### 7.2 Assessment guide

Our e-learning platform has been developed to allow you to add your responses to the questions in an organised and professional manner. The Assignment Guide allows you to enter information directly into the student e-learning platform as you work through each task.

Assessment tasks may be completed in the following ways:

- Short answers
- Multiple choice questions
- True/false
- Click in order
- Match words with diagrams
- Drop down box options
- Video responses
- Uploads where you may need to design your own template or short video
- Case studies
- Work- based scenarios
- Supervisor reports
- Video assessments
- Face to face assessments
- Log Books / Workbook assessments

### 7.3 Competency Based Training

PTA Training courses are provided through Competency-based training (CBT). CBT is an approach to vocational education and training that emphasizes what a person can do in the workplace as a result of completing a program of training. Competency-based training programs are often comprised of units broken into segments called elements with performance evidence, which are based on standards set by industry, and assessment is designed to ensure each student has achieved all the evidence (skills and knowledge) required by each unit.

### 7.4 Satisfactory and Not Yet Satisfactory Results

Your Assessor will provide you with a Satisfactory or a Not Yet Satisfactory result for your assessments. Once you have completed all of your assessments for a unit to a satisfactory level, you will receive a result of Competent for the unit of competency. A Not Yet Satisfactory result will mean you are required to reattempt the assessment to try and achieve a satisfactory result. If you require more than 3 attempts to receive a satisfactory result, approval by the Education Team will be required.

### 7.5 Competent and Not Yet Competent Results

Your Assessor will provide you with a Competent or a Not Yet Competent upon the successful completion or non-completion of your unit of competency. To achieve a competent result, you will need to have completed all of your assessments for a unit of competency to a satisfactory level. This will then appear on your statement of results showing that you have achieved a competent level for that specific unit of competency. These will also appear on your qualification when you graduate and on the *statement of attainment* if you only complete individual units of competency.

A Not Yet Competent (NYC) result will mean that you have not demonstrated a level of knowledge that is deemed to be competent in one or more of the assessment requirements for that unit of competency. If a Student is deemed to be Not Yet Competent (NYC), The Assessor will provide them feedback on what they need to do to be deemed competent. Then the Student will be re-assessed. Should the Student be then deemed (NC) a second time, the Student will be required to pay a re-assessment fee.

This will mean that you can re-enrol into the unit of competency again for a fee (see our fee policy in this Student Handbook) or, depending on which unit was assessed NYC, you may be able to continue with the remaining units of competency in your studies.

## 7.6 PTA Trainings' Commitment

All assignments will be assessed within 5 business days of receipt. You are welcome to contact the Education Team at any stage throughout the course if you require clarification or assistance. We endeavor to respond to all enquiries within 2 business days.

## 7.7 Assessment and Student Progression Policy

All assessment items must be lodged within the e-learning platform. Our unique e-learning platform gives you the ability to download and upload all types of assessment. There is no need to send, email, fax or hand deliver an assessment to your trainer.; PTA Training can not be held responsible for a student's work if it has not been uploaded to the e-learning platform.

All assessments become the property of PTA Training at the time of submission. Students should keep a copy of all work submitted. Students must ensure that their work is their own and has not been copied, plagiarized or taken from another source. Sources of information must acknowledge/reference appropriately.

Results of assessment will be made to students on a progressive basis throughout the training program. Any student who has made arrangements on the basis of a special need (and is unable to access a suitable workplace to partake in their practical activity's) may apply for special arrangements to be made.

Assessors will provide feedback on assessments through contact via the e-learning platform, email or phone. All written assessments are to be typed.

If at any time the student feels that they require additional assistance with language, literacy or numeracy skills in any assessment items, please contact your trainer so they can assist you in making additional arrangements to help you. Students have the right to appeal all decisions including assessment decisions, of PTA Training if they are dissatisfied with the outcome. Initially, appeals should be directed in writing to the Education Manager at [info@ptacademy.edu.au](mailto:info@ptacademy.edu.au)

Student assessments are marked by a qualified assessor against the criteria of the unit/s of competency. All answers are marked individually. The student will be provided with feedback on each assessment item.

