College of Sports & Fitness since 30/07/2007

VETiS STUDENT HANDBOOK

Contents

Welcome to the College of Sports and Fitness (CSF)

You have joined one of Australia's leading sports and fitness training organizations where hundreds of students choose to undertake their training each year. CSF qualifications will open doors to new opportunities and offer you the chance to take your career anywhere you wish in the world. We strive to provide you with the highest standards of training in your chosen course and develop the knowledge and skills required in the sports industry. Our staff are fully qualified and have a wide range of knowledge and experience in the Sports, Recreation and Fitness industries.

This handbook outlines some of the important information you need to know to make your learning enjoyable and trouble-free. Please use the Handbook as a reference and retain it during your course. Any changes or amendments made to the Student Handbook will be updated and the latest version will be uploaded on our website **www.csf.edu.au**. If you have any questions about CSF and its policies, feel free to ask our Student Services Advisor (**info@csf.edu.au**) who will be happy to assist you.

We wish you every success in your studies and hope that your time with CSF is the start of an exciting future.

Contact Details

Sydney CBD Campus

College of Sports and Fitness Level 6, 505 George St

SYDNEY NSW 2000

Perth Campus

College of Sports and Fitness Level 1, 120 Roe St

Perth WA 6003

CRICOS provider number: 03057C

Tel: (+61) 2 9267 4768

Email: info@csf.edu.au

Website: www.csf.edu.au

VET Quality Framework

College of Sports and Fitness (CSF) is a Registered Training Organisation (RTO) – Provider number 03057C. As an RTO, CSF is part of Australia's VET Quality Framework.The VET Quality Framework is a set of regulations that impose minimum education-related standards and ensures the qualification you receive is recognized across Australia. For more information about the VET Quality Framework, visit **https://www.asqa.gov.au/about/asqa/key- legislation/vet-quality-framework**

VET in Schools (VETis)

Queensland school students can undertake Nationally recognized Vocational Education and Training (VET) qualifications while they are still at school. VET courses can be undertaken in Years 10, 11 and 12, and can count towards the Queensland Certificate of Education.

Students can undertake VET at school:

- as part of their school studies – delivered and resourced by a school that is also a registered training organization (RTO)
- by enrolling with an external RTO – funded either by the Queensland Government's VET in Schools program or through fee-for-service arrangements, where fees are paid by an individual such as a student or parent, or another entity such as a community or industry group
- as a school-based apprentice or trainee – funded either through another Queensland Government program called User Choice or fee-for-service arrangements.

For more information about VET in School, please visit **https://desbt.qld.gov.au/training/providers/funded/vetis**

Pre Enrolment and Entry Requirements Information

Before you enrol with the CSF, we invite you to read through the Student Handbook to ensure you have all the information and advice you need so that you can make a clear and fully informed decision for your training.

Entry Requirements and Eligibility

For Vocational Education and Training in School (VETiS) Enrolments, an enrolment form must be completed alongside required evidence of school enrolment, proof of age, any previously completed or enrolled study, appropriate levels of language, literacy and numeracy skills, Australian Citizenship and Australian Residency.

Training is provided fee-free to eligible VETiS school students in accordance with Skills Assure Supplier (SAS) VETiS Requirements.

By completing the enrolment form students confirm that they have received, completed, and discussed all relevant information, forms, and fact sheets at the time of enrolment.

Once all enrolment forms have been completed, students will be enrolled into their qualification with all relevant information provided to their trainer.

Enrolment Terms and Conditions

By signing the CSF enrolment form, students (including parent/guardian of underage participant) agree that on acceptance of the Application by the CSF, the Application will become the Contract of Enrolment ("the Contract") and further, students agree to abide by the policies and expectations set out in this handbook.

Entry Requirements

Under the Queensland Vocational Education and Training in Schools (VETiS) Program guidelines, there are specific eligibility requirements that apply to enrolment. Entry into VETiS qualifications requires confirmation that these eligibility requirements have been met, including copies provided of any applicable evidence, as per the CSF.

