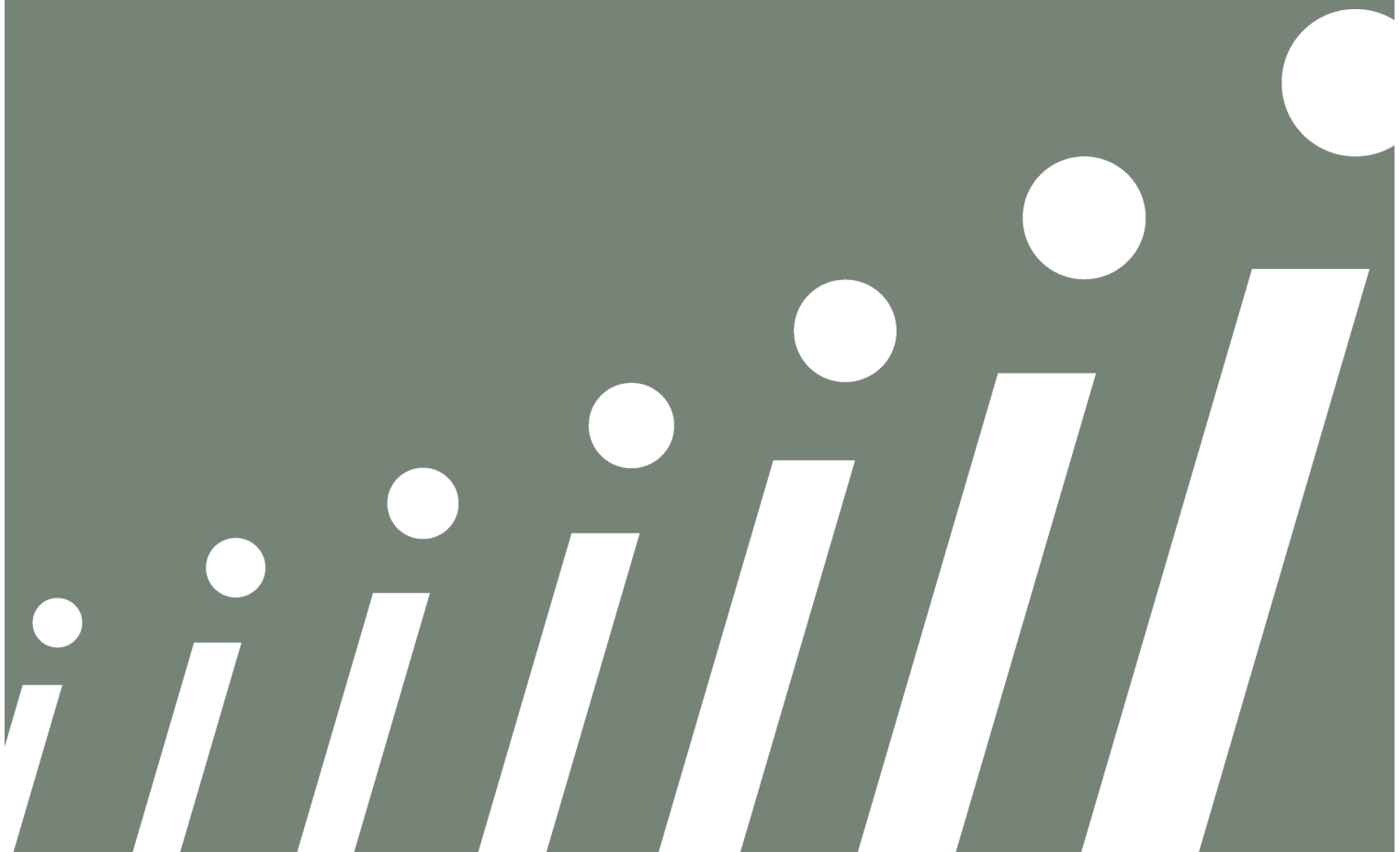


PILATES iTC

STUDENT HANDBOOK



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POLICIES AND EXPECTATIONS

1.0 OVERVIEW

The Student Handbook defines Pilates International Training Centre's (Pilates ITC/PILATES ITC) educational policies, it also outlines what you can expect from our training organisation and equally, what is expected of you as a Student.

