

RTO No

Client Information Handbook

Table of Contents	Page
Welcome & contacts	
Introduction	2
Location, transport & hours	3
Contacts	4
Pre enrolment	
Recognition of Prior Learning (RPL) and Credit Transfer	6
Pre Training Review	6
Language, Literacy and Numeracy	8
Enrolment process	13
Training and Assessment	
Training guarantee	15
Orientation	15
Training and assessment process	15
Course progress	16
Support services	16
Student feedback	16
Certificates	17
Code of conduct	18
General information	
Occupational Health and Safety	21
Student safety	21
Attendance	21
Privacy	21
Access to records	22
Academic misconduct	22
Complaints and appeals	22
Notification of changes to agreed services	22
Course information	25
Appendices	
Appendix 1: Complaints and appeals policy and procedure	45
Appendix 2: Complaint and appeals Form	52
Appendix 3: Fees and refund policy and procedure	53

Introduction

Welcome to Orphic Education

Established in 2020, Orphic Education provides training and assessment to domestic students. Located in Melbourne Victoria we deliver fitness courses to domestic students.

Training programs are tailored to meet specific industry requirements and are based on National guidelines. Our principle purpose is to provide high quality training and assessment to satisfy our student's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained in compliance with the National VET Regulators Standards for Registered Training Organisation's 2015 and through our Continuous improvement system.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/ learning and assessment process.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Client Information Handbook is to introduce you to the services available to you at Orphic Education.

Welcome and I hope you enjoy your studies.

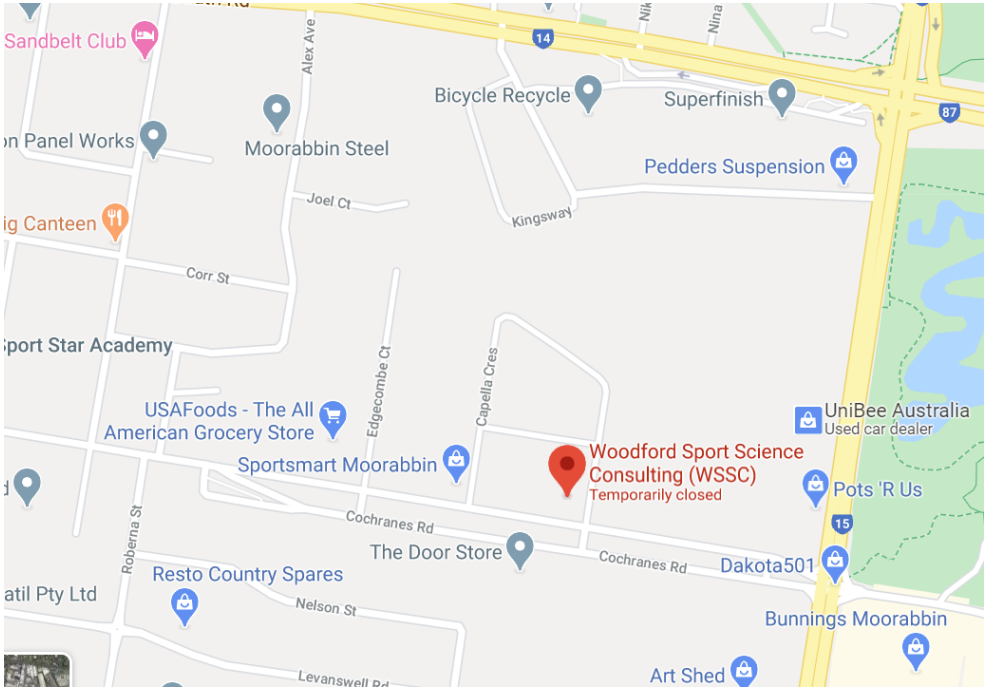
Location

Training and assessment will take place at Bodyseek gym 6/92-100 Champion Road, Williamstown Melbourne or Woodford Sports Science Consulting 97 Cochrans Road Moorabbin Melbourne, the student's work placement organisation and in their own time.

Williamstown facility



Moorabbin facility



Staff contacts

Function	Staff	Phone	Email
CEO	Alex Karamouzis	0430 222 797	alex@orphiceducation.com
Training Manager	Matt Witbreuk	0408 000 594	matt@orphiceducation.com
Enrolment	Matt Witbreuk	0408 000 594	matt@orphiceducation.com
Finance/ Accounts	Alex Karamouzis	0430 222 797	alex@orphiceducation.com
Trainers/ Assessors	Matt Witbreuk	0408 000 594	matt@orphiceducation.com
Student support	Matt Witbreuk	0408 000 594	matt@orphiceducation.com
Access to records	Alex Karamouzis	0430 222 797	alex@orphiceducation.com

*The Student Support Officer's role is primarily to identify what support students require and then assist them in accessing the appropriate support service. This will include identifying relevant support services, explaining what and how they provide support and then helping students access the service. This includes internal and external support services. Refer to the Student support section of this handbook to identify the type of internal supports services that Orphic Education provide. External support services and contracts are outlined below.

External Support Services

1.	<p>Consumer Affairs Victoria provides direct services to the public including advice, information and referral in consumer and residential tenancy matters.</p> <p>Consumer Affairs Helpline: 1300 55 81 81 email: rtba@justice.vic.gov.au</p>
2	<p>Alcohol and Drugs Eastern Drug and Alcohol Service (EDAS) is a service providing free and confidential drug and alcohol counselling, education and support to adults and young people in the Eastern Metropolitan Region.</p> <p>Phone: 1300 650 705</p>
3	<p>The Law handbook Online - a practical guide to the law and covers over 90 common legal issues. www.lawhandbook.org.au</p>
4	<p>Work Rights Young Worker Toolkit.</p> <p>Are you concerned about your pay or work conditions? Have you been bullied or harassed at work? Are you unsure of where to go to get help? Found out where you stand</p> <p>www.youngworkertoolkit.youth.gov.au</p>
5	<p>Welfare Centrelink offers a range of services to students, including Youth Allowance, ABSTUDY, Austudy, Health Care Cards and more. Even if you are not eligible for an income support payment like youth Allowance, you may be able to get a Health Care Card. For students, phone 13 2490, ABSTUDY phone 13 2317, and TTY 1800 810 586.</p>

6	<p>WHE Health Information Line A free service for women offering information, one-to-one from a trained nurse/women's health worker on a broad range of issues relating to women's health - physical, mental, emotional or any other aspect.</p> <p>Phone: 1800 069 967 Monday-Friday, 9.00am-1.00pm Counselling Program Women's Health East has a short to medium term low-cost counselling program, with female counsellors.</p>
7	<p>WIRE - Women's Information is a free information, support and referral service available to all Victorian women. It can help you explore a range of issues, including: family life and relationships, domestic violence, sexual assault, health and well-being, women professionals, education and training and legal issues.</p> <p>Phone 1300 134 130 Monday to Friday, 9:30am-5:30pm. Women's Information Centre has resources to help women access broad range of information and assistance.</p>
8	<p>Forums/Support information:</p> <p>ABC Ramp Up - Website about Disability, that generates discussion and debate (Online forum) www.abc.net.au/rampup</p>
9	<p>Reach Out - Website designed for young people. Information and resources to assist with self help or help for others.</p> <p>http://au.reachout.com</p>
10	<p>Headspace Australia - Australia's National Youth Mental Health Foundation.</p> <p>www.headspace.org.au</p>
11	<p>Language, Literacy and Numeracy</p> <p>The Reading and Writing Hotline is a free service that students may contact if they are experiencing reading and writing issues. The service will help you access support close to where you live.</p> <p>Call:1300 655 506 to access the service.</p> <p>Alternatively, students may contact their local TAFE or community organisation.</p>
12	Translating and Interpreting Service Phone 131 450
13	LifeLine 24 hour Counselling Services Phone 131 114
14	<p>Australian Skills Quality Authority Web: www.asqa.gov.au Email: enquiries@asqa.gov.au Phone: 1300 701 801</p>

Pre enrolment

Recognition of Prior Learning (RPL)

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The RPL application form is available on request from the Training Manager.

