



STUDENT HANDBOOK - 2017

What You Need

Contents

Preface	3
Who we are	3
Contact us	3
What we stand for.....	4
Code of practice	4
Student Support and Welfare	4
Counseling.....	5
Special Needs	5
English Language, Literacy and Numeracy.....	5
Access and equity	5
Discrimination	6
Credit Transfer.....	6
Recognition of Prior Learning (RPL).....	6
What are the benefits of recognition?.....	7
Our programs	7
Enrolment terms and conditions.....	7
Cooling off period	7
Tuition fees	7
Fee protection measures.....	7
Cancellations and refunds.....	8
Withdrawals	8
Studying with us	8
Work placement hours.....	9
Reasonable adjustment.....	9
The assessment process.....	10
Appealing an assessment decision	11
Sharing a complaint.....	11
Deferring your studies	11
Program evaluation	12
Issuance of AQF qualifications	12
Record Keeping.....	13
Let's keep in touch.....	13

WELCOME

Preface

This Student Handbook is designed to provide you with useful and important information you will need while completing your studies with WYN Institute. It is expected that you will read this handbook before you start your program.

Who we are

WYN Institute is creating Australia's best Personal Trainers. As a registered training organisation (RTO ID 40884) WYN Institute delivers nationally recognised training courses in fitness. WYN stands for What You Need and we provide you with the skills and knowledge to become one of Australia's best personal trainers. The owners of WYN Institute have been delivering fitness courses and training fitness professional for over two decades, and look forward to you joining the ranks as a registered exercise professional. Our desire is to make your educational experience a memorable one, and we welcome you to the WYN family.

Contact us

Telephone
1300 996 996

Website
www.wyn.edu.au

What we stand for

At WYN Institute we believe the human body is designed for movement. When we combine regular movement with great nutrition, our bodies function better. We feel better and more energised. It's easier to get enthusiastic about life when our bodies are healthy. Healthy bodies look better, and with this comes increased confidence that can have a ripple effect into other areas of our life. When our bodies are healthy, we become more productive at work, we become mentally sharper, better friends and partners, better parents and role models. At WYN our aim is to produce quality Personal Fitness Trainers who have long and successful careers leading clients on their journey of healthy living, towards a better quality of life.

Code of practice

WYN Institute strives to provide quality training which meets the highest standards.

We are committed to:

- Maintaining high professional standards in the delivery of training and assessment services, which safeguard the interests and welfare of our students
- Delivering and assessing the vocational qualifications for which we are registered, providing adequate facilities and using methods and materials appropriate to the learning and assessment needs of students
- Continually monitoring and assessing the performance and progress of our students and staff
- Recognising access and equity principles and processes in the delivery of our services
- Continuous improvement of our products and services
- Compliance with all legislation, national standards, guidelines and codes of practice related to the administration of students
- A high level of duty of care for all students and staff

We believe that all students should:

- Be treated fairly and with respect by staff and other students and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socioeconomic status
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have their individual support needs identified and met so as to maximise their learning potential
- Have access to counselling if desired or required
- Have privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of their training and progressive results as they occur
- Be able to lodge a complaint without fear of retaliation or victimisation
- Receive fair and unbiased treatment in the event of any investigation process concerning suspected misconduct
- Be able to work and study in a safe, clean, smoke free, orderly and cooperative environment
- Be able to express and share ideas and to ask questions

Student Support and Welfare

WYN Institute ensures that the needs of all students are taken into account in the structure and delivery of its programs.

Each student has a right to:

- Equal access to training and assessment services
- Avenues for complaint, grievance and appeal
- A sensitive response to an expression of special needs
- Confidentiality

WYN Institute provides student support and conducts reengagement activities via its Student Support team. The role of the support team is to support all WYN students throughout their WYN life. The Student Support team assists students by:

- Answering student questions
- Tracking and monitoring student attendance and performance
- Receiving and acting on student complaints and grievances
- Advocating on behalf of students
- Assisting with study skills and career choices
- Identifying support and welfare services for students in need
- Reporting on feedback about the quality of classroom delivery and assessment activities
- Reviewing student feedback and making recommendations for continuous improvement

Students can contact Student Support on-campus, and via email (studentsupport@wyn.edu.au).

Counseling

If you are struggling with part of your program or have any personal challenges that may affect your study, you can make a time with Student Support to discuss your issues. We will provide you with additional support to help you with your studies and/or refer you to an external professional organisation for guidance. All communications will be kept in strict confidence.

