

# STUDENT HANDBOOK



**The premier educators of  
Kinesiology in Australia**

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## Refund Policy, Continued

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<b>Attendance of withdrawn student on subsequent courses</b>	Students are able to attend subsequent courses to finalise incomplete competencies. The original course fee payment minus administration fees can be used as credit towards that course within 12 months of the initial payment. Application for transfers must be received in writing at least ten working days before commencement of the unit they would like to transfer.
<b>Application for refund</b>	Students are required to put any request for a refund of course fees in writing.
<b>Cancellation of course</b>	Should the RTO cancel a course, students are entitled to: <ul style="list-style-type: none"><li>• a full refund (or pro-rata adjusted refund),</li><li>• transfer of funds to another/future course, or</li><li>• transfer of funds to another KSA campus or affiliated college.</li></ul> In this event, students will be given their preferred option.
<b>Cancellation of apprenticeship or traineeship</b>	Students enrolled in an apprenticeship or traineeship will receive a refund for training paid for in advance but not received at the time training ceases.
<b>Students on payment plans</b>	Students who undertake BKP studies on a signed payment plan come under the same refund policy as above. They are liable for transfer fees, and should they drop out of the course without proper procedures prior to completion, will be liable for the full course fees.

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**Information to Clients** KSA will include information about mutual recognition in the information given to clients.

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## Refund Policy

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**Introduction** This policy is included in the pre course student handbook and the student handbook.

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**Entitlement to refund** Students may be entitled to a refund of course fees depending on when the application for withdrawal is received.

Where an application is received ...	Students will receive ...
More than one month prior to the commencement of the course	A refund of the full cost of the course.
More than ten working days prior to the first day of the course	A refund of the full cost of the course, minus an administration fee of \$100.

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**Transfer to another course** A student may change enrolment to another course delivered concurrently with the original enrolled course or to the original enrolled course offered at a later date. The request for the change must be made in writing and must be received at least ten working days prior to the commencement of the original enrolled course. The fees paid minus an administration fee of \$100 can be transferred to the new course. A second administration fee of \$100 will be charged if transfer takes place within ten working days of the first day of the course.

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**Substitution** An organisation sponsoring training may substitute suitable personnel at any time.

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**Withdrawal after commencement of training** Once training has commenced for the course, no refund is available to students who leave before the completion of the course. Students who have certified medical reasons or personal hardship may apply to KSA for special consideration. If application is accepted, KSA will consider refunding a portion of the course fee in relation to those components of training that have not been started by the student, minus an administration fee of \$100.

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## Code of Practice

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**Introduction** As a Registered Training Organisation, Kinesiology Schools Australia (KSA) has agreed to operate within the Principles and Standards of the Australian Recognition Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

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**Legislative Requirements** KSA will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Vocational Placement Standards will be met at all times.

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**Access and Equity** All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

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**Quality Management Focus** KSA has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff and employers for incorporation into future programs.

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**Client Service** We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

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**Quality focus** Our quality focus includes a Recognition of Prior Learning (RPL) Policy, a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

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**Trainee information** Our trainee information will ensure that all fees and charges are known to trainees before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

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## Code of Practice, Continued

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<b>External Audit</b>	KSA has agreed to participate in monitoring and audit processes required by the Training Recognition Council. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.
<b>Internal Audit</b>	KSA will establish internal monitoring and review processes that regularly evaluate and adjust products and services to meet client expectations.
<b>Management and Administration</b>	KSA has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. KSA has adequate insurance policies.
<b>Marketing and Advertising</b>	KSA markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.
<b>Learning and assessment</b>	KSA will provide flexible learning and assessment procedures which take into account the learning styles and preferences of participants.
<b>Training and Assessment Standards</b>	KSA has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of trainees.
<b>Insurance of Qualifications</b>	KSA will ensure that qualifications and Statements of Attainment are issued in accordance with the requirements of the AQF Guidelines and the specific qualification requirements of the relevant endorsed training packages and accredited courses.