Requests for course extension must be made to the Education Manager in writing at least 21 days before the due date. The due date for course completion is 12 months from the official date of enrolment. Applications for extensions will be based on individual circumstances and incur a cost.

Students must sign an assessment declaration ("clicking" on "accept" or "I agree") stating that the assessments they are submitting are their original work and not the work or assessments of other student or a third party. If submitted assessments appear similar to the work of others, the student in question will be given an opportunity to "show cause" and explain the similarities. If the student is unable to explain the similarities and has cheated or plagiarized they will be withdrawn from the course and no refund will be issued.

## 7.8 The Assessment Policy Key Principles

The following represents the key assessment policy principles of PTA Training to promote fairness and equity in assessment.

- You will be given clear and timely information on assessment.
- The information given to you before any assessment will include:

- advice about the assessment methods
- assessment procedures
- the criteria against which you will be assessed
- when and how you will receive feedback
- The mechanism for appeal.
- You will be made aware of your responsibilities regarding assessments.
- The assessment approach chosen will take into account your language, literacy and numeracy needs.
- You will be asked for feedback on your assessment, and you will be able to appeal any decisions if you feel you have not been assessed appropriately.
- If you are not successful the first time you do an assessment, you will be given other opportunities to demonstrate achievement, after you have done more work on the topic/task.

## 8.0 STUDENT SUPPORT

### 8.1 Student Support Personnel

We have a dedicated team to assist you with your e-learning needs. The following support personnel are listed below.

#### 8.1.1 Student Administration

PTA Training student administration is responsible for the management of the students. The administration will follow up with students after they sign up, ensuring students have a clear understanding of how to use the e-learning platform and that they are aware of what is expected. Also, student administration will send monthly emails to students with any changes that have happened with the e-learning platform and also send extra information about the ever-changing fitness industry.

#### 8.1.2 Technical Staff

PTA Training has IT on hand for any technical issues that may arise with a student's e-learning platform. From time to time there are updates made to the e-learning platform which are only to benefit the student's experience. If problems do arise; it's up to the students to notify the Technical staff about any IT issues.

#### 8.1.3 Trainers

Students will receive trainer support for the duration of their study. Every time a student finishes a task, it is submitted to their trainer's dashboard for marking. Trainers endeavour to assess the task within two business days. This is where the trainer will provide feedback on the student's work. Students do have to remember they are studying via correspondence. The e-learning platform is designed to engage with students as they progress through their studies, trainers do not chase students who are slacking off or those who are not completing their work.

## 9.0 STUDENT CODE OF CONDUCT AND BEHAVIOUR

### 9.1 General behaviour

Throughout your studies, you will at times be motivated to complete your studies and at other times be overwhelmed with external factors that may arise in everyday life. Should you be experiencing any problems that may affect your course studies, please communicate with the Education Team at your earliest convenience. They will be able to assist you on a case-by-case basis.



### 9.1.1 Student Attitude

During your course, you may have access to a Workplace Mentor and potentially their clients. You must present yourself professionally and follow all reasonable instructions from your Mentor's. Remember, your Mentor is there to both help provide your education and run a business. Be sure to display a keen attitude as this can help you with future job opportunities and clients.

### 9.1.2 Student Accessibility

As a student, it is important that you have a mobile phone with an active voicemail to ensure that you never miss out on any important calls or messages from the Education Team. PTA Training supports you throughout your studies by using text messages, phone calls and emails. It is your responsibility to advise us if your contact details change.

### 9.1.3 Student Time Management

As a student completing practical activities in a workplace, you need to be punctual. Arrive early and let your Mentor know if you are going to be late. Remember to be professional at all times. You also need to be punctual when you are running your own business or have your own clients.

### 9.1.4 Student Professional Conduct

While you are completing your Practical activities, you are on display. It is important that you conduct yourself in a way that is professional at all times. This includes your email address, your social networking profiles (such as Facebook) and the language you use.