Should you need urgent personal counseling use the following help services:

- Lifeline: 13 11 14 lifeline.org.au available 24 hours a day
- SANE Australia: 1800 187 263 sane.org
- Beyond Blue: 1300 22 4636 beyondblue.org.au

Special Needs

If you have any special needs, please let us know during your enrolment process. We will do our best to provide you with additional support during your journey and assist you to source external support if required. We work in cooperation with external specialist service providers to ensure successful outcomes.

English Language, Literacy and Numeracy

If you have special needs in language, literacy and numeracy you must alert us to this requirement. Information regarding specialist service options may be provided for you. WYN Institute will work in cooperation with external specialist service providers to ensure successful outcomes. For more information regarding Adult Basic Education (ABE) or English for Speakers of Other Languages (ESOL) contact:

Reading and Writing Hotline	1300 655 506
Centrelink	131 021
Access Language Centre	(02) 9281 6455 or http://www.access.nsw.edu.au
Browns English Language School	(07) 3221 7871 or http://www.brownsenglish.edu.au
Melbourne Language Centre	(03) 9663 3399 or http://www.melblang.com.au

Access and equity

WYN Institute is committed to ensuring that access and equity principles are applied in the provision of all training services. WYN Institute complies with relevant Commonwealth and State legislation related to equal opportunity and discrimination. All staff are aware of, and adhere to, these principles.

Discrimination

In accordance with legislation, no individual learner will be discriminated against (and access to courses will not be limited) on the basis of:

- a. Age
- b. Marital status
- c. Race
- d. Impairment or disability
- e. Physical features
- f. Religious belief or activity
- g. Industrial activity
- h. Political belief or activity
- i. Gender
- j. Lawful sexual activity
- k. Pregnancy
- l. Breastfeeding
- m. Status as a parent or carer.

An individual may be discriminated against in the provision of training services if:

- a. It is based on a genuine occupational qualification, or requirement in relation to a particular position.
- b. Where the provision of training services requires special services and facilities the supply of which would impose unjustifiable hardship.
- c. It is for the purpose of carrying such training services for the benefit of a group which is disadvantaged or has a special need because of a prescribed attribute.
- d. Where an applicant has a criminal history which impacts on the requirements of the course/service being provided.
- e. A learner requires delivery in a language other than that being offered by WYN Institute in accordance with the relevant nationally recognised training product.

If you feel you have been discriminated against, please complete an Incident Report Form. The incident will be investigated immediately and dealt with in the strictest of confidence.

Credit Transfer

Within the Vocational education and training sector there are many RTOs providing accredited training leading to recognised qualifications. WYN Institute will recognise accredited qualifications and statements of attainment issued by other RTOs through national recognition (i.e.: credit transfer). If you have received a qualification or statement of attainment from another RTO, speak to your Career Advisor about whether this training corresponds to delivery at WYN Institute. If it does then you will be provided with a credit transfer form to complete.

Recognition of Prior Learning (RPL)

If you believe you are already competent in a number of skills through your work or life experience, then these skills may be eligible for RPL and they can often be credited towards a partial or even a complete vocational qualification. A fee is charged for the RPL Process. As part of the RPL assessment your existing skills and knowledge will be assessed against a range of industry standards by a qualified assessor. You can demonstrate your competence in a variety of ways including performing tasks, sharing your stories about how you carry out tasks in the work place or providing work samples. Depending on your skills, knowledge and experience, you may find you are eligible for a qualification and you may never need to enter a classroom.

What are the benefits of recognition?

- You will be recognised for what you already know, and may complete training in a shorter period of time
- You don't have to undertake training where you can prove you already have the skills and knowledge to do the job
- You can apply for 100% recognition if you already have the skills and knowledge that you would learn from an entire course
- You have the ability to update your existing qualification to ensure that you can obtain formal recognition for your current competence

You will find further details about the RPL process in the RPL Application Form, which you can obtain from your Career Advisor. In the event that a recognition claim is unsuccessful or partially successful, you have the right to appeal the decision. Details of how to appeal a decision are made available to applicants during the RPL process.

Our programs

We offer nationally recognised training qualifications in fitness and currently offer the following course:

The WYN Fitness Trainer Program:

- Personal Trainer Certificate
- First Aid and CPR Certificate
- Fitness Fundamentals Certificate

Further detail about this program is contained in the Program Flyer, provided to you at interview by your Career Advisor.