Confirmation of these eligibility requirements will be obtained by completing the checklist and providing the evidence noted by the CSF. Further information on the VETiS program can be found throughout this Student Information Handbook as well as on the Queensland Department of Employment, Small Business and Training (DESBT) VETiS Fact Sheet; **https://training.qld.gov.au/providers/funded/vetis**

Under the Queensland VETiS Program guidelines, there are specific eligibility requirements that apply to enrolment as listed below. The student must:

- be enrolled in year 10, 11 or 12 at a Queensland Government School;
- be a Queensland Resident;
- hold Australian or New Zealand citizenship, or be an Australian permanent resident;
- not be currently enrolled in any other VETiS qualifications;
- not hold or currently be enrolled in a Certificate III or higher-level qualification relevant to the specific program under which training is being funded;
- show an appropriate levels of language, literacy and numeracy skills appropriate for successful completion of the training program and assessment requirements, as determined by the CSF, Literacy and Numeracy (LLN) indicator Assessment;
- have access to a computer that has appropriate software and capacity to access and download learning and assessment materials;
- have access to course-specific materials such as personal protective equipment (PPE), tools of trade, and textbooks relevant to the training program.

Unique Student Identifier (USI)

All students undertaking nationally recognized training in Australia require a Unique Student Identifier (USI).

The USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each student, is nationally recognized and is mandatory for all students to supply upon enrolment. Your USI creates a secure online record of all your recognized training and qualifications gained in Australia and all transcripts from 2015. This number can be accessed online at any time and is free to create.

As a registered training organization training and assessing Nationally Recognized Training, the CSF cannot issue Certificates or Statements of Attainment where there is no USI registered for the student.

If you do not have a USI, please visit **https://www.usi.gov.au/your-usi/create-usi** for more information and to create a USI account.

Language Literacy and Numeracy (LLN)

As part of the enrolment process, students must undertake a Language, Literacy and Numeracy (LLN) indicator Assessment. This process is used to identify the student's current LLN skills and any areas of concern comparing it to the Australian Qualifications Framework level requirements of the qualification in which the student is enrolling. It is possible in some instances that students may not meet the Australian Qualifications Framework level requirements of the qualification therefore preventing successful enrolment. CSF trainers will provide LLN support where required, or refer students to an LLN specialist to assist with the development of LLN skills to the requirements of the qualification and the industry they are/or wish to work in.

Credit Transfer

CSF recognizes Australian Qualifications Framework Qualifications and Statements of Attainment (SOA) that have been issued by other registered training organizations. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. CSF will only accept credit transfers for units of competency within the student's individual support plan or training plan unit listing.

All students who hold a qualification or Statement of Attainment (SOA)from another registered training organization are to discuss the possibility of credit transfer during the enrolment process.

Application for credit transfer will affect the final training plan or individual support plan, so all credit transfer applications need to be applied for and processed as quickly as possible.

Students will be required to provide a copy of the full qualification and unit listing or Statement of Attainment, or a unique student identifier transcript. These will be verified and, where the units of competency already successfully completed are equivalent to units in the training program, a credit transfer will be applied.

The result of the course credit process will result:

- In credit transfer (CT) granted, being shown on the student's academic transcript and result history.
- In credit transfer (CT) rejected, being recorded on the student's file and communicated to students with the reasons for refusal

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of recognition of prior learning is to recognize existing competencies without having to undertake training and assessment.

Competency may be recognized through:

- Formal or informal training and education the student has undertaken in the past;
- Work experience;
- General life experience;
- Any combination of these.

When applying for recognition of prior learning, the CSF will provide a recognition of prior learning Candidate Kit that consists of a self-assessment questionnaire as well as comprehensive guidance for the collection of evidence that will demonstrate proficiency against each of the units of competency for which recognition of prior learning is being applied.

Students may be eligible to apply for recognition of prior learning on one or more units of competency in their training program. They should discuss this at the enrolment interview as early as possible at the commencement of the training program.

Be aware, that recognition of prior learning may not be undertaken where the qualification or group of units may lead to a licensed outcome. This is determined by the licensing body, where they may not accept recognition of prior learning as a valid assessment pathway to the license.

Where recognition of prior learning application has been granted, students will have a maximum of six (6) weeks to gather and submit evidence for assessment. The recognition of the prior learning process will take a maximum of 12 weeks from enrolment to completion. This is made up of six (6) weeks for the recognition of prior learning Candidates to gather and provide evidence and six (6) weeks for the assessor to complete the assessment process.

For further information regarding recognition of prior learning, please contact us via **info@csf.edu.au**

The Training Journey

Orientation sessions will be conducted on the first day of attendance and/or prior to commencement. It is compulsory that students attend these sessions, as they will provide an outline of training requirements and a comprehensive overview of the health and safety requirements and facilities and services available during their time with the CSF.

Attendance

Students must agree to attend scheduled classes, If the student is to be absent from training, the student needs to advise the School VETiS Head of Department or their relevant School Administrator if they cannot attend. Attendance is of the utmost importance in order to meet the hours of Training required and complete practical observations.