If you do not understand any provision within the Handbook, or have any questions relating to your enrolment, please contact Student Administration directly:

T: +61 8 9330 4570

E: administration@pilatesitc.edu.au

HQ: 9A 248 Leach Highway, Myaree, Western Australia 6154

2.0 EDUCATIONAL PRODUCTS

Pilates ITC delivers the following educational Courses and Professional Instruction Pathways:

ADVANCED DIPLOMA OF THE PILATES METHOD (10839NAT)

The Advanced Diploma of the Pilates Method (10839NAT) is a nationally accredited, Australian Qualifications Framework (AQF) Level 6 Qualification, the equivalent of an Associate's Degree with a recognised health industry outcome of Pilates Practitioner. It's the next step: a specialised Pilates education. This is the highest-level Pilates qualification in the world and follows on from the Diploma of Professional Pilates Instruction (10838NAT). Unlock the power of the Method to work for complex conditions, at-risk clients and elite-level conditioning. Advance your understanding of the science of human movement including musculoskeletal rehabilitation, and challenge your personal mastery.

[Learn more.](#)

DIPLOMA OF PROFESSIONAL PILATES INSTRUCTION (10838NAT)

The Diploma of Professional Pilates Instruction (10838NAT) is a nationally accredited, Australian Qualifications Framework (AQF) Level 5 qualification with a professional and internationally recognised outcome. It's the complete Pilates toolbox. Students at this level gain skills in the science of human movement and the application of the Pilates Method in group class, and using the full complement of Pilates apparatus in a Studio setting. Understand its systems, tools and fundamental principles and learn how to apply this responsively to and with a broad scope of applications from low-risk special conditions like pregnancy, through to rehabilitation and elite-level conditioning.

[Learn more.](#)

PROFESSIONAL STUDIO INSTRUCTION PATHWAY

The Professional Studio Instruction Pathway draws 11 recognised units of competency from the nationally accredited and internationally recognised, Diploma of Professional Pilates Instruction (10838NAT) equipping Graduates with a Statement of Attainment. Graduates at this level hone their skills in the science of human movement and the application of the Pilates Method in group class, *and* using the full complement of Pilates apparatus in a Studio setting. Learn how to use the Method responsively and with a broad scope of treatment applications, from low-risk special conditions like pregnancy through to rehabilitation and elite-level conditioning.

coming soon.

PROFESSIONAL MATWORK AND REFORMER INSTRUCTION PATHWAY

The Professional Matwork and Reformer Instruction Pathway draws nine recognised units of competency from the nationally accredited and internationally recognised, Diploma of Professional Pilates Instruction (10838NAT) equipping Graduates with a Statement of Attainment. Unlock the power of Pilates for groups: learn about Matwork and Reformer systems, tools and fundamental principles, and then how to apply this to develop and deliver a balanced, flowing and functional experience clients (and employers) love. Because this Pathway draws two of the core components from the Diploma qualification (Matwork and Reformer) it is often a springboard from which Students articulate into the full qualification (adding Studio and special conditions).

[Learn more.](#)

PROFESSIONAL REFORMER INSTRUCTION PATHWAY

The Professional Reformer Instruction Pathway draws three recognised units of competency from the nationally accredited and internationally recognised Diploma of Professional Pilates Instruction (10838NAT) equipping Graduates with a Statement of Attainment. Unlock the power of Reformer Pilates for groups: learn about Pilates systems, tools and fundamental principles, Reformer repertoire, and then how to apply this to develop and deliver a balanced, flowing and functional experience clients (and employers) love. Because this Pathway draws a core component from the Diploma qualification (Reformer) it is often a springboard from which Students articulate into the full qualification (adding Studio and special conditions).

coming soon.

PROFESSIONAL MATWORK INSTRUCTION PATHWAY

The Professional Matwork Instruction Pathway draws six recognised units of competency from the nationally accredited and internationally recognised Diploma of Professional Pilates Instruction (10838NAT) equipping Graduates with a Statement of Attainment. Master the Matwork and unlock the power of the Method for groups. You'll learn about Pilates systems, tools and fundamental principles and then how to apply this responsively to deliver a balanced, flowing and functional experience clients (and employers!) love. This Pathway draws key components from the beginning of the Diploma and strategically positions Students to add on Reformer, or the full qualification: Studio and special conditions.