### 9.1.5 Student Coachability

Throughout your career, you should ask for feedback from colleagues and clients. You need to be able to take this feedback and use it to make yourself more successful as a business person. This will also help you with your studies throughout the course. You need to be able to take PTA Training's feedback on and use it to help yourself.

### 9.1.6 Student Presentation

You need to look professional when interacting with your Mentor and their clients. Whenever you are on display, whether it is indoors or outdoors, you will be watched by everyone else around you. It is a requirement of your course to look presentable for your Practical activities component.

Students are expected to treat all staff and Mentors with respect and courtesy. In return, all staff and Mentors will treat students with the same respect and courtesy. PTA Training enforces a strict Student/Trainer relationship where you are encouraged to grow and learn to become successful in your chosen field.

### 9.1.7 Disciplinary Actions

PTA Training rarely, if ever, has any need for disciplinary procedures; however, they are outlined for your information:

- Basic courtesy and professional standards of behaviour apply – no swearing, no verbal, physical or sexual harassment, bullying, or other discriminatory behaviours (including those based on gender, age, religion, race, impairment, identity, physicality or relationships)
- Both direct and indirect (for example through social media) behaviours must at all times ensure the student never intentionally or unintentionally discriminates, bullies, or harasses others
- Abiding by the rules of your funding contract (where relevant)

All disciplinary actions will be put in writing by the Education Manager, and individual outcomes will vary depending on the action needed. ***Cancellation of your course and loss of any payments made to date to PTA Training may be a result.***

You can expect the following procedure to occur:

1. The student is notified in writing regarding the circumstances and the proposed disciplinary action. At this point, PTA Training will request a written response from the student acknowledging the correspondence and allowing

the student to respond to the proposed disciplinary action. The student may put forward any reason as to why the proposed disciplinary action should not occur.

2. PTA Training will consider the response and undertake any investigations or interviews and make a final recommendation/outcome of the incident which may include appropriate disciplinary action.
3. ***The student will be advised in writing of the outcome.***
4. The student has the right to appeal this decision within 3 working days hours of final disciplinary notification. The time and date will be as marked in the email being sent to the student.

## 10.0 COMPLAINTS AND APPEALS

### Policy

PTA Training will ensure that it handles complaints and appeals fairly and without bias. The principles of natural justice and procedural fairness will be adopted at every stage of the complaints and appeals process. This will ensure that, unless the security or safety of individuals is at risk, there will be no impact on the enrolment of an individual while a matter is in progress and all efforts will be made to assist a complainant or appellant with their matter.

All formal complaints and appeals will be heard and decided within 60 calendar days of receiving the written complaint or appeal. If PTA Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Any substantiated complaints, as well as the complaints and appeals policy, will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to prevent or reduce the likelihood of reoccurrence. All matters pertaining to complaints and appeals will be securely protected.

The Managing Director of PTA Training is ultimately responsible for ensuring compliance with this policy and procedure.

The Policy will be provided on PTA Training's website with information about how to make a complaint or lodge an appeal.

The complaints and appeals procedure relates to allegations involving the conduct of the PTA Training, its trainers, assessors or other staff, any third party providing services on behalf of the RTO and students of the PTA Training.

### 10.1 Contact for Complaints

Contact details for making a complaint	
Phone:	1300 556 540
Email:	<a href="mailto:info@ptacademy.edu.au">info@ptacademy.edu.au</a>

## 10.2 The Complainant/Appellant

The complainant/appellant has the right to

- Have the complaint/appeal treated promptly and seriously.
- To express views and opinions without intimidation or victimisation for having made the complaint/appeal.
- To insist that no further action takes place without their consent.
- To provide specific details of any allegation and to ensure that false or deliberately misleading claims are not lodged.
- To expect confidentiality be maintained as far as possible throughout the procedure.
- To be represented by a support person
- To have the complaint/appeal their progress in a timely way
- To be given an opportunity to be heard in fair proceedings
- Be presented a written statement of the outcome of the complaint/appeal with reasons for the final decision.

