

LEARNER PRE-ENROLMENT INFORMATION

ABOUT US

Fix Australia (RTO Provider No 40762) was established in 2005, and commenced operations as a Nationally Registered Training Organisation of DRAUTTO PTY LTD in 2013.

Becoming a Registered Training Organisation enabled us to provide our learners with industry specific training and realistic hands on practical scenarios, delivered by trainers and assessors with many years of industry knowledge and experience in the health and wellbeing industry whilst maintaining our strengths in the performing arts.

No Registered Training Organisation can guarantee employment outcomes, but at Fix Australia, our trainers, assessors and support staff will work diligently with each learner to assist them in gaining the skills and knowledge they need to be work ready, and therefore able to take advantage of employment opportunities.

COURSE INFORMATION

Full Qualification Courses available include:

HLT40312	Diploma of Massage Therapy Practice
HLT50307	Diploma of Remedial Massage
SIS30313	Certificate III in Fitness
SIS40210	Certificate IV in Fitness

Units of competency:

HLTAID003	Provide First Aid
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Learners are to supply their own paper and pens

Street parking is available close to Fix Australia facilities

Emergency Phone: Contact our training office for further information 1300 787 349

ENTRY REQUIREMENTS

Whilst the Training Package has no formal academic prerequisites; other than competency in written and verbal English language and numeracy skills, and some experience with health and wellbeing activities.

All students will need to obtain a USI (Unique Student Identifier) as from 1 January 2015, all Australians who undertake vocational education and training must hold a USI. Please visit <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>

Our Fee for Service training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

All Learners wishing to be considered for a traineeship or Smart and Skilled Funding must meet the Funding body requirements of:

- Being an Australian citizen: or
- Having permanent residency status, or
- Holding a humanitarian Visa.

Each State and Territory has its own requirements for licencing which learners should ensure they comply with prior to enrolling in formal training.

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VENUE

Our training venue is at 319 Penshurst Street, Chatswood NSW 2068 and includes, dedicated theory and practical spaces and outdoor training areas. It is centrally located to a number of cafés and restaurants and public transport including a bus stop at the front door and train station a ten minute walk.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

- Trainers are accessible at all times during classroom sessions
- Chief Executive Officer is only accessible during scheduled classroom breaks or before/after class
- Trainers are not accessible during lunchbreaks
- No access is granted to non-classroom area's excluding toilets.
- No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment
- Learners have access to trainers on an individual and confidential level if there are any concerns in understanding the training information, or any other concerns relating to their attendance at workshops

ASSESSMENT STANDARDS

All assessments conducted by us will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
- **Equitable**, culturally and linguistically appropriate,
- **involve** procedures in which criteria for judging performance are made clear to all Learners,
- employ a participatory approach,
- **Provide** for Learners to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- a understanding of the definition and practical application of the above definitions.

ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Employees are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment. Re-assessment is available on appeal; see further details in the appeal process section.

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ATTENDANCE

You are expected to be punctual when attending training courses. Late arrival or non-attendance will affect your progress in achieving the compulsory standards. Homework, where required, is deemed to be part of the course.

Learners, who due to circumstances beyond their control cannot complete all units, may attend future courses to complete their competencies.

ABSENCE

If absent from a day on the course, you are to provide a written reason for your absence

FAILURE TO ATTEND

- Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course
- Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid

LATENESS TO CLASS

- Lateness to class on any day is not acceptable
- When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay
- We expect that all Learners will be in the room on time after breaks throughout the day.

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination. Unacceptable behaviour includes:

- Inappropriate clothing includes: thongs, ripped or torn clothing, no unnecessary exposed flesh, no offensive prints or words
- Inappropriate language means: no swearing or abusive language
- Mobile phones: no mobile phone use during class times or recording of content
- Eating: no eating in the classroom
- Playing games on mobile devices during class times
- Lateness returning to class from breaks is unacceptable
- Disrespectful behaviour to all other Learners, trainers and other individuals
- Jumping, standing on or putting shoes on furniture is not permitted

COURSE EXTENSION

Fix Australia is not obligated to extend the period of your enrolment if you have not completed your course on time.