[Learn more.](#)

ANATOMY AND PHYSIOLOGY SHORT COURSE

Equip yourself with a sound understanding of the human body so you can navigate the Diploma or Instruction Pathways with confidence. Anatomy and Physiology is a non-accredited, short course (online) that you can complete anywhere and start *any time!* This is not a pre-requisite course, but it is a recommended add-on if you have limited experience with-, or need a refresher on- basic anatomy and physiology. Anyone can do this course. You can complete it before you make a start with us, or work away at it alongside your studies: the choice is yours!

[Learn more.](#)

CONTINUING EDUCATION (CE)

Pilates ITC facilitates Continuing Education events across the country as hosted by Educators and peers in our network of affiliated Studios. Our team works hard to recruit the brightest Pilates- and multidisciplinary- minds and movers from around the world and bring them to our shores for you. Commitment to Continuing Education (CE) as life-long learning is a fundamental cultural commitment we share with our Student, Graduate and Educator family.

[Learn more.](#)

3.0 CODE OF PRACTICE

The Code of Practice sets out guidelines for the ethical conduct as a registered provider of nationally recognised training.

CONFIDENTIALITY

Pilates ITC maintains the highest degree of integrity in all our interactions with prospective, current and past students in terms of normal commercial confidentiality, and the protection of personal information received in the course of providing education and business services. We expect our Students, suppliers, and representatives, including sub-contractors and affiliates, to model the same values.

ETHICS

Our professional conduct prioritises honesty and honour, and we expect our Students and Pilates ITC representatives, including sub-contractors and affiliates, to model the same behaviour and values. Our operations, advice, assistance and methods communicated via our education products are ethically considered and seek to protect and enhance of the moral position of our Students and representatives.

In carrying out their duties and responsibilities we are accountable and accept responsibility to adhere to high standards of service for our Students, perform our duties with integrity and objectivity; be fair and candid; avoid conflicts of interest; maintain confidentiality in our duties; and strive to improve Student outcomes based on training, industry needs and standards.

DUTY OF CARE

Our business operations, actions and advice conforms to relevant Australian State and Territory laws and actively avoid causing harm or encroaching on the human rights of people within our organisation, in our training/Student community, local community, and the broader Australian community and environment.

INTELLECTUAL PROPERTY AND MORAL RIGHTS

Pilates ITC retains the moral rights in- and ownership of- all intellectual property that we create in the preparation, implementation and delivery of our educational products and services. In return, we acknowledge and respect the moral and intellectual copyright vested in our Students' and representatives' intellectual property.

QUALITY ASSURANCE

Pilates ITC invests in compliance, review and quality improvement to maintain only the highest standard of education and professional outcomes. This is a practical requirement of our RTO *and* a key tenet of our business culture.

PROFESSIONAL CONDUCT

Pilates ITC adopts and implements policies and management practices that maintain high professional standards and objectivity in the delivery of education products, assessment and training services to safeguard the educational interests and welfare of our Students. All courses are conducted within parameters appropriate to ASQA guidelines and or industry best practice. We conduct internal reviews at least annually to ensure maintenance of all regulations and national regulation standards within VET and continually strive for excellence in our services and products.

EQUALITY AND DISCRIMINATION

Pilates ITC and our representatives promote and support learning environments that are conducive- and accessible- to the learning needs of the diverse needs of our Students. We always strive to be fair and objective, and are never influenced in our decisions, actions or recommendations by characteristics such as gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy,

political convictions, physical disability or intellectual impairment.

We seek to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment to enable all Students to understand the education program in which they are enrolled/wishing to enrol to their full potential.

4.0 PILATES ITC STAFF AND FACULTY: QUALIFICATION AND EXPERIENCE

Included below is a complete list Pilates ITC Staff, and their role in the organisation:

Frances Cahill	Chief Executive Office (CEO).
Suzanne Newby	Managing Director.
Bree Dassler	Administration and Compliance Manager.
Katie Tate	Brand Manager and Business Development.
Chloe Nichols	Student Administration Assistant.
Carly Wise	Public Relations, Marketing and Communications.