Student Conduct and Behaviour

Just as CSF has a responsibility to meet the expectations of students, legislation and regulations, so too do students have obligations they are expected to meet.

It is expected that all students will actively participate in their own learning, commit to their studies, complete assessments within timeframes to the best of their ability, and behave in a manner that complies with workplace health and safety and is respectful to their trainers and of the opportunities for other students to learn and achieve.

As members of a training environment, it is expected that students:

- treat all others with respect and courtesy.
- treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction.
- respect the opinions and views of others.
- avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or bullying or otherwise intimidating.
- treat their personal property and the property of others with respect.
- do not steal physical or intellectual property that is not their own.
- attend classes, maintain consistent levels of study, and submit assessments on time.
- maintain high standards and a professional approach to their training program.
- comply with Work Health and Safety Legislation.

As individuals, students can expect:

- to be treated with courtesy and respect;
- to be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- to be able to freely communicate and voice alternative points of view in rational debate;
- to participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment or bullying or otherwise intimidation;
- to rely on the protection of personal information;

- to be able to access personal records, subject to the provisions of the Freedom of Information Act [1992];
- to be provided with timely and accurate information as it pertains to qualifications, enrolment, and all administrative matters;
- that assessment within qualifications will be equitably and appropriately implemented;
- that the facilities and equipment they use are safe, and comply with workplace health and safety guidelines.

Training Room Behaviour

All students are expected to comply with the following rules of behaviour whilst enrolled and attending training on-site at the CSF:

- Demonstrate mutual respect for staff, and fellow students;
- Do not eat or drink (excluding water) in training rooms;
- Prepare for each class by undertaking the required reading, and completing all necessary prep work;
- Attend all classes, workshops, and other contact sessions;
- Arrive at classes at the scheduled time;
- Work to the best of their ability;
- Participate actively in learning activities;
- Avoid all forms of academic misconduct;
- Provide constructive feedback when evaluating training and members of training staff;
- Refrain from activities that might negatively impact on other members of the campus community;
- Be aware of their responsibilities within their training program;
- Any other rules of the training room and assessment behaviour as determined by, and/or negotiated with, their trainer.
- Student behaviour expectation also extends to any external excursions

Misconduct

CSF views student misconduct very seriously.

CSF expects that all students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the CSF.

Examples of student misconduct may include, but are not limited to:

- Academic misconduct, including plagiarism and cheating;
- Harassment, bullying and/or discrimination;
- Falsifying information;
- Any behaviour that is against the law;
- Any behaviour that endangers the health, safety, and well-being of self and others;
- Intentionally damaging equipment and/or materials belonging to the CSF and/or other students or partner organizations such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to;

- Formal reprimand (warning);
- Suspension from the training program;
- Removal from the training room;
- Reimbursement by the student for the costs incurred for any damage caused;
- Expulsion from the training program without refund and/or credit;
- Referral of the matter to the police

Workplace Health and Safety & First Aid

Workplace Health & Safety legislation applies to everyone at the CSF. All staff, students, and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

To assist with a greater understanding of the Work Health and Safety Act and Regulations please visit: **https://www.worksafe.qld.gov.au/laws-and-compliance**

Students are to report any incident or hazard immediately to their Trainer & Assessor, RTO Manager, or Head of Department.

Every effort is made to ensure the safety and security of all students, staff, and visitors whilst on CSF premises and premises hired by the CSF. Students are required to carry out directions given by trainers & staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding emergency procedures will be provided throughout the orientation process.

CSF may need to obtain medical treatment for students if it is deemed necessary by a trainer or staff member or a representative acting on behalf of the CSF. Neither CSF nor its staff will be held responsible for any expense, loss, damage, or liability of whatsoever nature or howsoever occasioned as a result of authorizing and arranging such emergency medical treatment.

Complaints and Feedback

CSF is committed to maintaining a positive learning environment for all students in the Queensland VET in Schools (VETiS) program. We encourage students to express concerns or feedback constructively to support a quality educational experience.