## 10.3 The Respondent

The Respondent has the right to:

- Natural justice in the procedures used to pursue the complaint/appeal.
- Not to be defamed or to be the subject of unfounded or malicious complaints/appeals.
- Not to be punished as far as possible throughout the circumstances.
- To provide specific details of any allegation and to ensure that false or deliberately misleading claims are not lodged.
- To be represented by a support person
- To have the complaint/appeal their progress in a timely way
- To be given an opportunity to be heard in fair proceedings
- Be presented a written statement of the outcome of the complaint/appeal with reasons for the final decision.

## 10.4 General Procedure

- Any complaint or appeal must be lodged in writing within 5 working days of the incident occurring.
- Acknowledgment of the complaint/appeal will be made in writing within 3 working days from receipt of the complaint/appeal. PTA Training may also contact the complainant/appellant within this timeframe.
- PTA Training will attempt to resolve the complaint/appeal within 5 working days from the submission.
- The outcome of the complaint/appeal, including the reasons for the decision, will be put in writing and forwarded to the complainant/appellant within 28 working days of receiving the written complaint/appeal.
- If more than 60 days is required to process and finalise the complaint/appeal, PTA Training will inform the complainant/appellant in writing, including the reasons why more than 60 days is required; and keep the complainant /appellant informed of the progress of the matter with regular updates
- If not satisfied with the outcome, the student may request the assistance of an independent party/mediator in an attempt to reach an equitable and reasonable solution
- PTA Training will assist in providing information about the options for further independent review (for example, The Training Ombudsman, Office of Fair Trading,

National Training Complaints Hotline <https://www.education.gov.au/NTCH>; ASQA complaints <https://www.asqa.gov.au/complaints> ).

- The Managing Director will review the outcomes of all complaints and appeals to determine the root cause and will implement any necessary remedies, actions or improvements to limit or eliminate the possibility of reoccurrence.
- The records and outcomes of all complaints and appeals will be securely stored.

## 10.5 Where your complaint/appeal is about the action/s of another person/s in the program or an administrative issue with PTA Training or one of its partners

The process to follow:

- You should discuss the matter in the first instance with your trainer.
- If it is agreed that the matter can be dealt with at a personal level , or where your complaint/appeal does not relate to allegations of unlawful behavior (e.g. assault, illegal discrimination or harassment, etc), and you feel comfortable to do so, you will be encouraged to raise the complaint/appeal directly with the person concerned. You can ask your trainer/or a support person to be present when you do this.
- Where you do not feel comfortable about doing this, or where the matter is of a more serious nature, or the issue is about the trainer, you will be asked to put the complaint/appeal in writing and to identify the specific persons/identities about whom you are complaining, and/or the issue about which you are complaining

Your written complaint/appeal should include details of the complaint/appeal(s) such as; who/what issue you are complaining about, what happened when it occurred, how you feel, how you would like to see the matter resolved.

All written complaints/appeals are handled by the MANAGING DIRECTOR who will:

- Acknowledge your complaint/appeal in writing within 3 working days of receiving it
- (If the complaint/appeal involves another person), tell the person a complaint/appeal has been lodged involving them, and about the complaint/appeal. He/she will be given the opportunity to put their side of the matter;
- advise you on how long it will be before you get an answer (usually within a week);
- ensure that only those people who need to know about the complaint/appeal are involved/informed;
- give you written advice about the outcome and the reasons for it; and
- Take appropriate action should the complaint/appeal be substantiated.

You may find that through this process that one of the following outcomes will apply:

- you gain a better understanding of the situation, and you no longer feel the need to complain/appeal; and/or
- you are happy with the way the issue has been resolved; and/or
- you receive an apology and assurance it will not reoccur; or
- you will be informed that you have no grounds to complain/appeal.