PILATES ITC EDUCATORS:

All Pilates ITC Educators are qualified at Diploma of Professional Pilates Instruction (10838NAT) level as minimum; with many holding an Advanced Diploma of the Pilates Method (10839NAT) and other complementary qualifications or specialities drawn from backgrounds including: dance, physical therapy, athletic performance and elite conditioning. All Educators must also hold a Certificate IV in Training and Assessment to ensure quality and consistency in assessment and learning outcomes, in line with course accreditation requirements.

TRAINING AND ASSESSMENT.

Updated: July 2020.

[Learn more about Our Team.](#)

Suzanne Newby (WA)	Andrew Aroustian (NSW)
Frances Cahill (WA)	Victoria Becka (NSW)
Jessica Romano (WA)	Sonia Crisafulli (NSW)
Maryann Taraborrelli (WA)	Alisha Porter (NSW)
Lora Rainey (WA)	Dianne Hawkins (NSW/ACT)
Rachel Dekuyer (WA)	Anita Thompson (QLD)
Shannon Langley (WA)	Catherine Neal (QLD)
Natalie Southwell (ACT)	Leanne Graham (QLD)
Jeni Williams (ACT)	Joshua Minden (WA/VIC)

5.0 ENROLMENT

5.1 APPLICATION/ENROLMENT REQUIREMENT

Pre-requisites and minimum requirements for enrolment into undergraduate-level Courses and Professional Instruction Pathways include:

- Attainment of HSC or equivalent.
- Pre-course interview if deemed necessary.
- English language literacy and numeracy.

5.2 ENROLMENT PROCESS

Pilates ITC provide prospective Students with resources outlining key enrolment considerations, including but not limited to: course fees, additional costs, course requirements such as assessment, and Recognition of Prior Learning (RPL) prior to enrolment. This way Students are equipped with all the information they need to make an informed choice to enrol in their Course or Pathway of choice.

Information provided will:

- Refer to all applicable Courses/Instruction Pathways by accurate code and title.
- Outline current, accredited information on the Courses/Instruction Pathways under consideration.
- Accurate outline the duration of training and the assessment requirements.
- Specify modes of delivery and delivery locations.
- Accurate representation of fees and charges.
- Specify entry requirements into the course.
- Provide information specific to student contributions and responsibilities.
- Outline if any training/assessment is to be conducted under third party/sub-contracting arrangements.

The Student Handbook, which is provided to students prior to enrolment, provides further information around the nature of the guarantee offered by Pilates ITC, should it not be able to deliver the training, and also how to lodge a formal complaint and appeal. The RTO will advise all current- and potential Students of any changes to the services offered by the RTO, for example Course Reaccreditation changes, where they impact Students directly.

5.2.1 UNIQUE STUDENT IDENTIFIER (USI)

Effective from 1 January, 2015; in order to enrol with Pilates ITC, Students are required to obtain a Unique Student Identifier. The USI is a 10-digit reference number that creates a secure online record of your recognised training and qualifications completed in Australia.

Application can be completed on the [Australian Government Department of Industry, USI Website](#).

Pilates ITC Administration can assist Students in this process where needed; and requires the Student's consent to obtain a USI on their behalf. Please contact Administration directly via email for assistance: administration@pilatesitc.edu.au.

All USI presented to the RTO are checked for validity; and Pilates ITC reserves the right to decline to issue Certificates or Statements of Attainment to Students without a valid USI - unless an exemption applies under the Student Identifiers Act 2014, in which instance, students will be informed of the exemption and any conditions which apply. Pilates ITC Staff are required to abide by legislation and guidelines which host and support the implementation of the USI within the VET sector. We appoint an Administration Assistant to administrate record keeping for Student USIs as part of this enrolment process.

Student USI's are keep confidential and secure at all times.