In the event of a complaint, the student is required to follow the following procedures:

- **Initial Discussion**
  In the first instance, students are encouraged to address any concerns directly with the relevant instructor or staff member. Open communication can often resolve issues informally and promptly.
- **Formal Complaint Submission**
  If the concern is not resolved through informal discussion, students may submit a formal complaint. Formal complaints should be made in writing and include clear details about the issue and any previous attempts to resolve it. Complaints can be submitted by emailing **info@csf.edu.au**
- **Complaint Review and Response**
  Upon receiving a formal complaint, we will acknowledge it within 2 working days. Our team will then conduct a review and aim to provide a response within 5 business days. We are committed to resolving complaints fairly, impartially, and in a timely manner.
  All records of any complaints will be kept in the student's file.
- **Escalation Process**
  If the issue remains unresolved, students may escalate the complaint to higher authorities within the institution, such as the School Principal.
- **External Complaint Options**
  In cases where internal resolution is not achievable, students have the option to contact external regulatory bodies. These include:
    - *Queensland Ombudsman* – For advice on resolving complaints that are complex or remain unresolved. Visit the Queensland Ombudsman website **https://www.ombudsman.qld.gov.au/** for further assistance.
    - *Australian Skills Quality Authority (ASQA)* – For concerns regarding the quality and standards of vocational education and training providers. Learn more at the ASQA website **https://www.asqa.gov.au/**

Course Progression and Student Support

Course Information

After enrolment, students will be given access to training materials either in hard copy and/or digital format. Textbooks are not generally provided. Trainers will provide access to the CSF's online learning management system where applicable.

Course Duration

The length of the enrolled course is dependent upon a number of factors including:

- current skills and knowledge – recognition of prior learning application or application for credit transfer (where a student already holds a unit of competency from previous training);
- the number of units in the training program;
- the level of the qualification being undertaken;
- student's ability to commit to the training program;
- student's ability to successfully complete assessments and demonstrate competency to workplace standards.

We understand that there may be instances where a student is unable to progress through personal or individual circumstances that impact their ability to actively participate in their training program and complete the required assessment. Where a student feels they are unable to progress, they are encouraged to discuss this with their trainer/assessor so that the individual support plan or training plan may be adjusted and assistance provided where required.

Where a student has a disability or learning difficulty, assessors will apply the CSF reasonable adjustment policy. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the training program.

Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

CSF will endeavour to provide support to each student's individual needs, providing where necessary additional educational and support services for the student which are required for the student to meet the requirements of their training course. CSF works with students to provide options that are responsive to their individual needs, and that maximize learning outcomes and access to learning activities

This includes, but may not be limited to:

- Develop strategies to make support available where gaps are identified
- Flexible learning
- Reasonable adjustment
- Support of students with disabilities
- Financial Assistance

Competency Based Training

Vocational Education and Training in Australia is described as Competency-Based Training.

Competency Based Training is an approach to training that focuses on allowing a student to demonstrate their ability to do something to an agreed level. In Vocational Education and Training, training and assessment, competency-based training is used to develop a student's skills and knowledge that are required to be successful in the workplace. Competency-based training programs deliver qualifications that are made up of units of competency. Each unit provides benchmarks that have been developed in consultation with industry, to define the skills and knowledge required to effectively perform in the workplace. Competency-based training assessment is based on the learning outcomes expected from each unit of competency.

'Competency' embodies the ability to transfer and apply skills and knowledge to new situations and environments. Therefore, a student can either consistently apply the knowledge of skill to the standard of performance required in the workplace or they cannot – they are either 'competent' or 'not competent'.

To be awarded a judgment of 'Competent' the student must successfully complete all assessment tasks set for the unit of competency. To be awarded a qualification, the student must demonstrate competency in all units of competency in the training program.

Training and Assessment Strategies (TAS)

CSF has a Training and Assessment Strategy for each training program that we train and assess. Our strategies outline our approach for conducting training and assessment.

CSF assessors are qualified and have extensive, relevant industry experience to train and assess training programs, and the Training and Assessment qualification required under the Standards for registered training organizations.

CSF's methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL) and Direct Credit Transfer. All training programs are assessed under the competency-based training and assessment criteria established under the Australian Qualifications Framework.

Reasonable Adjustment

Where a student has a disability or learning difficulty, assessors will apply the CSF's reasonable adjustment policy. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the training program. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

Assessment Information

To achieve a decision of competency, a student must complete all assessment requirements to a satisfactory level for each unit of competency they are enrolled in. This means that students will need to demonstrate their knowledge and their ability to apply that knowledge to the standard expected, consistently, over a period of time.

A variety of assessment methods will apply to each unit of competency, and these will reflect the learning outcome required. Each method of assessment will be explained to the student by their trainer/assessor prior to the commencement of training.

CSF ensures that all assessments students complete are conducted professionally to ensure its validity, reliability, flexibility and fairness.