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## Language, Literacy and Numeracy

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<b>Introduction</b>	Kinesiology Schools Australia (KSA) will ensure that in developing, adapting or delivering training and assessment products and services, language, literacy and numeracy (LL&N) requirements develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses.
<b>LL&amp;N pre-testing</b>	KSA will seek clarification from any potential participants as to whether they have any LL&N problems prior to enrolling them in any training program. Language skills will be assessed based on the participants completion of a short paragraph on the enrolment form.
<b>LL&amp;N problems post enrolment</b>	Where participants are enrolled and are subsequently identified as having LL&N problems, KSA will refer them to outside agencies such as TAFE.

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## Recognition of Qualifications Issued by Other RTOs

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<b>Introduction</b>	Kinesiology Schools Australia (KSA) will recognise the AQF qualifications and Statements of Attainment issued by any other RTO. Kinesiology Schools Australia (KSA) does not RPL (recognition of prior learning) non ICPKP kinesiology units.
<b>Application</b>	A student applying for direct credit transfer is required to submit the original (or certified true copy) of the qualification/Statement of Attainment plus an academic transcript, and any other relevant information to KSA.
<b>Assessment</b>	The appointed assessor for that student will review the documents and confirm their authenticity by contacting the relevant RTO. The assessor will grant direct credit transfer if appropriate
<b>Records</b>	The assessor is required to document that credit has been given to a participant on the basis of certificates issued by other RTOs and note this on the relevant student's records. A copy of the assessor's document plus the certificates is to be placed on the relevant course and student file.

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## Complaints Procedure, Continued

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<b>CAC consideration</b>	A summary of the complaints received and the actions taken is to be presented and discussed at the CAC meetings.
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## Recognition of Prior Learning

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<b>Introduction</b>	Participants attending Kinesiology Schools Australia (KSA) courses will be given the opportunity to apply for recognition of prior learning anytime <b>prior</b> to the course.
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<b>Portfolio of evidence</b>	Participants are required to prepare a portfolio of evidence that addresses the performance criteria of the competency standard for which they are seeking recognition.
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<b>Assistance</b>	A formal briefing is provided to all RPL candidates to explain acceptable evidence, how the Portfolio works and the process in submitting for assessment. KSA staff are available to advise and assist with the preparation of the portfolio of evidence on request.
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<b>Submission</b>	Candidates should contact their local KSA office to arrange collection of Portfolios and set interview dates.
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<b>Assessment Tool</b>	The assessment tool used for RPL is available through KSA.
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<b>Fee</b>	A fee will be charged for the assessment.
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<b>Appeals</b>	Should the participant be dissatisfied with the RPL determination, they may appeal. See “Grievance and Appeals Procedures”.
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## Code of Practice, Continued

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<b>Grievance/ Appeal Mechanism</b>	KSA will ensure that grievances or appeals over learning or assessment outcomes are dealt with fairly and with high regard to the trainees level of understanding and needs.
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<b>International Students</b>	KSA will be bound to the Commonwealth Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991.
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<b>Sanctions</b>	KSA will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.
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### Student Concerns Person:

Effie Mitrofanis

P.O.Box 96

Caringbah NSW 1495

Phone: (02) 9540 2930

Email: [photini@bigpond.com](mailto:photini@bigpond.com)

## Access and Equity

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<b>Preamble</b>	<p>Kinesiology Schools Australia (KSA) will meet the needs of individuals, and the community as a whole through the integration of access and equity guidelines. The organisation will:</p> <ul style="list-style-type: none"><li>• ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.</li><li>• increase opportunities for people to participate in the vocational education and training system, and in associated decisions which affect their lives.</li><li>• implement customer oriented conservation programmes and target the specific needs of market segments in enhancing the economic development of the organisation.</li></ul>
<b>Introduction</b>	<p>Access and equity means ensuring that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training. KSA will maintain a policy of non-discrimination in accordance with the Anti-Discrimination Act 1991 (amended 2002) towards all students.</p>
<b>Recruitment and training</b>	<p>All aspects of recruitment and training will be governed by merit, competence, suitability and where applicable, qualifications and will not be influenced by sex, age, race, colour, religion, national origin or disability.</p>
<b>Procedures</b>	<p>KSA will:</p> <ul style="list-style-type: none"><li>• Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups.</li><li>• Ensure access and equity issues are considered during curriculum development.</li><li>• Provide access to staff development to assist trainers/teachers who deliver courses to under-represented groups.</li></ul>
<b>Staff responsibilities</b>	<p>All staff, consultants and clients of KSA are responsible for implementing the above procedures and for reporting those who do not.</p>