Credit Transfer (CT)

Orphic Education recognises qualifications and statements of attainment issued by other Registered Training Organisations. Candidates who have successfully completed whole units of competency contained within one of our courses with another Orphic Education can apply for credit transfer. Credit Transfer applications are processed free of charge.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Training Manager. The CT/RPL application form is available on request from the Training Manager at matt@orphiceducation.com.

On receipt of a credit transfer application, accompanied by the required evidence, Orphic Education will review the evidence to verify if the unit/s possessed by the student matched those in the course. Once a match is ascertained, Orphic Education will undertake investigation to determine the authenticity of the evidence provided. Once the authenticity of the evidence has been confirmed, students will be notified of the outcome of their application. The student is informed of the result of the assessment within 10 working days of submitting the application.

Students who are awarded credit transfer do not have to study or submit assessments for the units for which credit transfer has been granted. This process allows the student to reduce the time, cost and study load associated with achieving a qualification.

Further information on the RPL/ CT process can be accessed by contacting the Training Manager.

** Please note that RPL and CT applications can only be considered for whole units of competency.

Language Literacy and Numeracy

At Orphic Education we are aware that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate students with LLN needs where feasible. We can support students access support services that can assist students who have LLN needs that cannot be accommodated by our training staff.

We welcome students with Language, Literacy and Numeracy needs and encourage potential or current students to contact the Training Manager for further information.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available to you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

Some examples of the type of support that we can offer include:

Literacy

- ✓ Providing examples and models of completed tasks.

Language

- ✓ Presenting information in small chunks and speaking clearly, concisely and not too quickly.

Numeracy

- ✓ Providing students with calculators.

Pre Training Review

To ensure students are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience and qualifications relevant to the course for which they are applying. Students are asked to complete this Pre training review during the enrolment process by providing details of their existing knowledge, skills and experience relevant to the course.

Students language, literacy and numeracy ability are also assessed in conjunction with their knowledge, skills, experience and qualifications.

The results of the pre training review are used to determine if the student possesses the required LLN skills and knowledge, skills and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs.

The Pre training review (including the LLN assessment) and Enrolment form are used to collect the information that will be analysed to determine if the course is appropriate for addressing the students learning needs.

Access & equity

Orphic Education staff treats all students fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. Orphic Education provides access and equity to candidates with special learning needs.

As special needs extend to more than physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Orphic Education trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Unique Student Identifier

From the 1st January 2015, it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

Orphic Education collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct Orphic Education to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student Identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Enrolment Process

To apply for a course please follow the steps outlined below:

1. If you have not done so already, contact us to have a discussion to help us identify your learning needs and receive initial information about a course that may appropriately address those needs.
2. Read this Client Information Handbook in full.
3. Contact the Training Manager with any questions.
4. Seek clarification on any area relating to your course, enrolment or any other factor relevant to undertaking the course.
5. Complete and sign the Pre training review form (this includes a language, literacy and numeracy assessment).
6. Complete the Enrolment form.
7. Sign the Enrolment form to declare that you understand all of the information provided and agree to the terms and conditions. Seek clarification on any item you do not understand by contacting us prior to submitted the signed form.
8. Attach any supporting documentation if relevant. e.g. copies of qualifications, performance reports, position description, employment contracts, awards or employer references.
9. Return the Enrolment and Pre training review forms to Orphic Education 1/12 Dairy Drive Coburg North Melbourne or via email to matt@orphiceducation.com.
10. Orphic Education will assess your application and notify you of the outcome within 5 working days.
11. If successful you will receive confirmation of the course start time and date.

Individual learning needs

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week (e.g. 22 hours) and the course duration e.g. 72 weeks. Consider whether you have sufficient time to undertake the learning and assessment activities.
- Preferred learning style/ s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how Orphic Education and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages provide details on e.g. course description, course durations and course demands per week, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Orphic Education full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

Orphic Education encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

Training & Assessment

Training Guarantee

Orphic Education will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Orphic Education being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. Orphic Education takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Orphic Education implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

If for any reason Orphic Education has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

Orphic Education is responsible for complying with the requirements of the VET Quality Framework when delivering Australian Qualification Framework (AQF) courses to students.

When delivering Australian Qualification Framework courses to students, Orphic Education will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework.

Student orientation

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and Orphic Education during the course. It is also an opportunity for students to ask any last minute questions.

Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our Training facility and will involve a mixture of classroom and simulated work based environments to develop competency.

Assessment

Student's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, work placement, keeping logbooks or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students are given 3 attempts to demonstrate competency at each assessment. If students are still unable to demonstrate competency at this point, they must re-enrol and undertake the assessment and in some limited circumstances the training again. This will incur a fee. Refer to the fees and refund policy and procedure for further details.

Course progress

Orphic Education monitors students course progress and provide assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Orphic Education training and assessment staff monitor student progress in the following ways:

- by judging their responses to questions,
- by the type and nature of questions asked,
- assessing their ability to complete tasks to the required standard,
- assessing their ability to complete tasks within appropriate timeframes,
- by engaging students in discussions,
- asking students if they require support with any aspect of their training or assessment,
- by ascertaining whether they have completed their homework and independent study activities,
- by reviewing outcome of formative and summative assessments completed
- by monitoring attendance
- by monitoring participation
- by monitoring performance in summative assessment and achievement

Access to appropriate supports services is provided to assist students to successfully complete their course within the scheduled duration. Orphic Education may refer students to external sources if they are unable to sufficiently provide support for students learning needs. Orphic Education may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Orphic Education takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule

Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances we may refer you to external agencies for support.

Orphic Education can provide and/ or arrange language, literacy and numeracy/ academic support including but not limited to:

- Providing access to training and assessments staff
- Reviewing learner materials with the student
- Re-phrasing explanations
- Providing information in a context that the student understands
- Providing extra time to complete tasks
- Providing access to supplementary reference materials
- Providing supplementary exercises to develop understanding
- Providing access to calculators
- Providing access to dictionaries
- Providing information in larger text
- Arranging access to computers with relevant software
- Arranging access to modified resources
- Providing support with language, literacy and numeracy
- Providing access to external language, literacy and numeracy support
- Providing opportunities to re-attempt assessments
- Providing opportunities to undertake additional units to catch up
- Providing guidance with organisation/ study and time management skills
- Negotiating a plan with the student to enable completion of tasks
- Providing access to other classes with another cohort

- Adjusting the students timetable and/ or course schedule
- Extending the duration of their course

Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. We have a relationship with an external professional welfare service to ensure that our students are provided with access to services if required. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of staff. Students are liable to pay the fees incurred if they access external welfare support services during their studies at Orphic Education.

Student feedback

To ensure we continually improve our training services and facilities Orphic Education encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

Certificates, Record of results and Statements of attainment

Orphic Education is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

Orphic Education will issue students a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to Orphic Education have been fully paid by the student.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with Orphic Education may be able to access job opportunities. However, students should note that successfully completing a course at Orphic Education does not guarantee that they will gain employment in a job role/ industry.