The assessment methods used to gather evidence of a student's ability to demonstrate competency by the CSF include, but are not limited to:

Questioning	Written or oral questioning, conducting interviews and questionnaires.
Practical/ Workplace Site Tasks	A practical demonstration, with further supporting documentation, observed by the assessor in the workplace or a simulated work environment.
Report Writing	Formal business writing using supplied or workplace templates, displays, presentations, and samples of work.
Portfolio	A collection of work samples of annotated and validated pieces of evidence. Evidence could be written documents, photographs, videos or logbooks.
Third Party / Supervisor Reports/On- The Job	Supervisor verification of relevant skills and experience of on the job performance over a period of time together with employability skills. These are mandatory for apprentices/trainees.
Scenarios	Analysis of responses demonstrating the application of skills required to be demonstrated for the unit of competency. The student will be required to submit a portfolio of evidence for the scenarios.
Role Plays	A creative method to determine the level of knowledge, encouraging students to explore solutions to situations or problems under discussion.
Case Studies	Analysis of responses to case studies reflecting evidence required to demonstrate competency in the unit of competency.

Submitting Assessment

Students are expected to apply time management skills to the completion of assessment tasks within the timeframes provided by their assessor. Students will receive full and detailed instructions on the requirements of each assessment task, including its context and purpose; students are to ensure that they talk to their trainer/assessor to clarify anything that is not clear.

Assessments and any written evidence must:

- be legible if hand-written form and free from errors (or have any mistakes neatly corrected).
- name clearly stated, unit code and name listed and dated;
- The assignment must be submitted to the trainer by the specified deadline
- Students must take a copy of all assessments submitted for their own records as no assessment will be returned.

Cases of plagiarism will be returned and marked 'Not Yet Satisfactory'.

Where students are unsure about the presentation and preparation of assessments including being able to Word process assessments, they should discuss this with the trainer.

In order to be deemed competent in a unit, a student must have satisfactorily answered all questions in their assessments or have met the criteria for every question of each assessment.

Competent	**C**	Awarded to a student who has achieved all of the elements specified for a unit of competency to the specified standard.
Not Yet Competent	**NYC**	Awarded to a student who has failed to achieve all of the elements specified for that unit of competency to the specified standard.
Withdrawn	**W**	This relates to when a student withdraws from a unit of competency/unit of study before the census date.
Credit Transfer	**CT**	Relates to the credit received by a student for a unit of competency through recognition of their formal learning.
Recognition of Prior Learning	**RPL**	Relates to the credit received by a student for a unit of competency through recognition of their informal learning.

Assessment Feedback

The assessor will provide students with relevant feedback regarding the outcome of their assessment submission. In all cases, the assessor will provide feedback about student performance.

Plagiarism

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken very seriously. Plagiarism may lead to the student being withdrawn from their training program.

All work that students submit must be their own. Students will sign a declaration, or complete this online, at the start of each assessment stating this to be the case.

To assist students to understand, the following are some examples of plagiarism:

- Copying sections of text and not referencing or acknowledging where the information has come from
- Mashing together multiple 'copy and paste' sections without proper referencing or acknowledging where they have come from
- Presenting work that was done as part of a group as theirs alone
- Using information (for example, pictures, text, designs, plans, diagrams, etc.) and not citing the original artist(s)/author(s)

Change of personal details

Students are responsible for notifying the CSF in writing of any changes to their address, phone number/mobile, emergency contact details, or email address within 7 days of such changes. Failure to provide this written notification may result in the CSF being unable to deliver important correspondence to the student. The CSF will not be held accountable for any failure to reach the student due to unnotified changes in contact information.

Students can update their contact details by emailing the Student Services team at **info@csf.edu.au**

Issue of Qualification

Under the Standards for Registered Training Organizations, CSF has an obligation to the student who has successfully completed a nationally recognized training program, to issue them with the appropriate Australian Qualifications Framework certification and a transcript of units successfully completed.

Certificates/Statements of Attainment each have a registered number and carry the CSF logo. Information (including an itemized list) on courses/units achieved is either printed on the back of the award or are issued in a separate statement attached to the award.

All student assessment results are to be inputted into an online Student Management System and from this system the VET Coordinator can issue or reissue Certificates, Statement of Attainment (SOA), and or Academic Transcripts.

When a student has successfully gained a 'Competent' decision for each unit of competency in their training program, they will be issued with a Certificate of Full Qualification and unit listing within 30 days of completion, listing each unit of competency that has been completed.