## Complaints Procedure

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<b>Introduction</b>	<p>Any participant is able to lodge a complaint in relation to the education and training services provided by Kinesiology Schools Australia (KSA).</p>
<b>Telephone complaints</b>	<p>Complaints may be made over the telephone or in person. Staff should attempt to address these problems on the spot. If this is not possible, the complainant should be asked to submit their complaint in writing.</p>
<b>Complaint in writing</b>	<p>Participants are required to submit their complaint in writing after an attempt has been made to deal with the complaint over the telephone or in person. A copy of the letter of complaint is to be filed on the relevant participant's file.</p>
<b>Complaints Log Book</b>	<p>All written complaints are to be logged in the Complaints Log Book. The log should include the following information:</p> <ul style="list-style-type: none"><li>• Date received</li><li>• Brief description of complaint</li><li>• Staff member actioning</li><li>• Date of response, solution or referral</li><li>• Brief description of response, solution or referral (ie how the complaint was solved and or the action taken)</li></ul> <p>A copy of the letter of complaint should also be filed at the back of the book.</p> <p>Note: Problems solved over the telephone or in person need only to be noted and placed in the student file an/or course file.</p>
<b>Quick reference</b>	<p>For cross-referencing purposes, a one-line description of the complaint will be recorded at the front of the folder under "Quick Reference".</p>
<b>Timeframes</b>	<p>Receipt of the complaint is to be acknowledged within 24 hours. A response, solution or referral is to be completed within 5 working days.</p>
<b>Response in writing</b>	<p>The complainant should be given a written statement of the outcomes, including the reasons for the decision.</p> <p><i>Continued on next page</i></p>

## Appeals Against Assessment Procedures

<b>Introduction</b>	Any participant is able to appeal against any unfair treatment or assessment.
<b>Complaint in writing</b>	Where a participant is not satisfied with the treatment or assessment provided, they are required to put their complaint in writing Kinesiology Schools Australia (KSA) within 1 week of the incident and to provide examples where possible. If the complaint is in relation to an assessment result, the participant should submit a copy of the marked assessment plus a copy of their original submission.
<b>Appeal period for results</b>	The KSA appeal period for results is 5 working days from the return of the assessment item to the participant.
<b>Re Assessment</b>	KSA will arrange for the assessment to be marked by a second assessor. The CEO (or their representative) will then review the two assessments results and make a determination.
<b>Grievance panel</b>	<p>If the complainant is still not satisfied, then KSA will set up a grievance panel, made up of a minimum of two people who are external to the organization from the following areas to review the assessment:</p> <ul style="list-style-type: none"> <li>• VET consultants and</li> <li>• Industry representatives.</li> </ul>
<b>Advice in writing</b>	KSA will advise the participant of the determination in writing.
<b>Time frame</b>	KSA will ensure that the re-assessment and determination occur within 2 weeks of the lodgment of appeals letter.
<b>Records</b>	KSA will maintain a log of all appeals received and the outcomes.