Code of Conduct

Orphic Education practices are directed by our Code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

Access & Equity

Orphic Education ensures that:

- all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling students
- all staff will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele
- all staff are aware of their responsibilities with respect to equity and access
- staff activities are evaluated for continuous improvement purposes
- staff are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on its application of this policy
- staff and students are required to comply with access and equity requirements at all times.

Management

Orphic Education ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- appropriate financial management and student fee protection arrangements are consistently implemented
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to Orphic Education and the clientele
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate student learning
- it maintains appropriate insurances
- it will inform the National VET Regulator of any significant changes to the control, senior management and scope of registration.
- it provides the National VET Regulator with the required data in soft and hard copy when requested. (free of charge).
- it will fully cooperate with all National VET Regulator during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it communicates all appropriate information relating to academic and support services to students in a timely manner

Administration management

Orphic Education ensures that:

- AVETMISS & academic results records are stored electronically for a period of 30 years
- original copies of assessments are stored for a period of 6 months from the date the student completes their course
- enrolment and administrative documents relating to the student undertaking their course are stored for a period of one year from the date a student completes their course
- records relating to the delivery of training are stored for at least 6 months' post course completion
- personal records are treated as confidential and stored on and off site

- it maintains appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence
- it adopts an AVETMISS compliant student management system
- staff and students are to be able to access their own records at no cost.
- statements of attainment and certificates are awarded to students who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it employs unique student identifiers where required

Training & assessment

Orphic Education ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- learning and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and students
- the opportunity for recognition of prior learning and credit transfer are provided to students
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- training occurs between 8.00am and 5.00pm
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and Orphic Education information is provided to students pre enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

Staff

Orphic Education ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a TAE40116 Certificate IV in Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow Orphic Education policies and procedures when training and assessing
- treat all students in a fair and equitable manner
- treat students in a non-discriminatory manner
- are fully informed of their roles and responsibilities

Marketing & enrolment

Orphic Education ensures that it:

- provides appropriate pre enrolment information to students to enable them to make an informed choice of course
- does not provide false or misleading information about Orphic Education or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies Orphic Education name and Orphic Education number on all its materials
- only places students in courses appropriate to their needs
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling students

Student support services

Orphic Education ensures that:

All students will be supplied information pre enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- recognition of prior learning/ credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure

In addition, students will be provided access to appropriate academic and personal support services during their course

Student Code of Conduct

All students have the right:

- to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- to learn in an environment free from intimidation and interference from others
- to access all services and facilities as identified in pre enrolment information
- to suitably qualified and experienced trainers
- to seek academic advice and support from their trainers
- to learn in a safe and clean environment that facilitates achievement
- to access the Complaints and Appeals policy to resolve disputes/ complaints

All students are expected to:

- approach learning and assessment activities in an ethical manner
- not engage in cheating, collusion or plagiarism
- submit work when required.
- meet the terms of enrolment
- attend all classes and/ or participate as per delivery schedule
- participate in course learning and assessment activities
- follow all staff instructions during learning and assessment activities
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- pay the full amount of fees owed to Orphic Education when requested
- inform Orphic Education in writing of any changes to contact details (address, e-mail or phone).

Occupational Health and Safety

Orphic Education conducts regular Health & Safety reviews covering all Orphic Education operations to ensure our facilities, equipment, materials and practices comply with all OHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Orphic Education staff are providing OHS information it is important that this is understood, and instructions followed. If a student spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

<https://www.safeworkaustralia.gov.au/>

COVID 19 pandemic

At the time of writing this handbook (August 2020) Australia is gripped by the COVID 19 pandemic. Clients are encouraged to access, read and implement the Department of Health and Human Services and Safe Work Australia guidance on how to prevent and control the hazards and risks resulting from COVID 19.

<https://www.dhhs.vic.gov.au/preventing-infection-workplace-covid-19>

<https://www.dhhs.vic.gov.au/staying-safe-covid-19>

<https://www.dhhs.vic.gov.au/face-masks-and-coverings-covid-19>

<https://www.dhhs.vic.gov.au/face-coverings-work-covid-19>

<https://www.dhhs.vic.gov.au/four-square-metre-rule-covid-19>

<https://www.dhhs.vic.gov.au/working-home-covid-19>

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>

https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how_to_keep_workers_safe_covid-19.pdf

<https://www.dhhs.vic.gov.au/getting-tested>

<https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>

<https://www.dhhs.vic.gov.au/victorian-public-coronavirus-disease-covid-19>

<https://www.dhhs.vic.gov.au/information-older-people-and-seniors-covid-19>

<https://www.dhhs.vic.gov.au/mental-health-resources-coronavirus-covid-19>

<https://www.dhhs.vic.gov.au/apartments-and-multi-dwelling-properties-coronavirus-covid-19>

<https://www.dhhs.vic.gov.au/information-people-disability-coronavirus-disease-covid-19>

<https://www.dhhs.vic.gov.au/family-violence-crisis-response-and-support-during-coronavirus>

<https://www.dhhs.vic.gov.au/information-and-supports-public-housing-restrictions-covid-19>

<https://www.dhhs.vic.gov.au/financial-support-coronavirus-covid-19>

Student Safety

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

When attending Orphic Education:

Orphic Education will be staffed at all times during day and evening classes and all entrants may be asked for identification

- Students will be asked to display identification at all times when entering the premises
- Visitors are not permitted into the training facilities without express permission from the CEO
- Please contact the nearest member of staff if you:
 - o feel threatened or unsafe at any time
 - o have concerns about someone else's behaviour
 - o are worried about someone harming themselves or someone else
 - o receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

Attending evening or weekend classes

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Do not leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an Immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things do not look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of Orphic Education and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

Attendance

Orphic Education staff record student attendance at each session and this will be recorded in accordance with Orphic Education policy and procedure. Students must attend all scheduled classes at the times indicated if they have enrolled for face to face training. Orphic Education recognizes that sometimes students may be unable to attend due to unforeseen circumstances. If for any reason a student is unable to attend all or part of a planned session, they are to contact the Training Manager on.

Orphic Education will monitor student's attendance and provide appropriate support to facilitate successful completion within the scheduled period.

Privacy

Orphic Education will treat all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent.**

****Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER) and other regulatory bodies or to a court of Law.**

Access to Records

Students may access their personal records free of charge at any time by contacting the Training Manager at alex@orphiceducation.com. The Training Manager will arrange an appointment within 5 working days to view the records and ask the student to bring confirmation of identity. Student must provide evidence of identity to access their records. e.g.: a driver's license.

Academic Misconduct

Students are also required to adhere to Code of conduct. If a student is found to have acted in a way that Orphic Education deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At Orphic Education our students almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments, they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at alex@orphiceducation.com.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/ or plagiarism and/ or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being

removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of Conduct. The Code of Conduct is printed in the Client Information Handbook and a copy of the Academic misconduct and Training and assessment policies and procedures are available on request by contacting the Training Manager at any time on alex@orphiceducation.com.

Assessors review all completed assessment submissions to identify instances of cheating, plagiarism or collusion. During the quality assurance processes undertaken on completed files a further review of completed assessment submissions to identify instances of cheating, plagiarism or collusion. If instances are identified, action is taken in accordance with the Academic misconduct policy and procedure.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways as:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled.

If a student has an issue with any aspect of their course or RTO services, they should bring this to the attention of their trainer or another Orphic Education staff member. Students can lodge a complaint in relation to our trainers, assessors, fellow students or any third-party providing services on Orphic Education's behalf.