## 10.6 Where your appeal is related to dissatisfaction with assessment results

Should you wish to appeal against the results of an assessment you need to follow the process outlined below:

- In the first instance, speak with your trainer and informally ask for a review of the result.
- Should this not resolve the matter to your satisfaction, please put your appeal in writing to the Education & Compliance Director. All written appeals will be acknowledged in writing within 3 working days of receipt, and you will be told how long it will take to investigate the matter
- PTA Training will attempt to resolve the appeal within 5 working days from the submission.
- The outcome of the appeal, including the reasons for the decision, will be put in writing and forwarded to the appellant within 28 working days of receiving the written appeal.
- If more than 60 days is required to process and finalise the appeal, PTA Training will inform the appellant in writing, including the reasons why more than 60 days is required; and keep the appellant informed of the progress of the matter with regular updates
- If not satisfied with the outcome, the appellant may request the assistance of an independent party in an attempt to reach an equitable and reasonable solution.
- Where this occurs, PTA Training will form an independent panel of assessors with relevant vocational and industry competency, (but not involved in the original decision) and/or independent of the RTO to remark the assessment and provide an outcome in writing.
- If not satisfied with the outcome, the appellant may request further assistance in an attempt to reach an equitable and reasonable solution. PTA Training will assist in providing information about the options for further independent review (for example, The Training Ombudsman, National Training Complaints Hotline <https://www.education.gov.au/NTCH>; ASQA complaints <https://www.asqa.gov.au/complaints> ).
- The Managing Director will review the outcomes of all complaints and appeals to determine the root cause and will implement any necessary remedies, actions or improvements to limit or eliminate the possibility of reoccurrence.
- The records and outcomes of all complaints and appeals will be securely stored.
- Please use [complaints@ifatraining.com.au](mailto:complaints@ifatraining.com.au) and address your appeal to the Education & Compliance Manager.

## 11.0 ACCESS AND EQUITY

PTA Training supports all students towards the completion of their chosen qualification.

Students have access to The Education Team who will act promptly on any student concern without prejudice to the student. Issues arising from any student concern or course feedback will be addressed at the earliest convenience. Where necessary, feedback will be given back to course students.

PTA Training is committed to providing learning and working environment free from discrimination on the grounds of disability by providing support systems. PTA Training recognises that disadvantaged groups have been identified as requiring special consideration, including but not limited to groups such as women, persons with disabilities, persons from non-English speaking backgrounds, Aboriginals and Torres Strait Islanders, long term unemployed and sole supporting parents.

Discrimination occurs if a person treats someone differently by an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc.

PTA Training strives to meet the needs of each student through incorporating access and equity principles and practices, which acknowledge the right of all students to equality of opportunity without discrimination.

For example, the following principles apply:

1. Your program will be adequately resourced, and you will have trainers who have the required qualifications, to ensure you have quality outcomes.
2. Your training and assessment will be in line with industry standards to ensure quality outcomes for students. As well, a variety of training/assessment methods will be used to cater for the different ways in which students learn.
3. All students will be actively encouraged to participate in VET programs, irrespective of background/cultural differences.
4. Literacy/numeracy support will be provided, where appropriate, to give you every chance of success with your program.
5. PTA Training will openly value all students, irrespective of background/culture/other differences and all students will be made feel valued through the delivery of appropriate training/assessment methods and support structures.
6. Any complaints/grievances about discrimination/harassment will be treated seriously

PTA Training supports and abides by the legislation and regulatory requirements of:

- National Vocational Education and Training Regulator Act 2011
- The Standards for NVR Registered Training Organisations 2015
- Student Identifiers Act 2014
- Racial Discrimination Act 1975.
- Sex Discrimination Act 1984.
- Disability Discrimination Act 1992.
- Affirmative Action Act (Equal Employment for Women) Act 1986.
- Human Rights and Equal Opportunity Commission Act 1986.
- Anti-Discrimination Act 1977.
- Disability Standards for Education 2005
- Privacy Act and National Privacy Principles (2001)
- WHS legislation in each state is different
  - Australian Capital Territory New South Wales Queensland
    - Work Health and Safety Act 2011
    - Work Health and Safety Regulations 2011
  - Northern Territory
    - Work Health and Safety Act (National Uniform Legislation) 2011
    - Work Health and Safety (National Uniform Legislation) Regulations
  - South Australia Tasmania
    - Work Health and Safety Act 2012
    - Work Health and Safety Regulations 2012
  - Victoria
    - Occupational Health and Safety Act 2004
    - Occupational Health and Safety Regulations 2007
  - Western Australia
    - Occupational Safety and Health Act 1984
    - Occupational Safety and Health Regulations 1996

- Competition and Consumer Act 2010

In providing an equitable and accessible enrolment process for training products in fitness, PTA Training makes explicit its admission/ entry requirements based on the inherent abilities and skills requirements in the courses. PTA Training references ASQA's Fact Sheet [Providing quality training and assessment services to students with disabilities](#) to inform its enrolment processes.