## Assessment

<b>Format</b>	<p>Each unit:</p> <ul style="list-style-type: none"> <li>• Has a Student Assessment Journal which students are required to complete as part of their assessment. The SAJ contains questions in a variety of formats including short answer, label the diagram, fill in the blanks and so on.</li> <li>• At the completion of each unit students also sit a 10 written assessment which is approximately 10-20 minutes in duration unit via the ICPKP internet site (<a href="http://www.icpkp.com">www.icpkp.com</a>).</li> </ul> <p>Upon completion of all units and assessment items:</p> <ul style="list-style-type: none"> <li>• Students sit a 3 hour final practical and oral assessment at the college.</li> <li>• Students also sit a 50 question written assessment which is approximately 1-1.5 hours in duration via the ICPKP internet site (<a href="http://www.icpkp.com">www.icpkp.com</a>). The 50 questions are randomly selected from the 10 units of study. Results for the web-based assessments are generated immediately.</li> </ul>
<b>Marking</b>	All assessments will be conducted by a qualified assessor (usually the course facilitator). The assessor will complete an assessment summary (Record of Assessment) sheet for each assignment. Kinesiology Schools Australia (KSA) will maintain a copy of the sheet, returning the original to the student. All assignments will be returned to students within a 4 week period.
<b>Deadline</b>	All assessment activities are to be handed in by the due date to the local KSA office.
<b>Extension</b>	Special extensions may be granted under exceptional circumstances. All requests for extension should be made in writing and should be negotiated with the relevant course facilitator.
<b>Not yet competent</b>	Where a student is deemed Not Yet Competent, a copy of their assignment will be maintained by KSA for a minimum of 2 years, together with a copy of their subsequent assignment when they are deemed competent, (where applicable). Such records will be shredded after 2 years and an electronic copy of the results will be kept for 30 years.

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## Assessment, Continued

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**Resits** One resit is allowed for all assessments at no extra cost. KSA staff may be available to provide extra tuition prior to the second assessment or students may be referred to an appropriately qualified tutor. It should be noted that there may be a cost associated with the extra tuition.

Where a participant does not demonstrate competency on the second occasion, they can nominate:

- to attend a subsequent course or
- to be retested again.

In both cases, the participant may be charged a fee.

Please note students are able to resit the internet based written assessments as many times as needed at no extra cost.

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**Assessor records** Assessors are expected to maintain their own records of student assignments, the assessments made and the assessor comments. As a minimum, assessors are expected to keep a copy of each student's Record of Assessment sheet. Where a student is deemed not yet competent for an assignment, a copy of the assignment and the assessor's comments are the maintained by the assessor for a period of two years. After this time, the assignment may be shredded.

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**Team of assessors** Where assessments are conducted by a team of assessors, it is the responsibility of KSA Local Directors, over seen by the CEO or an external source to:

- Develop guidelines for the conduct of the assessment
  - Prescribe the standard and criteria for successful completion of each assessment.
  - Monitor and review the comments and feedback provided to ensure that they is appropriate on a regular basis (as a minimum, annually).
  - Monitor and review the assessments made to ensure that they are valid and reliable on a regular basis (as a minimum, annually).
  - Maintain a record of the checks made of the assessments.
  - Implement remedial action where required.
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## Grievance Procedures

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**Introduction** A grievance is a real or imagined cause for complaint. Any participant who has a grievance in relation to the training provided by Kinesiology Schools Australia (KSA) should use the following procedure.

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**Complaint in writing** Where a participant is not satisfied with the treatment provided, they are required to put their complaint in writing to KSA within 1 week of the incident and to provide examples where possible.

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**Grievance panel** KSA will set up a grievance panel, made up of a minimum of two people who are external to the organization from the following areas:

- VET consultants and
  - Industry representatives.
- 

**Procedure** The Grievance panel will meet to review the issue, to negotiate with the participant and to make its determination. The participant will be given the opportunity to formally present his or her case to the Grievance panel.

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**Advice in writing** The person with the grievance will be given a written statement of the outcomes, including the reasons for the decision.

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**Time frame** The grievance panel will meet, make its determination provide written advice within 1 month of the lodgment of grievance letter.

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**Records** KSA will maintain a log of all grievances received and the determination of the Grievance panel.

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## Client Support

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**Introduction** It is Kinesiology Schools Australia (KSA)'s policy that students will be given the opportunity to seek physical and emotional support when and if they require it and that the organisation will be prompt to provide this support. This support will be provided by the administration staff and/or the course presentors as appropriate.