Orphic Education staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is dissatisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be processed in accordance with the Complaints and appeals policy and procedure, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the Complaints and appeals form located in appendix one of this handbook. The appeal will be processed in accordance with the Complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal, students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to access the external appeals process.

An appeal is lodged with a third party independent of the Orphic Education. The independent organisation or person will review the matter to identify if Orphic Education has followed the process as outlined in the Orphic Education Complaints and appeals policy when dealing with the matter. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

As part of the continuous improvement process, information gathered during the complaints and appeals process will be analysed, outcomes considered, and appropriate action implemented to eliminate or mitigate the likelihood of the issue/ s reoccurring.

Notifying you if things change

Orphic Education will notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

If there are any changes to agreed services, the RTO will advise the learner as soon as practicable, including changes to any new third party arrangements, a change in RTO ownership or changes to existing third party arrangements.

Course Information

SIS30315 Certificate III in Fitness (Gym instruction & Group exercise instruction)

Course description

The aim of this course is to develop the knowledge and skills required by instructors who perform a range of activities and functions within the fitness industry. Depending on the specialisation chosen, this qualification provides a pathway to work as an instructor providing exercise instruction for group, aqua or gym programs.

They work independently with some level of autonomy in a controlled environment such as fitness, leisure, aquatic and community centres where risks are managed through pre-existing risk assessment and hazard control processes.

Individuals who specialise in Group Exercise Instruction deliver exercise sessions designed for participation by a group of clients with a mix of ages/fitness levels. Sessions may be freestyle, pre-choreographed or circuit style. These individuals instruct and demonstrate complete exercise sessions to groups with limited individual interaction.

Individuals who specialise in Gym Instruction provide individually tailored client assessments, provide technique correction as needed, and develop and demonstrate programs. They also provide supervision of a facility or service, keep equipment clean, tidy and well maintained, and handle various customer inquiries.

Target market

Suitable applicants will possess some relevant knowledge and skills at course commencement as they have had at least 12 months experience of gym and/ or fitness environments gained through fitness being of personal interest/ hobby. Knowledge and skills may be gained from participating in personal training or group fitness classes, gym training and/ or participating in sport where fitness coaching is provided.

Applicants may have gained some relevant knowledge and/ or skills through undertaking relevant accredited or non-accredited training.

Applicants will be at least 18 years of age at course commencement. Information on course demands and expectations will be clearly communicated to all students' pre enrolment.

Course delivery

A blended delivery mode is used including, face to face training, practical skill development sessions, learning support drop-in sessions and independent study and assessment outside of class time.

Students are supported outside of face to face classes through face to face meetings, e-mail and telephone. Face to face training classes will consist of groups up to a maximum of 15 students.

A delivery schedule is negotiated with each student pre course commencement. Students are provided with an induction to the course to outline the learning and assessment processes, support services and other relevant information.

The following techniques are implemented during face to face delivery depending on the subject matter: power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to appropriate workplace standards.

During independent study time students will be provided with textbooks to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. Textbooks include sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students are also expected to undertake their own research outside of face to face classes.

During independent study time students will be provided with textbooks and access to the learning management system to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. The course LMS/ textbook includes sufficient information for the students to

learn the topic, undertake practice activities and complete tasks. Students are also expected to undertake their own research outside of face to face classes.

In addition to weekly scheduled classes, a 4-hour support session will be provided each week. These sessions are designed to support students learning and address academic or LLN issues that are impacting their progression and achievement.

Students will be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Assessment

Assessment will take place at Orphic Education, the students work placement organisation and in students own time.

Assessment methods include a combination of written tests, projects, reports and practical demonstration of skills, completing workplace documentation, workplace hours logbook and work placement requirements. A simulated workplace environment is also used in places for assessment purposes.

It is a mandatory course requirement for students to complete 60 hours work placement completing tasks/ duties that directly relate to course content.

Students must satisfy the work placement requirements of this course in a sport, fitness or recreation workplace. Orphic Education is responsible for arranging access to work placement organisations for each student.

Student's competency against the unit of competency specifications are assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Students will be informed of assessment processes and methodologies pre enrolment and at orientation. Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each student prior to them attempting each task.

Some units of competency are assessed individually. Some units of competency have common content so we therefore adopt a 'clustered' approach to assessment where units may be assessed in conjunction with others using the one assessment tool.

Course duration and demands

The scheduled duration for this course is 52 weeks. The delivery hours for this course are as follows:

Face to face classes – 52 weeks x 8 hours per week = 416 hours

Practical skill development - 52 weeks x 4 hours per week = 208 hours

Learning support session— 52 weeks x 4 hours per week = 208 hours (optional)

Independent study and assessment outside of class time (not including work placement) – 52 weeks x 8 hours per week = 416 hrs

Work placement = 60 hours

Total course hours: 416 + 208 + 208 + 416 + 60 = 1,308 hours

*The delivery hours are approximate as the amount of time different students spend on independent study and assessment will vary with individual learner needs and their own individual context.

Entry Requirements

Students Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications in accordance with Training and Assessment Strategy. On completion of the assessment Orphic Education determines if the course is suitable for the client and addresses their learning needs. The Pre Training Review form (incorporating LLN assessment) is employed for this purpose.

The Language, Literacy and Numeracy skills that students must demonstrate during the application process to gain access to this course are:

Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2

Orphic Education is responsible for arranging access to work placement organisations for each student.

Students must have a current working with children check to satisfy legislative requirements for working with children in a fitness, sports or recreation organisation. This will involve applying for a Working with children's check and supplying a copy of this to Orphic Education.

Students must be at least 18 years of age at course commencement.

Pathway Information

Training Pathway

Students who successfully complete this course may progress onto SIS40215 Certificate IV in Fitness other related fitness courses.

Employment Pathway

This qualification may provide entry into employment in the following or related roles in the sport, fitness or recreation industries:

Gym instructor or related role or Group exercise instructor or related role

Note that successfully completing this course will not guarantee entry into these job roles.

Location

Training and assessment will take place at Bodyseek gym 6/92-100 Champion Road, Williamstown Melbourne or Woodford Sports Science Consulting 97 Cochranes Road Moorabbin Melbourne, the student's work placement organisation and in their own time.

Course Start Dates

Orphic Education offer courses throughout the year in accordance with student requirements.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course, students will receive a SIS30315 Certificate III in Fitness (Gym instruction & Group exercise instruction). A Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Course currency status: Current

Course Structure

In order to achieve the SIS30315 Certificate III in Fitness (Gym instruction & Group exercise instruction) students must satisfactorily complete the following units of competency:

Core units

SISFFIT001	Provide health screening and fitness orientation
SISFFIT002	Recognise and apply exercise considerations for specific populations
SISFFIT003	Instruct fitness programs
SISFFIT004	Incorporate anatomy and physiology principles into fitness programming



SISFFIT005	Provide healthy eating information
SISFFIT014	Instruct exercise to older clients
SISXCCS001	Provide quality service
SISXFAC001	Maintain equipment for activities
SISXIND001	Work effectively in sport, fitness and recreation environments

Elective units

BSBRK401	Identify risk and apply risk management processes
HLTAID003	Provide first aid
HLTWHS001	Participate in workplace health and safety
SISFFIT006	Conduct fitness appraisals
SISFFIT007	Instruct group exercise sessions
SISFFIT011	Instruct approved community fitness programs
SISXCAI006	Facilitate groups

Fee information

Course fee

The total fee charged for this course is \$6,000 (includes enrolment fee and textbook).

Payment schedule – On enrolment \$1,500 is payable of which \$250 is a non-refundable enrolment fee. The balance of the course fee is paid in three instalments of \$1,500 in weeks 13, 26 and 36 of the course.