Re-sit arrangements: Should a participant not be successful with their first attempt at completing a written assessment question(s) or practical task(s) in a satisfactory manner, they will be allowed another two opportunities to satisfactorily complete the question(s) or practical task(s), at no charge. Should the participant still not have completed the question(s) or practical tasks satisfactorily, they will need to make a payment of \$125 to resit the relevant question(s) or task(s) per subject.

Please talk to Fix Australia's Chief Executive Officer if you expect that you will require longer than the allocated course period.

LEARNER PRE-ENROLMENT INFORMATION

FIX AUSTRALIA RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

EARLY WITHDRAWAL

Learners who leave the course prior to completion will receive a statement of attainment for all units completed. Re-entry for the course completion can be arranged in future courses or taken up with other training providers (refer to Refund).

FEEDBACK AND COMMUNICATION

Fix Australia embraces an ongoing policy of open communication and encourages feedback and dialogue with all Learners to assist with meeting Learner needs and concerns as well as for ongoing improvement of the RTO's services.

The RTO would appreciate feedback in regard to your opinions, satisfaction, or other views about the RTO's operations, policies, procedures, and training delivery and assessment.

The RTO will analyse and utilise this feedback and communication to:

- Review its policies and procedures, and
- Plan for improvement

Feedback can be supplied directly to your trainer, other Fix Australia employees, or as written suggestions which may include the use of SMART feedback questionnaires you may receive in the post with a return envelope.

FEE PAYMENT AND PROTECTION

Fix Australia as a Nationally recognised training organisation is able to charge fee for services for qualifications and Units of Competency delivered separately to the traineeship and funded training arrangements.

FEE PAYMENT – Traineeships/Funded Qualifications

Fix Australia as the holder of a funding agreement with the NSW Department of Education and Communities, is only required to charge Learners a fee for enrolment fees and materials costs upon enrolment of the Learner into an Entitlement Australian Traineeship (EAT) or Entitlement Full Qualification (EFQ).

As such all Learners are required to pay the student fee per qualification on enrolment into a course. If an employer chooses to pay this fee on behalf of its trainee it must do so in one (1) instalment.

FEE PAYMENT – Fee For Service

Fix Australia as a Nationally recognised training organisation is able to charge fee for services for qualifications and Units of Competency delivered separately to the traineeship and funded training arrangements.

As such:

For qualifications costing \$1,500.00 or less, students are required to pay the course fee (including an administration amount of \$350.00) in full when submitting their application for acceptance in the course of their choosing.

LEARNER PRE-ENROLMENT INFORMATION

In regards to qualifications, whereby the fee exceeds, \$1,500.00, each student is required to pay a deposit (which includes the administration fee of \$350.00) of \$1,500.00 on submitting their application for acceptance in the course of their choosing. Two equal instalments being 50% of the outstanding course fee. The first payment to be received no later than week three of the course and the remaining amount to be paid prior to or on the last day of the course completion.

Exceptions to this rule are:

UNEMPLOYED – Those students undertaking the course with payment being provided by their Employment Service Provider (JSA) will be accepted in the course with the provision of a payment being guaranteed by the JSA in writing prior to enrolment and payment received prior to commencement.

FEE EXEMPTION

Learners undertaking training may be eligible for exemption from payment of fees if they fall into the eligible categories.

Category	Description
The Learner holds a current Health Care Card or Pension Card, or can prove genuine hardship. Applies to those eligible for government subsidies.	In these concession cases, the RTO must not charge the AA and should apply to the Directorate for reimbursement of the full amount of the fee by completing the Application for Fee Waiver Reimbursement form.
The Learner is an Australian School Based Apprentice (ASBA)	ASBAs are exempt from fees
The employer is the RTO for its own trainees.	No fee applies

FEE PROTECTION

In the circumstance of Fix Australia being unable to provide services for which the learner has prepaid, the learner will be placed into an equivalent course such that:

- the new location is suitable to the learner; and
- the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

COOLING OFF PERIOD

Learner's shall be provided with sufficient materials and information including but not limited to marketing materials, enrolment form, direction to appropriate websites (i.e. www.myskills.gov.au) so that they may make a fully informed decision about their choice of qualification and training organisation for a period of one day.