5.2.2 ENROLLING WITH VETTRAK

Once a Student has reviewed and understood the information pertaining to their chosen Course or Pathway of study, they may then complete enrolment online from the [Pilates ITC website](#) using the Student Management System: VETtrak. Students will be prompted to complete their enrolment and pay the deposit (\$600 minimum) in the secure VETtrak portal.

From here, Students are required to complete and enter an online Induction process, including submission of supporting documentation: identification, special needs forms, learning requirements and Ezidebit (third party debit service) payment forms, before they can access digital resources via the Pilates ITC Learning Management System and commence studies.

The RTO also reserves the right to require Students to complete a standard Language Literacy and Numeracy (LLN) Test, assessed on a case by case basis, to help identify any need for referral or additional learning support.

When induction has been received in VETtrak, the Student will gain access to their online portal where they can manage their enrolment, review their Contact and Assessment schedules, and learning resources. Any hard copy learning resources and your Pilates ITC Student t-

shirt are only dispatched by post, in selected States and Territories, when online induction has been completed and received by Administration. Resources and enrolment management is the Student's responsibility from this point; any lost materials may incur a replacement fee.

Only when the Administration is satisfied there are no queries or requirements outstanding on your enrolment will your course commence. If you require assistance during the enrolment process, please contact our Administration team via email on administration@pilatesitc.edu.au or call (08) 9330 4570.

5.2.3 RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an application-based process that seeks to recognise a Student's existing qualifications, skills and industry experience regardless of where and when the learning occurred. If you have completed Pilates Instructor training with another education body, or have another formal movement- or science-based qualification(s) from Australia or overseas you may be eligible for Recognition of Prior Learning (RPL). RPL can be applied to credit your existing experience against complete accredited Pilates ITC units to expedite your course completion (and save you money in the process); OR to honour your experience in non-accredited Pilates courses, and set you up to formalise your existing qualification.

Application for RPL must be submitted before enrolment and the commencement of training. RPL cannot be applied retroactively once a Student has commenced studies with Pilates ITC.

RPL requires the applicant (prospective Student) to compile and submit a portfolio of evidence demonstrating the relevance and timeliness of prior learning (formal and informal) against the Diploma units of competency. Fees apply and are calculated according to the units assessed.

Applicants are required to complete a RPL Kit where you'll be asked to evidence current qualifications, skills and work experience as a Pilates Instructor, movement- or allied health practitioner against industry standards. This Kit helps us to map out gaps in knowledge or skill that require training so you can complete meet competency in your chosen qualification with Pilates ITC. It is important to note where the RPL process identifies gaps in skills, knowledge and experience against required unit competency, the applicant will be recommended "gap training" which comes at additional cost.

- Answer written questions.
- Provide testimonials from former or current employers.
- Demonstrate practical skills through video submission(s).
- Provide WHS documentation.
- Provide evidence of professional development.
- Provide class programs or samples of work experience.

PROCEDURE

- Applicants request RPL via email to Administration: administration@pilatesitc.edu.au.
- Applicants will be asked to complete and submit an RPL Application Form.
- The scope of RPL process will be defined and appropriate fee schedule will be issued to Applicant.
- Applicant will be issued with an RPL Kit. The Kit may ask you to:
 - Answer written questions.
 - Provide testimonials from former or current employers.
 - Demonstrate practical skills through video submission(s).
 - Provide WHS documentation.
 - Provide evidence of professional development.
 - Provide class programs or samples of work experience.
- The Kit should be submitted as per requirements and returned promptly to Pilates ITC Administration.
- The Assessor will evaluate the submission. If a student presents an AQF qualification or Statement of Attainment to the Assessor from another RTO, the Assessor will require a copy and verify authenticity.
- The RPL assessment will be discussed with the Applicant; and both will sign off on the outcome.

- This information will be entered into the Learner Management System (LMS).
- Successful candidates will be issued with a Qualification or Statement of Attainment where applicable.
- Unsuccessful candidates will be issued feedback with options to provide further evidence. A "Gap Analysis" will be conducted in this regard, and where possible, the RTO will provide the Applicant with a selection of options to address missing evidence. This may be in the form of assessments, questions/interview, workbook activities and Work Placement activities.