**Form of support** The client support will take the following forms:

- a. Regular Contact by Course Presenter. It is the responsibility of the course presenter to make contact with all students during the training and the on-the-job component. Where appropriate, details of all telephone calls should be logged (ie date and time of call, current progress of student, follow up action required and timeline) and placed on the student's file.
- b. Non-Submission of Assignment Tasks. Students are responsible to submit their student assessment journal (SAJ) by the due date set by the instructor. Any delayed submission will incur a \$10 fee. The student is required to submit the SAJ within 3 months. Extensions need to be applied for in writing. Where appropriate, details of the telephone call should be logged (ie date and time of call, current progress of student, follow up action required and timeline) and placed on the student's file.
- c. Student Request. Students may request assistance by telephone, email or in writing. When a student telephones KSA seeking support, the call should be logged (ie date and time of call, program enrolled in, brief description of problem, student number, contact details and times available) then directed to the appropriate person. In the case of a telephone call or an email, a response should be sent to the student within 24 hours. In the case of a written request, a response should be sent within 48 hours. Where the relevant staff member will be away and unable to return the call within the times specified, the student should be contacted and advised when their request will be actioned. Where appropriate, a note should be made for the student's file, detailing the problem, the action taken and the staff member responsible.

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**External Support** Should KSA not be in a position to provide the support required by a participant, the organization will make every endeavor to identify an external source of such support and to advise the participant. It will be the responsibility of the participant to contact the external source and to make arrangements for the provision of the support.

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## Assessment, Continued

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**Single assessor** Where a program only has one assessor, then KSA should arrange for an independent assessor to monitor and review the comments and feedback made by the former to ensure that they is appropriate and that assessments made to ensure that they are valid and reliable. This should be done on a regular basis (as a minimum, annually). The single program assessor is still responsible to:

- Develop guidelines for the conduct of the assessment.
- Prescribe the standard and criteria for successful completion of each assessment.
- Maintain a record of the checks made of the assessments.
- Implement remedial action where required.

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**Appeals** Where a student is dissatisfied with an assessment made, they may lodge an appeal. Refer to KSA Appeals Policy.

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## Disciplinary Procedures

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**Aim** Kinesiology Schools Australia (KSA) disciplinary procedures are designed to:

- Promote fairness and order in the treatment of course participants.
  - Assist the organisation to operate effectively.
  - Set the standards of conduct during training.
  - Ensure that standards are adhered to.
  - Provide a fair method of dealing with alleged failures to observe them.
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**Disciplinary action** Disciplinary action will be taken in the cases of:

- Persistent unsatisfactory performance or misconduct
  - Gross misconduct.
  - Smoking or consumption of illegal substances on the premises
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**Persistent unsatisfactory performance or misconduct** A participant with persistent unsatisfactory performance or misconduct will be issued two verbal warnings. They will also be provided training or counseling, where appropriate. If the required improvement is not achieved within a given period, a written warning will be issued. Further action thereafter is at the discretion of KSA.

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**Gross Misconduct** Gross misconduct includes theft, fraud, assault and willful damage to property. The matter of gross misconduct will be referred immediately to the CEO or relevant local Director who will investigate the matter. KSA has the right to suspend a participant during the investigation. Where misconduct has been proved, KSA remove the participant without notice from the course.

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**Right of reply** A course participant has a right to:

- state his or her case at any stage of the disciplinary proceedings and
  - be represented.
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**Course fees** Participants who are removed from a training course for unsatisfactory behaviour will not be entitled to a refund of course fees.

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**Documentation of process** KSA is to ensure that the discipline process is progressively documented. The participant should be asked to acknowledge in writing that they have received the verbal warnings and/or the written warnings.

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## Disciplinary Procedures, Continued

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**Content of warning letter** The warning letter should include:

- The name of the participant
  - Date of issue
  - Details of the persistent unsatisfactory performance or misconduct
  - Requirements to improve
  - Details of any training or counseling to be provided
  - Date/time by which improvement must be achieved.
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**Return of course material** Participants will be permitted to keep any training material that they have been given during their attendance of the course.

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