Enrolment terms and conditions

Full enrolment terms and conditions are contained in the Application for Enrolment Form.

Cooling off period

All enrolment agreements are subject to a cooling off period which expires either 10 business days after the date of signing of the agreement or the commencement of the training program nominated in the agreement, whichever is earlier. Students are entitled to cancel their enrolment during the cooling off period.

Tuition fees

Fees charged for tuition vary and are dependent on individual circumstances. Once program eligibility and suitability to study are determined at interview by your Career Advisor, exact tuition fees may be calculated and a statement of fees provided. Tuition fees can be paid upfront and in full, or via a payment plan. Additional fees and charges may apply.

Fee protection measures

For instances where a student prepaays fees that exceed \$1500 WYN Institute maintains fee protection measures. WYN Institute maintains a tuition assurance scheme to safeguard students in the event of it becoming insolvent and unable to return fees that have been paid in advance. The Tuition Assurance Scheme will source similar training to allow the effected participants under this condition to complete their studies without further financial burden. However if the student cannot be placed, the tuition assurance will provide a refund.

Cancellations and refunds

The refund policy is as follows:

- Students are entitled to a full refund including deposit if they terminate during the cooling off period and return all materials in good condition
- Where a student terminates their agreement after the expiry of the cooling off period and before the date which is 10 business days prior to the commencement of the program, they will be immediately liable for payment of 50% of the program fees and any fees paid by the student in excess of that amount will be refunded
- Where a student terminate this agreement on or after the date which is 10 business days prior to the commencement of the program or after the program commences, they will be immediately liable for payment of 100% of the program fees and not entitled to any refund
- In the event that WYN Institute postpones a program, students will be allocated a place in the replacement program at a time and place which is suitable. If one is not available a refund will be paid
- In the event that WYN Institute terminates a student's agreement at any time because they have breached the terms of the agreement (e.g.: behave in an unacceptable manner) they will not be entitled to a refund and will be immediately liable for payment of 100% of the program fees

Withdrawals

Students may terminate their agreement by delivering a written notice to WYN Institute within the cooling off period. If a student cannot attend the program(s) as a result of permanent sickness or physical incapacity, they are required to provide a medical certificate stating they cannot attend the program(s) because of their permanent sickness or physical incapacity.

Students are entitled to defer their agreement after the date which is 10 business days prior to the commencement of the program.

WYN Institute may terminate or defer a student's Agreement at its option by written notice, if:

- The student fails to pay the agreed fee;
- The student behaves in an unacceptable manner in the opinion of WYN Institute;
- The student fails to comply with a reasonable request from WYN Institute; or
- There is a risk to the student's health if they participate in the program(s) in the opinion of WYN Institute; in which event the whole of the program fees due by the student will be immediately payable despite any previous payment plan.

In cases where WYN Institute defers an agreement, a student's right to attend a program is immediately suspended until WYN Institute reinstates that right.

Studying with us

Our programs are offered on campus using a face-to-face delivery style. Students learn in a social environment at one of our campuses. You will either study full-time during the day on weekdays, or part-time in the evenings and at weekends.

We believe that learning should be energising, exciting and enjoyable. A mix of theory and hands-on experiences will help you to understand the important fundamentals and then how to apply them practically. Work placement hours are required as part of your program.

Our face-to-face programs are delivered by professional Trainers in practical training facilities. We sometimes use the facilities of our industry partners for delivery and we take students into outdoor spaces close to campus for additional practical experiences. Our trainers are experienced professionals who will engage and inspire you. As we employ permanent Trainers, you can be sure that knowledgeable, technical people are always on hand for advice.

Students that have enrolled into programs will be required to undertake physical activity when undergoing training and assessment. Any physical limitations are required to be disclosed at the time of enrolment, and documented for the Training Team as part of a Pre-Activity Questionnaire completed during the program induction.

During your induction, you will be introduced to the Trainer responsible for your class. We assign to every student a Trainer whose goal it is to progress you through your program and maximise your success. They will be your primary contact for all of your study related needs. At part of the induction you will learn about your program structure and our campus facilities. Students will be taken through evacuation procedures which are of vital importance in case of a fire or other emergency. In addition you will receive information about your assessments. You must let your Trainer know if you have any concerns about the nature or timing of assessment events. You must submit assessment work and attend all scheduled assessments on the specified dates and as required by your Trainer.