All applicants have a right to formally appeal the RPL outcome through a Pilates ITC Appeals process. All information is handled according to Pilates ITC Privacy and Confidentiality guidelines.

5.2.4 NATIONAL MUTUAL RECOGNITION AND CREDIT TRANSFER

National Mutual Recognition is the process whereby a Registered Training Organisation (RTO) agrees to recognise the AQF qualifications and Statements of Attainment issued by any other Australian registered educational institution - whether it be VET, Higher Education or secondary - or the Unique Student Identifier Registrar, and provide credit as applicable.

Pilates ITC follows the principles of National Mutual Recognition in this regard. The RTO will verify the certification supplied with each application that it receives. Should an Applicant wish to have their qualifications reviewed in order to obtain credit, the steps below must be followed. There is no charge for a Credit Transfer application.

PROCEDURE

- Applicant request/trigger process with Pilates ITC Administration.
- Should the decision be made to progress Credit Transfer, a Direct Credit Transfer Application Form will be issued to the Applicant.
- Original Certificates and Statements of Attainment to be witnessed by the Assessor; copies are made. The Applicant may also wish to provide certified copies and the Assessor will verify authenticity of the documents provided.
- Information will be forwarded to RTO Administration for input into the Learner Management System (LMS).
- The Applicant may be granted exemption from aspects of the training as deemed appropriate by this assessment process.

5.2.5 VARIATION TO TRAINING SCHEDULE

Should a Student require a variation or alteration to the training and Assessment schedule set at enrolment, for any reason, this must be formally lodged and documented including detail surrounding the request for the change, with Administration and via the VETtrak online portal.

The RTO Chief Executive Officer and the relevant Administrator are responsible for ensuring that any changes still meet the requirements of the qualification and relevant Course or Professional Instruction Pathway, and that the quality of the training and assessment provided will not be negatively impacted.

The Student, relevant Administrator and Pilates ITC's Chief Executive Officer are required to sign off on the amendment and the document is to be lodged in the Student's VETtrak account. The Chief Executive Officer retains the sole right to approve or decline requests for amendments to a Student's training schedule.

Students have the right to appeal decisions which involve a request being declined and may follow the formal Complaints and Grievances procedure in this regard.

5.2.6 TRANSITION OF EDUCATION/TRAINING PRODUCTS

As part of RTO compliance, Pilates ITC Students are enrolled in the latest version available of Courses and Professional Instruction Pathways. Pilates ITC takes responsibility for and duty to manage the transition of Students from older to newer versions of the accredited qualifications and statements of attainment delivered. In all instances, the Standards for Registered Training Organisations 2015 will be referred to, as well as any complementary guidelines from the Registering Body.

As a minimum, the RTO will ensure that no learner commences training and assessment in an education product that has been removed or deleted from the National Register.

PROCEDURE:

- Compliance Administrator and Management are registered for alerts from Training.gov.au for updates on training packages relevant to the RTO's scope of registration. Staff will also register for alerts from the relevant [Industry Skills Council](#) (or its successor).
- Where minor changes to a Course or Professional Instruction Pathway ("training package") have been made, the necessary amendments will be incorporated into the RTO's delivery and assessment operations and recorded on the *Continuous Improvement Register*.
- A communication will be sent to Pilates ITC staff outlining the changes and how they affect operations.
- Where an entire qualification/accredited course or Unit of Competency been superseded or deleted, Compliance Administrator and Management will complete a *Transition to New Training Checklist*.
- Roles and responsibilities for assisting in the transition will be delegated by the RTO Chief Executive Officer. This is to be recorded on the Checklist for continual monitoring of progress at staff meetings.
- All changes are to be recorded in the RTO's *Continuous Improvement Register*.

6.0 FEES

Pilates ITC advises Students prior to enrolment of the fees applicable to the training and/or assessment to be undertaken, as well as:

- The RTO's cancellation and refund policy.
- The nature of the RTO's guarantee should it not be able to deliver the training outlined in the agreement with the Student.

Payment plans will be developed so Students understand their financial obligations to the RTO and may budget accordingly.