## 12.0 WORKPLACE HEALTH AND SAFETY

The safety and wellbeing of the staff and students of PTA Training are one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment.

### 12.1 Student Requirements

- Obey any reasonable instructions about health and safety
- Not interfere with or remove any safety devices from machinery
- Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- Report unsafe acts or equipment to your trainer and observe good housekeeping practices
- Report all injuries or near misses to your trainer
- Ensure that your conduct does not interfere with: Client or staff safety or welfare, or their ability to participate in and benefit from the program

## 13.0 CANCELLATIONS AND REFUNDS

### 13.1 Cancellations

The following conditions apply:

- No student can commence until the first instalment /deposit is paid
- Funds need to be cleared before you can gain access to the online e-learning platform.

If you have entered into a payment agreement with PTA Training or one of its partners you are bound by that contractual agreement to meet the scheduled repayments and any additional fees your account may incur.

Failure to meet your student loan repayments may result in your qualification being withheld until such time as your account is paid up to date or paid out in its entirety, depending on each case by case situation.

### 13.2 Cancellation of enrolment/Refund Policy

Any student wishing to withdraw from the course must request cancellation in writing with an explanation for your cancellation.

After enrolment into an PTA Training course, students have a **7 day cooling off period** in which they may apply for a full refund.

The enrolment date is created when the student's payment information is verified with PTA Training. No refunds will be given after 7 days of the date of enrolment. In circumstances where a student has entered into a student loan for the payment of course fees and withdraws from the course after 7 days of the date of enrolment, the student will be liable for all payments due under the agreed student loan.

PTA Training guarantees that it will provide the required training and assessment once a student has commenced study in their chosen program. Should PTA Training cancel a course for any reason, students enrolled at the time PTA Training announces the cancellation they will be entitled to a full refund, and this will incur no administrative charges or penalties.

## 14.0 ACCESS TO RECORDS

All students have a right to accurate and up-to-date records that can be easily accessed by authorised persons.

Information regarding a student's qualification or certificate detail may be released to a third party only upon receipt of a request from the student.

No information regarding a student is to be released to any person without the permission of that student. Where no such permission is given, information regarding students will only be released upon the serving of a court order or where required by legislation.

Records will be sent electronically or as a hard copy when requested by the student.

All student assessment evidence will to be maintained for the period of six months after the students has been deemed competent. All student records will be maintained for 30 years.

Training Partners are provided with "progress report summaries" for their enrolled students on a monthly basis.

The national requirement for all students to have a USI (Unique Student Identifier) from January 2015, means that all students now have access to the VET Register and to their achievements recorded since that time. The Register will hold a students complete record of achievements in perpetuity.

### 14.1 Privacy

PTA Training protects the privacy and the confidentiality of the student's personal information as it is regarded as fundamental to the way the company conducts its business.

The type of information collected by PTA Training on the student enrolment form includes name, address, contact telephone number, e-mail address and payment information. This information is only used to identify the student and is not released to any third person or release for any other reason. This information is stored securely in the student file and on the company database.

The information obtained is treated as confidential and will not be released to any person without the student's written consent.

At no time is information sought on the student's race or ethnic origin, religion, political association, sexual preference or criminal record. The personal information collected is only to be used by PTA Training to provide the services for which the student has paid and also to manage its internal business operations.

PTA Training will only disclose information for the purpose for which it was collected, and where appropriate after obtaining the necessary consent from the student.



