

Student Support

The College of Health and Fitness endeavors to offer a supportive environment for students to complete their courses. This support includes flexible delivery methods, flexible and varied assessment items as well as welfare and guidance services.

The College of Health and Fitness offers a range of study options to suit the individual needs of its students. These include face to face courses with a maximum of 12 students per course, flexible delivery options where the student attends The College of Health and Fitness to complete the practical components in a small group or a one on one scenario, as well as full correspondence where the practical component of the course is conducted under a Fitness Qld registered member and a log book returned to The College of Health and Fitness after the completion of the specified number of hours along with a video assessment item.

Students with specific welfare and financial circumstances will be provided with the appropriate level of support as well as being referred to an appropriate organization for assistance if required.

Language, Literacy and Numeracy Support

Students needing language, literacy and numeracy (LLN) support are identified on application. In most cases, LLN support can be provided. Where only a low level of support is needed, the program coordinator may arrange for the student to receive extra-curricula assistance from the trainer or other staff member. Where extensive support is needed, specialised LLN classes may be set up. This may attract a fee. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrollment may be declined and a referral made to the local CRS Australia.

Other options for students who are experiencing difficulties with LLN include an extension of hours to complete the course, one on one tutoring, verbal questioning and demonstrations rather than the written.

Post Program Support

Depending on the program, students may have access to various kinds of post program support. This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring, etc. Students are advised of the particular support available with each program.

Disciplinary Standards

Appropriate behaviour of students is expected at all times. Students are required to be punctual to classes and show respect and consideration for all College staff and fellow students. Students are expected to comply with all standards and policies outlined by The College of Health and Fitness. These policies include:

1. Workplace Health and Safety Act Qld (1995, reprinted July 2006)

The objective of this Act is to prevent a person's death, injury or illness being caused by a workplace, by work activities, or by plant or substances for use at a workplace.

Example of an illness caused by a workplace—

asthma caused by inhaling cleaning material a neighbouring workplace

The College of Health and Fitness aims to preventing or minimising a person's exposure to the risk of death, injury or illness caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a workplace by ensuring that a safe working area is provided and that education on the correct use of equipment is

2. Workplace harrasement, victimization and bullying (Worksafe, Victoria)

The College of Health and Fitness recognises that workplace harrasement, vicitmisation and bullying are serious offences. It will endeavor to ensure that all students and staff feel safe and free from bias or prejudice while completing our course. Any form of Workplace harrasement, victimization and bullying will not be tolerated and action will be taken against those involved.

3. Prevention of Workplace Harassment Code of Practice 2004 (Qld)

Ethical statement

The College of Health and Fitness is committed to ensuring a healthy and safe workplace that is free from workplace harassment. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

Definition of workplace harassment

1. A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of the person that –
 - a. is unwelcome and unsolicited; and
 - b. the person considers to be offensive, intimidating, humiliating or threatening; and
 - c. a reasonable person would consider to be offensive, humiliating, intimidating or threatening.
2. 'Workplace harassment' does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.
3. In this section - 'sexual harassment' see the [Anti-Discrimination Act 1991](#) (PDF, 785 KB) section 119.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours. Examples include:

- abusing a person loudly, usually when others are present;
- repeated threats of dismissal or other severe punishment for no reason;
- constant ridicule and being put down;
- leaving offensive messages on email or the telephone;
- sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
- maliciously excluding and isolating a person from workplace activities;
- persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers;
- spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

Actions that are not workplace harassment

Legitimate and reasonable management actions and business processes, such as, actions taken to transfer, demote, discipline, redeploy, retrench or dismiss a worker are not considered to be workplace harassment, provided these actions are conducted in a reasonable way.

Effects of workplace harassment on people and the business

Workplace harassment has detrimental effects on people and the business. It can create an unsafe working environment, result in a loss of trained and talented workers, the breakdown of teams and individual relationships, and reduced efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

Workplace strategies to eliminate workplace harassment

The College of Health and Fitness will take the following actions to prevent and control exposure to the risk of workplace harassment:

- provide all workers with workplace harassment awareness training;
- develop a code of conduct for workers to follow;
- introduce a complaint handling system and inform all workers on how to make a complaint, the support systems available, options for resolving grievances and the appeals process;
- regularly review the workplace harassment prevention policy, complaint handling system and training.

Responsibilities of workers

The College of Health and Fitness requires all workers to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to [insert details of appropriate contact person, for example, immediate supervisor, manager, WHSR or WHSO].

Managers and supervisors must also ensure that workers are not exposed to workplace harassment. Management are required to personally demonstrate appropriate behaviour, promote the workplace harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

Where workers can go for assistance

A worker who is being harassed can contact [insert details of appropriate contact person, for example, immediate supervisor, manager, WHSR or WHSO] for information and assistance in the management and resolution of a workplace harassment complaint.

Commitment to promptly investigate complaints

The College of Health and Fitness has a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace harassment complaints. Any reports of workplace harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to workplace harassment will not be victimised.

Consequences of breach of policy

Disciplinary action will be taken against a person who harasses a worker or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace harassment found to be malicious, frivolous or vexatious¹² may make the complainant liable for disciplinary action.

4. Anti-discrimination Act (1991, Qld)
5. Privacy Act (1988, Commonwealth)

Any student who has been proven to victimise, bully, discriminate, harass or displays any behavior which detracts from the learning experiences of fellow students, staff or general public will forfeit their place in the course with no refund of fees available. Further legal action may be taken against the student if warranted.

Qualifications/Statements of Attainment

Timelines for Assessment Results

Assessment results (exam, assignment, practical evaluation) will be available to students within one week of the submitted assessment piece. Students will be encouraged to discuss these results with the assessor at a mutually suitable time.

Issuance of Qualifications

Students who have successfully completed their Certificate III and IV qualifications will be issued with their Certificates within 21 days of completion.

Issuance of Statement of Attainment

Students will be issued their Statement of Attainment one week after completion of the relevant module.

Appeals and Complaint

Appeal Process – Assessment

As mentioned previously all students are encouraged to discuss their results with the respective trainer. All assessment appeals must be made within two weeks of the student receiving their marks. If there is a discrepancy between the student and the trainer in regards to a satisfactory solution to the issue a time is then made with the College Director to discuss both parties concerns. Prior to the meeting both parties are to submit in writing their concern and interpretation of the situation and the marks awarded. The Director will then require 24 hours to identify the best solution for the problem. If a suitable solution has not been agreed upon at this point in time the Director will make contact with Fitness Queensland (industry registration council) for an external third party solution to the situation.

Student Complaints

Student complaints are handled as above. If there is difficulty between the student and the trainer, the student is encouraged to first speak in private with the trainer regarding the cause for concern. If this does not lead to a satisfactory solution to the concern a time is then made with the College Director to discuss both parties concerns. Prior to the meeting both parties are to submit in writing their concern and interpretation of the situation. The Director will then require 24 hours to identify the best solution for the problem. If a suitable solution has not been agreed upon at this point in time the Director will make contact with Fitness Queensland (industry registration council) for an external third party solution to the situation.

Administration Complaint

If there is a complaint with administration please follow the student complaint procedure.

Issuing of Student Records

Student records for Fee for Service students will be issued within five working days of receipt of the verbal or written request. These records will be sent to the student once they have been signed out by Tony Attridge from The College of Health and Fitness and photocopied once. The original will remain in the students file while copies will be provided to the student by either registered mail, fax or collected from The College of Health and Fitness 10/12 Discovery Dr North Lakes 4509.