The Fees & refunds policy and procedure includes details on all fees and charges and when they are applied.

Further Information

Contact the Training Manager for further information on phone: 0430 222 797 or email at alex@orphiceducation.com.

Course description

The aim of this course is to develop the knowledge and skills required by personal trainers who have specialist skills to train individual clients, or groups of clients, on a one-on-one or group basis, to improve health-related components of fitness in relatively low risk situations. This may include training of older clients and children.

They have a substantial depth of knowledge to plan, conduct and evaluate exercise training; provide leadership and guidance to clients and other staff; and deal with unpredictable situations applying defined guidelines and procedures from the fitness industry and the organisation.

They work independently or with limited guidance from others and use discretion to solve non-routine problems, including monitoring and managing business activities to operate efficiently and profitably.

The qualification does not provide the skills and knowledge for an individual to provide advice or exercise instruction to high risk clients, other than to refer the client to an appropriate medical or allied health professional.

This qualification provides a pathway to work in a diversity of fitness industry businesses including fitness centres, gyms, aquatic facilities, community facilities and in open spaces, where risk management (through risk assessment and hazard control processes) does not already exist.

Target market

Suitable applicants will possess some relevant knowledge and skills at course commencement as they have had at least 12 months experience of gym and/ or fitness environments gained through fitness being of personal interest/ hobby. Knowledge and skills may be gained from participating in personal training or group fitness classes, gym training and/ or participating in sport where fitness coaching is provided.

Applicants must have completed the units indicated in the entry requirements section of this TAS, and in addition may have completed the SIS30315 Certificate III in Fitness.

Applicants may have gained some relevant knowledge and/ or skills through undertaking relevant accredited or non-accredited training.

Applicants will be at least 18 years of age at course commencement.

Information on course demands and expectations will be clearly communicated to all students' pre enrolment.

Course delivery

A blended delivery mode is used including, face to face training, practical skill development sessions, learning support drop-in sessions and independent study and assessment outside of class time.

Students are supported outside of face to face classes through face to face meetings, e-mail and telephone. Face to face training classes will consist of groups up to a maximum of 15 students.

A delivery schedule is negotiated with each student pre course commencement. Students are provided with an induction to the course to outline the learning and assessment processes, support services and other relevant information.

The following techniques are implemented during face to face delivery depending on the subject matter: power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to appropriate workplace standards.

During independent study time students will be provided with textbooks and access to the learning management system to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. The course LMS/ textbook includes sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students are also expected to undertake their own research outside of face to face classes.

Students will practice applying the skills required to instruct clients in accordance with course requirements. This will be undertaken in gym and fitness room environments. Students will be observed and provided instruction during this time by Orphic trainers. Real and simulated workplace

conditions and clients will be used.

In addition to weekly scheduled classes, a 4-hour support session will be provided each week. These sessions are designed to support students learning and address academic or LLN issues that are impacting their progression and achievement.

Students will be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Assessment

Assessment will take place at Orphic Education, the students work placement organisation and in students own time.

Assessment methods include a combination of written tests, projects, reports and practical demonstration of skills, completing workplace documentation, workplace hours logbook and work placement requirements. A simulated workplace environment is also used in places for assessment purposes.

It is a mandatory course requirement for students to complete 40 hours work placement completing tasks/ duties that directly relate to course content.

Students must satisfy the work placement requirements of this course in a sport, fitness or recreation workplace. Orphic Education is responsible for arranging access to work placement organisations for each student.

Student's competency against the unit of competency specifications are assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Students will be informed of assessment processes and methodologies pre enrolment and at orientation. Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each student prior to them attempting each task.

Some units of competency are assessed individually. Some units of competency have common content so we therefore adopt a 'clustered' approach to assessment where units may be assessed in conjunction with others using the one assessment tool.

Course duration and demands

The scheduled duration for this course is 26 weeks. The delivery hours for this course are as follows:

Face to face classes – 26 weeks x 8 hours per week = 208 hours

Practical skill development - 26 weeks x 4 hours per week = 104 hours

Learning support session— 26 weeks x 4 hours per week = 104 hours (optional)

Independent study and assessment outside of class time (not including work placement) – 26 weeks x 8 hours per week = 208 hrs

Work placement = 40 hours

Total course hours: 208 + 104 + 104 + 208 + 40 = 664 hours

*The delivery hours are approximate as the amount of time different students spend on independent study and assessment will vary with individual learner needs and their own individual context.

Entry Requirements

Applicants must possess the following units of competency:

SISFFIT001 Provide health screening and fitness orientation

SISFFIT002 Recognise and apply exercise considerations for specific populations

SISFFIT003 Instruct fitness programs

SISFFIT004 Incorporate anatomy and physiology principles into fitness programming

SISFFIT005 Provide healthy eating information
SISFFIT006 Conduct fitness appraisals
SISFFIT014 Instruct exercise to older clients
SISXCCS001 Provide quality service

Students Language, Literacy and Numeracy ability is assessed in conjunction with their knowledge, skills, experience and qualifications in accordance with Training and Assessment Strategy. On completion of the assessment Orphic Education determines if the course is suitable for the client and addresses their learning needs. The Pre Training Review form (incorporating LLN assessment) is employed for this purpose.

The Language, Literacy and Numeracy skills that students must demonstrate during the application process to gain access to this course are:

Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2

Orphic Education is responsible for arranging access to work placement organisations for each student.

Students must have a current working with children check to satisfy legislative requirements for working with children in a fitness, sports or recreation organisation. This will involve applying for a Working with children's check and supplying a copy of this to Orphic Education.

Students must be at least 18 years of age at course commencement.

Pathway Information

Training Pathway

Students who successfully complete this course may progress onto SIS40215 Certificate IV in Fitness other related fitness courses.

Employment Pathway

This qualification may provide entry into employment in the following or related roles in the sport, fitness or recreation industries:

Gym instructor or related role or Group exercise instructor or related role

Note that successfully completing this course will not guarantee entry into these job roles.

Location

Training and assessment will take place at Bodyseek gym 6/92-100 Champion Road, Williamstown Melbourne or Woodford Sports Science Consulting 97 Cochranes Road Moorabbin Melbourne, the student's work placement organisation and in their own time.

Course Start Dates

Orphic Education offer courses throughout the year in accordance with student requirements.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course, students will receive a SIS40215 Certificate IV in Fitness. A Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Course currency status: Current

Course Structure

In order to achieve the SIS40215 Certificate IV in Fitness students must satisfactorily complete the following units of competency:



Core units

SISFFIT013	Instruct exercise to young people aged 13 to 17 years
SISFFIT015	Collaborate with medical and allied health professionals in a fitness context
SISFFIT016	Provide motivation 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
SISFFIT023	Instruct group personal training programs
SISFFIT025	Recognise the dangers of providing nutrition advice to clients
SISFFIT026	Support healthy eating through the Eat for Health Program
SISXRES001	Conduct sustainable work practices in open spaces

Elective units

BSBSMB401	Establish legal and risk management requirements of small business
BSBSMB403	Market the small business
BSBSMB404	Undertake small business planning
BSBSMB420	Evaluate and develop small business operations
SISFFIT024	Instruct endurance programs
SISXCAI010	Develop strength and conditioning programs
SISXCAI009	Instruct strength and conditioning techniques
SISXCAI005	Conduct individualised long-term training programs

Fee information

Course fee

The total fee charged for this course is \$3,000 (includes enrolment fee and textbook).

Payment schedule – On enrolment \$1,500 is payable of which \$250 is a non-refundable enrolment fee. The balance of the course fee is paid in one instalment of \$1,500 in week 13 of the course.