Where a student has withdrawn or enrolment has been cancelled, they will be issued with a Statement of Attainment (SOA) for all units that they have successfully gained a 'competent' decision.

A Statement of Attainment (SOA)will also be issued for units of competency that do not lead to a full qualification but are still recognized as completed nationally recognized units of competency.

All certificates issued by the CSF meet the requirements of the Australian Qualifications Framework and National Vocational Education and the Australian Skills Quality Authority (ASQA).

Certificate Re-Issue Fees

Training is provided fee-free to VETiS school students in accordance with Skills Assure Supplier (SAS) VETiS Requirements with any additional training costs met by the school.

However, should the original Full Qualification and unit listing or Statement of Attainment (SOA) require replacement due to being lost or damaged, a fee is applicable alongside a completed Statutory Declaration before re-issuance can be provided.

The table below outlines the relevant fees that are applicable as of the time of publishing this Student Information Handbook, however, they are subject to change.

Description	Amount $ (AUD)
Full Qualification and unit listing	Original free, $55.00 per copy thereafter

Fees, Charges, and Refunds

Students may be enrolled under different arrangements:

- Government-Funded
  If you are eligible to participate in a government-funded VET program, students incur no out-of-pocket expenses. The government's support enables students to develop valuable skills, enhancing their employability and opportunities for further education.
- Fee for Service
  For some courses, students, their guardians or school may need to pay the full cost of training, known as "Fee for Service." This option applies when the course is not government-funded or the student does not meet eligibility requirements. In these cases, a payment plan or financial assistance also may be available. The Fee for Service amount for each course will vary by school and qualification. You will be informed prior to enrolment the fee required to enrol in your course of study.

For an up-to-date list of government-funded courses in the VETiS program and detailed eligibility information, please visit the official Queensland Training website: **https://training.qld.gov.au/providers/funded/vetis.**

Eligibility for a Refund

As VETiS programs are government-funded, students are not eligible for a refund. However, students who are enrolled under a "***Fee for Service***" arrangement may be eligible for a refund, subject to the following conditions:

- Refund for Fee for Service Students: Students who have paid fees under a "***Fee for Service***" arrangement may apply for a refund. The refund will be processed in accordance with the terms specified below.

Refund Process for Fee for Service Students

To request a refund, students must:

- Submit a written request, including their full name, course details, and reason for the refund.
- Provide any supporting documentation (e.g., medical certificate for compassionate grounds, proof of special circumstances).
- Submit the refund request to CSF email **info@csf.edu.au**

Non-Refundable Fees

Any administrative fees or course materials that have already been provided may be non-refundable.

Student Services will process the refund application and seek approval from the Chief Executive officer for all refunds. If approved, the refund will be paid within 2 weeks of receiving the application. Successful/unsuccessful applications will receive notification, and a transfer arranged (to successful applications).

Contact Information

For any questions about the refund policy or to submit a refund request, please contact:

College of Sports and Fitness (CSF)

Email: **info@csf.edu.au**

Phone: **(+61) 2 9267 4768**

Students Under 18

The College is committed to providing a safe and supportive environment for students under 18. Measures are in place to prevent access to inappropriate material, ensure supervision during activities, and adhere to relevant child protection legislation.

Child Protection and Employment

- The College has an obligation to ensure that it does not employ a prohibited person in work that could reasonably be anticipated to involve direct contact with children where that contact is not directly supervised.
- No prohibited person will be appointed to work in child-related employment within the College, whether on a continuing, fixed-term, or casual mode of employment. Additionally, the College will not engage persons on a voluntary basis to perform any activity that involves unsupervised direct contact with children.
- All trainers/assessors, teachers, and staff whose role involves direct physical or face-to-face contact with children are required to provide a current Working With Children Check (WWCC) certificate to ensure a safe learning environment for students under the age of 18.

Monitoring Course Progress

- The College is committed to ensuring students' academic success. Students and their guardians will be informed if the student is at risk of failing or has failed to meet course progress requirements. Please refer to the College's Course Progress Policy for detailed

Access to Student Records – Privacy Policy

CSF only collects personal information in order to perform its core business activities and functions and to meet legal obligations.

The personal information must be collected in a lawful and fair way and not in an unreasonably intrusive way. It must be kept accurately, stored securely, and destroyed when it is no longer needed.

Students may request details of personal information that we hold in accordance with the provisions of the Privacy Act 1988. We may release student information to relevant Government Departments to accurately record training outcomes as required under the Standards for Registered Training Organizations.