Students generally complete between 7.5-15 contact hours per week for classes. Tutorial sessions are held weekly, and you should also set aside up to 5 hours per week for personal study and assessment time and a further 4 hours per week on average for practice. Assessment types vary, but can include demonstrations, knowledge tests, observations, case studies, reports, projects and presentations. As you progress through the program we use informal assessment to prepare you for your final assessment activities. We adopt the underpinning principles of competency based training and assessment and provide opportunities for flexible learning and assessment. Flexible learning within the training sector includes a range of opportunities for students to acquire the required knowledge, skills and abilities to demonstrate competency standards.

Attendance is an essential part of the program. You are expected to attend all on-campus sessions, arrive punctually and stay until the end of the session. If you have a challenge with attendance, please discuss with your Trainer.

In addition to your scheduled class hours, we offer students the opportunity to attend tutorials and workshops for no extra charge. These additional sessions are optional, and provide students the opportunity for more supervised study time on campus to support their learning and target their individual study needs. Details of these sessions are available from your Trainer.

Work placement hours

Throughout your program you will be required to complete a minimum of 40 work placement hours as part of your WYN Personal Trainer Certificate. The Fitness Industry strongly supports work placements by students:

- To strengthen their experience of the workplace to support expectations of performance in the workplace;
- To practise skills and apply knowledge within the workplace, which promotes stronger embedding of learning; and
- To provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation.

Reasonable adjustment

Reasonable adjustment is about ensuring that all students have a fair and reasonable opportunity to participate, and succeed in, vocational education and training. To do this sometimes we will make reasonable adjustments to training and assessment activities and processes. If you feel you require support in this area, speak with your Trainer. Reasonable adjustments can be made where required, as long as the competencies are not compromised.

For example, a student who has a visual impairment may be provided with large print on screen as this could also be used in the workplace. A student with a physical disability may be allowed more time to complete a task. A student with low literacy skills, where mastery of these skills is not required for the competency, may be allowed to answer questions verbally rather than writing them down in a test situation.

The assessment process

As students progress through the program their Trainers use informal assessment practices to prepare students for their final assessment activities. This may include:

Oral questioning	Case studies	Role-plays
Quizzes	Multiple choice questioning	Observation of practical skills

Assessment is the process carried out by Trainers of collecting evidence and making judgments as to how well a student has achieved the intended learning and performance outcomes. Assessment is a key component of the teaching and learning environment, and it is the means by which a student's progress or competency (achievement) in a unit of competency is evaluated.

Evidence plays a crucial role in determining the outcome of an assessment, as it provides proof that a student has acquired through the learning process the skills and knowledge as defined in relevant units of competency necessary to maintain employment in the fitness industry. The standard of the evidence supplied through a student's completion of assessment tasks, as assessed by the Trainers, will ultimately determine whether they are 'Competent' or 'Not Yet Competent'. Evidence to support an assessment must be valid, sufficient, authentic and current. Trainers will consider these points when reviewing assessments.

Once an assessment task has been submitted by a student, the Trainer will review it and form judgement on the assessment task. They will check that the assessment material provided by the student meets the rules for supplying evidence.

Validity – the Trainer needs to be sure the student has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements
Sufficiency – the Trainer needs to be sure the quality, quantity and relevance of the assessment evidence is enough for them to make a judgement of the student's competency
Authenticity – the Trainer needs to be sure the evidence supplied is the student's own work and a declaration is signed by them confirming this (cheating and plagiarism will not be tolerated). Where evidence is supplied as part of an application for Recognition of Prior Learning (RPL) it may be necessary for an RPL Assessor to contact the third parties that are listed within the RPL application to verify authenticity and validation of the evidence provided
Currency – the Trainer needs to be sure the evidence supplied is relevant and current to "today's standards" as specified in the relevant unit of competency

Upon judgement, a student will be awarded a 'Satisfactory' or 'Not Satisfactory' result for the assessment task (the Trainer will mark a student's work either S or NS). Where a NS result is obtained, a re-sit/re-submission will be arranged with the student. The Trainer will provide the student with sufficient feedback in a timely manner. Such feedback may be provided as follows:

- Verbal feedback during face-to-face meetings, discussions, on conclusion of practical assessment
- Written feedback on completion of written assignments, knowledge checks, assessment records, marking sheets, correspondence

Once the student has completed all assessment tasks for a unit of competency to a satisfactory standard, they will be deemed 'Competent' by the Trainer for the unit (where one or more tasks are 'Not Satisfactory' they will be deemed 'Not Yet Competent'). The results are explained as follows:

- Competent ('C') – the student has achieved all of the learning and performance outcomes specified by the unit of competence being assessed
- Not Yet Competent ('NYC') – the student has not achieved all of the learning and performance outcomes specified by the unit of competence being assessed

If the Trainer requires the student to re-do any assessment tasks, the student will be provided with sufficient feedback in a timely manner about their performance and allowed sufficient time to attempt the task again. Students have within a twelve month period for AQF level 4 to re-attempt any assessment tasks required. After such time a student may be required to recommence the program (this may incur additional costs).