The Fees & refunds policy and procedure includes details on all fees and charges and when they are applied.

Further Information

Contact the Training Manager for further information on phone: 0430 222 797 or email at alex@orphiceducation.com.

Appendix one

Complaints and Appeals Policy & Procedure

1. Policy

- 1.1 If a student has a complaint that they wish to raise with Orphic Education they are encouraged to do so through the Complaints and Appeals procedure. Students are also encouraged to

appeal any Orphic Education decision if they feel they have valid grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.

- 1.2 Students may lodge informal and formal complaints. Students can lodge a complaint against any decision made by a third-party providing services on Orphic Education behalf, its trainers, assessors, fellow students, or others. Students may also access Orphic Education internal and the external appeals process.
- 1.3 Orphic Education has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- 1.4 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.5 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.6 This policy will be implemented in compliance with the requirements of the Standards of Registered Training Organisations (RTOs) 2015 Standard 6.
- 1.7 This policy and procedure applies to all Orphic Education students and staff.
- 1.8 Students right to access Australian consumer protection law and other legal remedies is not affected by this policy and procedure.
- 1.9 All students are provided information on Orphic Education Complaints and appeals policy and procedure pre and post enrolment.
- 1.11 Students may be accompanied and assisted by a representative at any time.
- 1.12 Students' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- 1.13 If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to Orphic Education management meeting as part of the continuous improvement process.
- 1.14 The student will incur no cost during the complaints and appeals process unless they seek external representation.
- 1.15 Complaints and appeals are taken seriously by Orphic Education and action is commenced within 5 days of receipt of a complaint or appeal. Orphic Education act upon the outcome of any complaint found to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.
- 1.16 Students are provided the opportunity to lodge their complaint or appeal in writing.
- 1.17 The principles of natural justice and procedural fairness are consistently applied when Orphic Education is implementing this policy and procedure.
- 1.18 Orphic Education encourages all parties to approach a complaint or appeal with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 1.19 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair, unbiased and equitable to all parties.
- 1.20 Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute.
- 1.21 The following procedure outlines how students will have their complaints and appeals processed.

Procedure

2. Informal Complaint Process – General Complaints

- 2.1 Students are encouraged to approach any member of Orphic Education staff and make an informal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Orphic Education's behalf, its trainers, assessors, fellow students or others.

- 2.2 Where possible staff members utilise advice, discussions, and general mediation in relation to the issue/ complaint. Staff members try and resolve the issue informally. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 2.3 Any staff member can be involved in this informal process to resolve issues. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their informal complaint and a copy of this policy and procedure within 5 working days of Orphic Education receiving the informal complaint.
- 2.4 Parties identified in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to present their side of the matter. Orphic Education gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- 2.5 Staff members refer students to the Training Manager if they feel they cannot, or it is not appropriate for them to try and resolve the complaint/ issue. The Training Manager may seek advice from other staff members.
- 2.6 Staff may arrange a future meeting with the student if further investigation is required.
- 2.7 If the complaint is against the Training Manager then a trainer should be approached and deal with the complaint.
- 2.8 The outcome of the informal complaint should be communicated to the student within 10 working days of lodgement.
- 2.9 Students who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.
- 2.10 All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

3. Formal process - General Complaints

- 3.1 Students are encouraged to approach any member of Orphic Education staff and make a formal complaint about any issue relating to their training. Students can lodge a complaint against any decision made by a third-party providing services on Orphic Education's behalf, its trainers, assessors, fellow students or others.
- 3.2 If dissatisfied with the outcome of the informal complaints process, students should complete the Complaints & Appeals form (with assistance from the Training Manager if required).
- 3.3 Students should lodge formal complaints using the Complaints & Appeals form located in the Client Information Handbook.
- 3.4 Complaints & Appeals forms are to be submitted to: Training Manager Orphic Education 1/12 Dairy Drive Coburg North Melbourne or via email to matt@orphiceducation.com.
- 3.5 If the complaint is against the Training Manager then another staff member will deal with the complaint.
- 3.6 Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 5 working days of Orphic Education receiving the formal complaint form. Orphic Education processes the complaint/ appeal within 15 working days of lodgement.
- 3.7 Parties involved in the complaint will be notified in writing about the complaint (including details) and invited to respond in writing to the complaint. Orphic Education gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the complainant where possible.
- 3.8 The Training Manager will investigate the complaint and liaise with appropriate staff (if/ when appropriate) to ensure all the facts are considered prior to making any decision. All parties are encouraged to approach a complaint or appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 3.9 If appropriate the Training Manager may seek advice from internal/ external Welfare Support services and/ or involve welfare support personnel in the handling of the complaint.

- 3.10 If appropriate the Training Manager may seek advice from internal and/ or external sources in the handling of the complaint.
- 3.11 If appropriate the Training Manager may implement Orphic Education's Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 3.12 The Training Manager may delegate the handling of the complaint to another staff member if appropriate.
- 3.13 The Training Manager may arrange a meeting with the student during the investigation process if appropriate. Other parties identified in the complaint/ allegations may attend the meeting.
- 3.14 If a meeting is initiated the Training Manager and will attend the meeting and provide the complainant an opportunity to present their side of the matter.
- 3.15 Meeting minutes will be taken and made available to all parties.
- 3.16 Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.
- 3.17 At any meeting the student has the opportunity to submit and discuss any evidence in support of their complaint.
- 3.18 The Training Manager will consider all evidence from the student, and/ or other parties and/ or The Orphic Education prior to coming to any decision.
- 3.19 The Training Manager will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 3.20 On reviewing the evidence the Training Manager will attempt to negotiate a resolution to the issue/ complaint. The Training Manager will approach the resolution with an open view and to attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 3.21 The Training Manager notifies the student in writing of Orphic Education's decision within 3 working days of the decision being made. This will include reasons for the decision.
- 3.22 Students are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process. They are also notified how to access the process.
- 3.23 All formal complaints and outcomes are recorded in the Complaints and Appeals Register. If appropriate the continuous improvement register will be updated.
- 3.24 If a student's complaint is substantiated through this process the Training Manager will take immediate corrective action.
- 3.25 All relevant documentation relating to the complaint is stored in the student's file.
- 3.26 If the complainant is unsatisfied with the outcome of the formal complaint process, they may access the Orphic Education internal appeals processes. The internal appeals procedure is outlined below.

4. Internal appeals process – General appeals

- 4.1 If students are not satisfied with an Orphic Education decision, they may appeal by accessing the appeals process. All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation.
- 4.2 The student will not incur costs when accessing the internal appeals process unless they seek representation.
- 4.3 General appeals may be made in relation to the situations identified in clauses 4.4 and 4.5 of this procedure.
- 4.4 The outcome of a formal complaint.
- 4.5 The outcome of action being brought against the student for breaching the code of conduct or a decision made by Orphic Education that impacts the student.
- 4.6 Students must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.

- 4.7 The Training Manager can assist students with completing the Complaints and Appeal form.
- 4.8 The Training Manager is not able to assist students in establishing if they have reasonable grounds for an appeal.
- 4.9 Students' have the right to seek advice from and be represented by external parties at any time during the appeals process. The cost of this will be borne by the student.
- 4.10 If the appeal is in relation to the Training Manager and/ or his/ her decisions another member of staff will deal with the process.
- 4.11 If the appeal is lodged as a result of the outcome of a complaint, the staff member who dealt with the complaint will not handle the appeal.
- 4.12 Students must lodge an appeal within 20 working days of being notified by Orphic Education of any decision they wish to appeal.
- 4.13 Students must lodge appeals using the Complaints & Appeals form located in the Client Information Handbook via e-mail to alex@orphiceducation.com. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Orphic Education receiving the Complaints and appeals form.
- 4.14 Complaints & Appeals forms are to be submitted to: Training Manager Orphic Education 1/12 Dairy Drive Coburg North Melbourne or via email to matt@orphiceducation.com. If the appeal is against a decision undertaken by the Training Manager, the appeals form is to be forwarded to another member of staff.
- 4.15 The appeals process will commence within 3 working days of lodgement and the outcome communicated to the student within 20 working days of lodgement. On receiving an appeal Orphic Education will arrange a meeting to take place and inform the student in writing.

Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Orphic Education gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- 4.16 The student and representative (if requested), Training Manager (or another staff member if the appeal is against a Training Manager decision) will attend the meeting.
- 4.17 Staff handling the appeal provide all parties every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the student where possible.
- 4.18 Orphic Education considers all the evidence and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- 4.19 If appropriate Orphic Education staff may seek advice from external welfare support services and/ or academic staff.
- 4.20 If appropriate staff may implement the Orphic Education Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 4.21 Orphic Education representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 4.22 All evidence will be reviewed in a fair, unbiased, equitable and impartial manner in coming to a decision.
- 4.23 Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.
- 4.24 Orphic Education staff discuss the reasons for the decision with the appellant.
- 4.25 If the outcome is in favour of the student Orphic Education will immediately commence corrective/ improvement action.
- 4.26 Students are forwarded written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the student of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.
- 4.27 The complaints and appeals register is updated. The continuous improvement register may also be updated.

- 4.28 All evidence will be placed in the students file.
- 4.29 There are no further avenues within Orphic Education for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available to students.
- 4.30 Details of the external appeals process and how students may access it are outlined below.
- 4.31 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

5 Internal appeals process – Assessments

- 5.1 The student will not incur costs when accessing the internal appeals process unless they seek representation.
- 5.2 If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.
- 5.3 Students should approach their assessor in this case outlining the reasons for their appeal.
- 5.4 If the assessor feels there are reasonable grounds for the appeal, he will decide to re-assess the student.
- 5.5 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- 5.6 If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.
- 5.7 Complaints & Appeals forms are to be submitted to: Training Manager Orphic Education 1/12 Dairy Drive Coburg North Melbourne or via email to matt@orphiceducation.com.
- 5.8 The Training Manager will deal with this process. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Orphic Education receiving the Complaints and appeals form.
- 5.9 The Training Manager reviews all the supporting documentation and discusses the situation with the assessor and student. A decision will be made after all the evidence has been considered. Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing. Orphic Education gives all parties every opportunity to present their point of view/ position during this process and try to resolve the issue to the satisfaction of the appellant where possible.
- 5.10 The Training Manager will invite the student and other party/ ies to attend a meeting and present their evidence (if appropriate). All parties are encouraged to approach the appeal with an open view and attempt to resolve problems in a fair, unbiased and equitable manner through discussion and conciliation. The Training Manager will also review all evidence in an impartial manner. If the Training Manager decides that the students appeal be upheld the following will apply.
- 5.11 The assessment submission in question will be marked again by the assessor or an additional opportunity to demonstrate competency provided to the student or another assessor will mark the submission or another assessor will provide an additional opportunity for the student to demonstrate competency (the relevant factors impacting the appeal and circumstances will be considered in deciding on the most appropriate course of action).
- 5.12 Orphic Education will document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- 5.13 The student will be awarded the grade that gives them the most favourable outcome between the two submissions.
- 5.14 If the students appeal is refused, he/she will be sent written notification of the outcome within two working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process and how to do so.
- 5.15 Students can only appeal an assessment decision once.

- 5.16 If students are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- 5.17 Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be met by the student.

6. External appeals process

- 6.1 External appeals may only be lodged if a student thinks Orphic Education has not followed this Complaints and Appeals policy and procedure. Students can also lodge an external appeal against any decision made by a third party providing services on Orphic Education behalf, its trainers, assessors or others.
- 6.2 Students may access the external appeals process with Jordon Kelvin Gibson 13 Hansford Close, Kilsyth 3137 Victoria.
- 6.3 Students must lodge external appeals using the Complaints & Appeals form located in the Client Information Handbook or available from matt@orphiceducation.com.
- 6.4 Complaints & Appeals forms are to be submitted to: Training Manager Orphic Education 1/12 Dairy Drive Coburg North Melbourne or via email to matt@orphiceducation.com. Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 5 working days of Orphic Education receiving the Complaints and appeals form.

Other parties involved in the appeal will be notified in writing about the appeal (including details) and invited to respond in writing.

- 6.5 Orphic Education will forward all external appeals to Jordon Kelvin Gibson within two working days of lodgment.
- 6.6 Jordon Kelvin Gibson will advise the student that in general, the purpose of the external appeals process is to determine whether Orphic Education has followed its internal complaints and appeals policy and procedure.
- 6.7 Jordon Kelvin Gibson will not review the evidence or make a decision in place of the one made by Orphic Education.
- 6.8 Students will not incur costs in accessing the external appeals process unless they seek external representation.
- 6.9 All documentation is placed in the students file.
- 6.10 *Jordon Kelvin Gibson* will provide a written statement of the outcome including reasons and details for the decision to the appellant and Orphic Education at the completion of the external appeals process.
- 6.11 If the outcome of the external appeals process results in a decision favoring the student, Orphic Education will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The student will be advised as to the course of action taken by Orphic Education as per Jordon Kelvin Gibson advice.
- 6.12 The student will be contacted within 1 working day of receiving notification from Jordon Kelvin Gibson the decision.
- 6.13 The student may access and receive the outcome of only one external appeals process

7 Extending the duration of the Complaints and/ or appeals process

- 7.1 If Orphic Education considers that due to the nature of the complaint or appeal that more than 60 days are required to process the complaint or appeal the following will apply:
 - Orphic Education will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.
 - During the period of processing the complaint of appeal Orphic Education will regularly update the complainant or appellant in writing on the progress of the matter.

8. Continuous Improvement

- 8.1 Information collected during the complaints and appeals process will be securely stored and used for continuous improvement purposes.
- 8.2 All records and information collected will be stored in a locked office. Hardcopy records in a locked filing cabinet, and soft copy records on a PC which is password protected.
- 8.3 Soft copy data is backed up on and off site
- 8.4 As part of the continuous improvement process, information gained during the processes will be analysed, and appropriate action will be taken to eliminate or mitigate the likelihood of the issues reoccurring.

Further information

Orphic Education's Complaints and Appeals policy and procedure in no way effects the students right to access consumer affairs legislation and legal representation.

Students also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Orphic Education.

National VET Regulator

Australian Skills Quality Authority

Web: www.asqa.gov.au

Email: enquiries@asqa.gov.au

Phone: 1300 701 801

Appendix two

Complaints and Appeals Form

Students who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint** **Appeal**

Student name: _____

Date: _____

Provide an explanation of the reasons why you are complaining/ appealing. (please provide as much detail as possible including staff/ students involved, places, timings, assessment/ course details and other relevant details if appropriate).

Note: Please attach all supporting evidence and submit this form to the Training Manager Orphic Education, 1/12 Dairy Drive Coburg North Melbourne or via email to matt@orphiceducation.com.

Signed:

Appendix three

Fees & Refunds Policy & Procedure

1. Policy

- 1.1 Orphic Education has a fair and reasonable course refund policy and provides this information to all students' pre enrolment.