PTA Training may be required to disclose personal information where the law requires such disclosure. At any time the student may access your own personal information by contacting the Manager in writing. This information will not be given to any third person where PTA Training is not satisfied as to the identity of the person requesting the information. A record of any complaints made and changes made to rectify the complaint will be filed.

If at any time the student feels that their personal information has been compromised they are entitled to complain to the Education Manager who will initially investigate the claim.

If the student finds that their personal information is inaccurate, incomplete or dated, please contact PTA Training, and it will be corrected at the earliest convenience. PTA Training is committed to maintaining a secure environment for all personal information collected. PTA Training will take all reasonable precautions to protect student data from loss, misuse, unauthorised access or disclosure, alteration or destruction.

Hard copy records containing personal information are filed in locked filing cabinets. Computer based records are maintained in a secure environment that require user log-in and passwords to access.

## 14.2 Legislation

PTA Training also recognises the following government legislation including the following Acts:

- Fair Work Act 2009
- Fair Work Regulations 2009
- Copyright Act 1968
- Anti Discrimination Act 1991
- Equal Opportunity for Women in the Workplace Act 1999
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

Commonwealth, State and Local Legislation can be viewed in full at

<https://www.forgov.qld.gov.au/file/31806/download?token=WGLDyqWy>

## 15.0 COPYRIGHT

### 15.1 Version Control Policy

All documents and materials written and used in the delivery of PTA Training services must be managed under the version control policy. Its purpose is to ensure that all parties have access to current and accurate information that has been approved for release and use in the delivery of services.

All version of a new document must be approved by the Education Manager of PTA Training before circulation.

When the new or revised document is approved and issued, the Education Manager of PTA Training will notify all staff of the change of issue.

All curriculum packages are under constant revision to reflect the changing pattern in all industries. All curriculum materials and assessments are constantly reviewed and re written where necessary.

Copyright procedures apply to all PTA Training online materials. Students are not permitted to use course materials for their own personal training/assessment and they must not be sold at any other commercial

enterprise. To do so is breaking your code of agreement and will result in instant de-enrolment and further penalties may be applied.

## 15.2 Transition Policy

Transition to reviewed training package must be achieved by the Education Manager within 12 months of their publication to meet the stated transitioning arrangements set out by [ASQA's General Direction: Learner Transition](#).

Regular dates must be set aside at six monthly intervals to perform a scan and review of the status of the training packages used within the scope of registration, to identify any changes, or planned changes; assess any impacts on enrolled students and potential for transition and where necessary to put in place early advice and transition plans.

It is expected that any changes that occur within these review dates will also be accounted for within their calendar. The Education Manager must include milestone dates to complete any review requirements for transition to new training packages within their 'annual management calendar'. Which also indicates the roles support staff must play in the transition.

## 15.3 Marketing Standards

PTA Training will market our programs and associated products with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product. PTA Training methods of advertising and selling are professional, ethical and congruent with the Code of Ethics set down by the Media Council of Australia and relevant Codes of Practice.

## 15.4 Quality Management Focus

PTA Training values feedback from students, staff and industry to assist in the improvement of the quality of service provided by PTA Training. The function of this policy is to continuously review the performance of PTA Training and implement new strategies that will improve the quality of our performance.

Information is collected on a variety of PTA Training functions; collated and reported.

Students have the option to perform a course review via the online e-learning platform. Information is sought on staff performance, course reviews, additional course information, student satisfaction. The information received is collated and reviewed every three months and reported to the Manager.

## 16.0 COMPLETION

Completion occurs when all parties agree that the all necessary training, required under the Training Plan has been delivered. PTA Training will ensure that student assessment and the final qualification are in accordance with the current requirements of the Industry. All of the required units of competencies will be covered extensively and students will be given the opportunity to further develop their knowledge and skills through PTA Training further education programs.

Successful students will be issued by PTA Training with AQF certification documentation appropriate to their achievement. This could be a qualification certificate and a record of results for a Certificate III or a Certificate IV or a Statement of Attainment in partial completion for those units of competency completed for the relevant course. Further training/networking/study options may be emailed to you for your continued education and professional development.

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