Appealing an assessment decision

You have the right to lodge an appeal against an assessment decision if you feel you were unfairly treated during an assessment, and/or the assessment decision is incorrect and you have grounds for an appeal. You should lodge an appeal as soon as practicable after the decision is known. All appeals will be handled 'In-Confidence' and will not affect or bias your progress in any current or future training.

Sharing a complaint

We encourage open communication and an environment of trust. If you believe that you have been treated unfairly or have a complaint, firstly please speak to your Trainer. If a resolution cannot be reached, please discuss the difficulty with the Training Manager.

If your complaint is more serious or is not able to be resolved at this stage, you should submit a written complaint to the Student Support Team (studentsupport@wyn.edu.au). Alternatively you can share your complaint via the WYN Institute web site (www.wyn.edu.au). All complaints lodged electronically will be responded to in a timely manner.

All complaints will be treated with confidentiality and will in no way be detrimental to the student initiating the complaint. You have the right to request an appeal of a decision, and/or an independent review of the matter. Where an issue remains unresolved, we recommend you seek resolution by an external and independent authority.

Deferring your studies

You can defer your studies for a maximum of six months. The decision to grant a deferment is at the discretion of both the Group Administration and Group Training Managers on the basis of the information provided. Friends must complete a Deferment Application form. The decision on whether deferment has been granted will be communicated to the student in writing within 7 days of receiving the Deferment Application.

There is an administration fee of \$200 for a deferment which is payable with the application. If a student is paying their tuition fees by payment plan, this will continue during the deferment period.

A student must recommence their studies within 6 months of the end date of the course in which they were originally enrolled. After this period of time their enrolment will be cancelled and the student will be subject to paying full tuition fees should they wish to re-enrol.

Program evaluation

To enable us to continually improve the program content and delivery, we request that you complete an evaluation throughout the program. This information is confidential.

Issuance of AQF qualifications

The Australian Qualifications Framework (AQF) is a comprehensive policy framework that defines all qualifications recognised nationally in post-compulsory education within Australia. As an RTO, WYN Institute is accredited to provide a range of nationally recognised courses and training programs.

Where a student successfully completes a training program and/or meets the assessment criteria they will be entitled to receive the relevant qualification within 30 calendar days of being assessed as competent (subject to all agreed fees having been paid). Partial completion of a training program and/or satisfaction of an individual unit of competence will entitle the student to a Statement of Attainment in relation to the unit completed.

Privacy

We respect your privacy; that means that personal information collected as a result of your enrolment will be used by WYN Institute for specific purposes only; these being general administration, vocational education and training administration and regulation, as well as planning, reporting, communication, research, evaluation financial administration (including debt recovery) auditing and marketing.

Only authorised WYN Institute personnel and other authorised parties (e.g. service providers) will have access to this information. Your personal information may be disclosed to Australian and State government authorities and agencies to comply with legislation.

If you are under the age of 18 years, your personal information, attendance details, progress and results may be disclosed to your parents/ guardians.

No further access to your personal information will be provided without your consent unless authorised or required by law.

When signing an Application for Enrolment Form, you acknowledge that there may be a time during your course where images of you are captured photographically, electronically or by other means, and that such images will only be captured legally.

You give permission for such images to be used by WYN Institute in any staff training and/or promotional material that they deem necessary.

Such promotional materials may be (but not limited to) printed brochures, television, posters etc. There is no fee for modeling and you will not seek remuneration.

You acknowledge and give consent unconditionally for your information to be provided to potential employers and industry bodies.

Record Keeping

WYN Institute keeps complete and accurate records of the admission, progress and graduation of all students, including financial records that reflect payments.

In accordance with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, student records are kept in confidential files. You are able to view your file upon making a written request to the Group Administration Manager.

Let's keep in touch

Please notify us immediately of any changes to your contact details. Forms are available from a member of the Administration Team. Alternatively you can contact Student Support (studentsupport@wyn.edu.au).



wyn.edu.au
1300 996 996