- 1.2 Orphic Education implements financial practices to ensure that student fees are processed in compliance with Australian Standard Accounting practices.
- 1.3 Orphic Education will notify the regulator of any significant changes fee payment arrangements and TAS/ fee assurance arrangements (if employed).
- 1.4 Orphic Education takes all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Orphic Education being unable to fulfill its commitment to provide a course at the agreed date it will offer the student a full refund of fees paid to date or re-schedule the course. Orphic Education takes a collaborative approach with student's and provides support to facilitate the successful completion of their course within agreed timeframes.
- 1.5 This policy and procedure applies to all students enrolled in Orphic Education courses, organisational partnerships and marketing, enrolment and finance staff.
- 1.6 This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 Standard 7 and Financial Viability Risk Requirements 2011.

2. Fees

- 2.1 Fees are collected on enrollment and at the identified points during each course.

Enrolment fee

An enrolment fee of \$250 is charged for each course. This amount is included in the total course fees advertised for each course.

- 2.2 The fees for each course are outlined below:

Course Instalments Plan	Payment amount/ due date	Week 13	Week 26	Week 39	Total fee
SIS30315 Certificate III	\$1,500 on enrolment	\$1,500	\$1,500	\$1,500	\$6,000
SIS40215 Certificate IV in Fitness	\$1,500 on enrolment	\$1,500			\$3,000

The course fee also includes a \$250 enrolment fee that is non-refundable (except if Orphic Education fails to deliver the course in full). The course fees indicated include the cost of textbooks. All fees are indicated in Australian dollars.

Other fees and charges

Re-assessment fee per unit \$150.00

RPL assessment fee per unit \$150.00

Re-training fee per unit \$200.00

Re-issuing a textbook \$100.00.

Re-issuing certificates, record of results & statements of attainment \$50.00

Access to student records: No fee

Re – assessment fee - (Students are permitted three attempts for each assessment task. Re-assessment fee is applied after the student has failed to demonstrate competence in an assessment task after three attempts)

Re-training fee - Students are normally given 3 attempts to demonstrate competency at each assessment. If after 3 attempts students are still unable to demonstrate competency, in *limited circumstances*, they may have to re-enrol and undertake the training again.

Limited circumstances – Students will be asked to undertake training again if they fail to demonstrate competence in significant parts of all the assessment tasks for a unit of competency. From the submissions it will be clear that the student clearly does not understand

concepts, is unable to address the performance criteria or possess the required knowledge and skills.

- 2.3 Fee information is provided to student's pre enrolment in the Client Information Handbook, Marketing flyers and the enrolment form.
- 2.4 Fees are collected and placed in the organisation's bank account within 5 working days of collection.
- 2.5 All students are provided with a receipt for fees paid.
- 2.6 All fee information is recorded against each student in the SMS. Fee information recorded:
 - Amount due for course
 - Amount paid to date for course
 - Balance due for course
 - Course cancellation/ refund information (where appropriate)
- 2.7 No more than \$1500 is collected in advance of course commencement from an individual student enrolling in a course.
- 2.8 Course fees collected are not accessed until the student commences their course.
- 2.9 Students pay on going course fees prior to the commencement of each term.
- 2.10 No more than \$1500 is collected from individual students when paying fee installments.
- 2.11 Fee amounts/ all course related fees include enrolment, tuition, materials fees, administration, and processing and issuing a first testamur.
- 2.12 Employers may pay fees for employees in advance and/ or as they fall due.
- 2.13 Employers paying fees for several students (their employees) in advance of course commencement may pay Orphic Education in excess of \$1500 at any point. However, no more than \$1500 is collected in relation to any one employee.
- 2.14 Employers pay fees for their employees as they fall due.

3. Refunds

- 3.1 Orphic Education implements a fair and equitable refund policy.
- 3.2 The refund policy is made available to all students' pre enrolment via the Client Information Handbook and Enrolment form.
- 3.3 The enrolment fee for a course is non-refundable in all circumstances (except provider default).
- 3.4 Orphic Education provides applicants a 7-day cooling off period. This means that if a student accepts an offer of a place and pays Orphic Education relevant course fees before the course start date, and then changes their mind (for any reason) before or on the course start date, a full refund of course fees paid to date (minus the application fee – where applicable) will be provided. Students must notify Orphic Education in writing within 7 days of paying Orphic Education any fees.
- 3.5 All student refund details are placed in their file.

If a student withdraws from a course the following terms and conditions apply:

4. Refund terms and conditions

- 4.1 If an enrolment in a course is cancelled more than 28 days prior to commencement of the course all fees less the enrolment fee is refunded.
- 4.2 If an enrolment in any course is cancelled within 28 days of commencement of the course or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund of fees paid to date, unless the circumstances in item 4.3 of this procedure exist.

- 4.3 A full refund, less the enrolment fee will be provided to the student prior to commencement where:
- I. illness prevents the student from taking up the course.
 - II. illness of a close family member of the student (parent, sibling, spouse, or child); or
 - III. other special or extenuating circumstances are accepted at the discretion of Orphic Education

Students must provide original and verifiable documentary evidence to Orphic Education in support of the grounds listed in paragraphs I, II, III

Where evidence can be successfully provided to support the student's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with Orphic Education and shall be assessed on a case by case basis.

- 4.4 In the event where a student experiences compelling circumstances identified in item 4.3 of this procedure after the commencement of the course, a refund of course fees will be made for the proportion of the course not completed, less the enrolment fee.
- 4.5 It is the responsibility of the student to provide written advice of withdrawal, by completing a Withdrawal form. This form is available from alex@orphiceducation.com. Advice of withdrawal made by telephone will not be accepted.
- 4.6 The enrolment fee is non-refundable in all circumstances except if Orphic Education fails to deliver the course on the agreed start date and the student claims a refund.
- 4.7 Courses can be deferred to the next available intake where extenuating circumstances exist.

Applying, processing and payment of refunds

- 4.8 All students can apply for refunds by completing the course refund/ withdrawal form.
- 4.9 Course refund/ withdrawal forms may be requested from Orphic Education by email from alex@orphiceducation.com.
- 4.10 Students requiring assistance with completing course withdrawal/ refund forms may contact alex@orphiceducation.com for assistance.
- 4.11 Course refund/ withdrawal forms must be submitted along with supporting documentation by email to alex@orphiceducation.com.
- 4.12 Refund/ withdrawal requests will be approved/ denied within in 15 working days of receipt.
- 4.13 Refunds are made in the same manner fees were paid. If a student paid fees through credit card, the refund amount will be credited to the credit card, and same holds for other methods of payments.
- 4.14 All students will be notified in writing of the Orphic Education outcome of their application along with reasons why it was declined (if appropriate).
- 4.15 Students have the right to access the Complaints and appeals policy and procedure if they wish to appeal the decision. Complaints and appeals must be lodged within 20 working days of receiving notification of the decision.
- 4.16 The student enrolment agreement and the availability of the Complaints and appeals policy and procedure, does not remove the right of the student to take action under Australia's Consumer Protection Law.

5. Provider default

- 5.1 In the unlikely event that Orphic Education is unable to deliver the course in full, students will be offered a refund of all the course money paid to date.
- 5.2 The following circumstances may be the cause of not providing the course in full:
- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
 - If the course ceases to be provided after the course starts but before the course is completed

- If a course is not provided fully to the student because Orphic Education has a sanction imposed by the National VET Regulator.
 - If the RTO ceases to operate or for any other reason that results in the course not being provided.
- 5.3 The refund will be paid within 15 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at Orphic Education at no extra cost.
- 5.4 Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, students will be asked to sign a document indicating acceptance of the placement at Orphic Education.