CANCELLATIONS AND REFUNDS

If the student's enrolment is declined, or they notify Fix Australia in writing of their intention not to proceed before the course is scheduled to commence, they may have their initial payment fully refunded with a \$350.00 Administration fee deducted. If a student departs from the course after the course commencement, then the fees paid are forfeited.

Students who do not make the necessary payments as scheduled will not be allowed to attend class and will place the academic outcome of the course in jeopardy.

In extreme circumstances the CEO reserves the right to vary the refund policy.

In the event that Fix Australia cannot deliver a course, a full refund of all monies paid to Fix Australia may be made.

Fees can be paid by cash, credit card, EFPOS or by EFT.

LEARNER PRE-ENROLMENT INFORMATION

All Participants should note that lost statements of attainment or certificates can be replaced, the fee for this is \$100 and will require the participant to advise of their name and other suitable personal details to allow us to confirm their identity.

GOVERNMENT and INDUSTRY FUNDING ENTITLEMENTS

Fix Australia is the holder of a number of State funding initiatives.

Each initiative is unique and requires specific criteria to be met for an individual to receive training under the initiative.

Prior to enrolling in any nationally recognized training with Fix Australia you should speak with a member of the administration team or your state training authority to check your eligibility and the specific conditions and the implications of undertaking training through a funding initiative.

VET FEE-Help is not available as a payment option for any course on scope of registration with Fix Australia.

COMPLAINTS and APPEALS PROCESS

If you have any complaints or appeals relating to administration, training policies, unfair assessments or training conditions you should:

- Discuss the matter with the Trainer
- If not satisfied the matter should be put in writing and presented to the Chief Executive Officer to determine the appropriate course of action.
- If not satisfied with the outcome, report the matter to our Independent Compliance Specialist
- Our full complaints and appeals procedure is available for inspection at our training venue.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or Chief Executive Officer, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

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| <ul style="list-style-type: none">• Equal Opportunity Act 1984• Fair Trading Act 1987 | <ul style="list-style-type: none">• Workplace Health and Safety Act 2012• Workers Compensation and Rehabilitation Act 1986 |
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ON THE JOB TRAINING

Fix Australia will wherever possible endeavor to assist in placements for work experience components prior to commencement or during the course, so that on the job training can begin at completion of classroom study.

WHS

You will be expected to comply with Fix Australia Workplace Health and Safety Policies as presented during the course introduction session.

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

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers. If you fit in this category enquire about RPL/RCC or credit transfers which could significantly shorten your study requirements. Applications for RPL must be submitted no later than 15 days from commencement of course. The fee for RPL is \$120 per unit of competency.

SMOKING, DRUGS AND ALCOHOL

Smoking: Is prohibited in all buildings and covered area's and Learners are expected to use the ashtrays provided.

Drugs and Alcohol: Learners are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course.

LEARNER SUPPORT SERVICES

Fix Australia offers training courses to all members of the community, if special assistance is required please contact the Chief Executive Officer prior to enrolment to discuss individual requirements.

To assist and support all learners we will provide:

- Orientation on arrival
- LLN Support arrangements
- Other tutorial support contacts
- Personal Counselling contacts
- Fee payment advice
- Plan and budget curricular activities

LEARNER RIGHTS AND RESPONSIBILITIES

All Learners have a responsibility to:

- You will be required to adhere to Fix Australia policies and procedures. A copy of which is available on request.
- Treat others with respect, fairness and courtesy
- Not to plagiarise, collude or cheat in any assessment activity
- Attend class and arrive on time
- Notify your trainer if you will be absent or late
- Participate in the course
- Submit assessments on time and in the required manner
- Provide written notice of any changes to your enrolment status

WORKING WITH CHILDREN

- We will comply with all Federal and State working with Children legislation.
- A list of all relevant legislation is available from the Federal Police Website:
- <http://www.aifs.gov.au/nch/policechecks.html>