6.1 FEES COLLECTED IN ADVANCE

As a Registered Training Organisation, Pilates ITC is required to implement a process or strategy to ensure fees collected in advance from students are suitably protected. We meet this requirement by accepting no more than \$1,500 upfront from each Student, which is the stipulated threshold prepaid fee amount (refer to Standard 7.3 of the Standards for Registered Training Organisations 2015). This principle does not apply when the fees of a learner are paid by a third party, for example, the Student's employer.

Deposit payment arrangements require Students to pay the deposit at the point of enrolment on the RTO's LMS, VETtrak. If government funded candidates transfer to another RTO then fees collected are subject to applicable state, territory or national legislation governing such arrangements.

Students who fail to pay the deposit will not be enrolled.

6.2 PAYMENT OPTIONS

There are two payment structures associated with each Course or Pathway:

- Standard payment structure: a deposit (eg: \$600) followed by withdrawal of a specified amount on a specified schedule for a specified number of months.
- Private Tuition structure: at a rate set by Pilates ITC with the fee schedule to be determined by the Students' contact requirements.

Please note that Course and Pathway "total costs" do not include the purchase of Self-Mastery classes as a compulsory requirement for the Competency. These fees are determined by your preferred [Instructor Training Studio](#) or [Work Placement Studio](#), however, group classes and Studio sessions are affordably priced to be accessible to Students. Pricing is set at the Studio's discretion; Pilates ITC cannot dictate our Affiliates' costing for Students.

6.3 FEE SCHEDULE

COURSE/PATHWAY	TOTAL COST	PAYMENT STRUCTURE
ADVANCED DIPLOMA OF THE PILATES METHOD	\$4,800	\$600 deposit then \$700 per month for six (6) months. Student finance is available through Study Loans .
DIPLOMA OF PROFESSIONAL PILATES INSTRUCTION	\$7,200	\$600 deposit then \$1100 per month for six (6) months. Student finance is available through Study Loans .
PROFESSIONAL MATWORK AND REFORMER INSTRUCTION PATHWAY	\$4,500	\$600 deposit then \$975 per month for four (4) months. Student finance is available through Study Loans .
PROFESSIONAL REFORMER INSTRUCTION PATHWAY	\$2100	\$600 deposit then \$500 per month for four (3) months. Student finance is available through Study Loans .
PROFESSIONAL MATWORK INSTRUCTION PATHWAY	\$2,900	\$600 deposit then \$575 per month for four (4) months. Student finance is available through Study Loans .
PROFESSIONAL STUDIO INSTRUCTION PATHWAY	\$3300	\$600 deposit then \$675 per month for four (4) months. Student finance is available through Study Loans .
PROFESSIONAL REFORMER AND STUDIO PATHWAY	\$4900	\$600 deposit then \$1075 per month for four (4) months. Student finance is available through Study Loans .
SELF-MASTERY	Group classes and Private/Semi-Private Studio sessions set at the discretion of the Instructor Training Studio or Work Placement Studio. Most providers apply affordable rates for Pilates ITC Students.	
TEACHING CLINICS (OPTIONAL)	\$75 in-person \$30 digital	Added to the Student's course schedule at their discretion. Registration available on the Pilates ITC TC page.
ADMINISTRATIVE FEES	Determined according to Administrative requirement. (See below)	
RPL	Determined according to scope of requirement/assessment.	

INCIDENTAL COSTS	COST
Recognition of Prior Learning	Price on application.
Application for Extension of single assessment (2 weeks)	\$60
Application for Deferment	\$150
Late assessment submission (without approved extension)	\$75
Re-sit of Assessment and Exam (after second attempt)	\$100
New Assessment Schedule (this applies for extension applications for two or more assessment due dates, after commencement)	\$150
Application to transfer to contact sessions from another course intake	Pre arrangement prior to contact day \$100 Post missed contact day \$150 for any amount of contact dates transfer
Transfer of enrolment	\$300
Application for rescheduling date and time of written assessment (exam)	\$50
Application for issuance of Statement of Attainment prior to completion of Diploma of Professional Pilates Instruction 10838NAT	\$150

Re-print and issue of Certificate or Statement of Attainment	\$50 (+ postage if required)
Withdrawal after commencement	\$300
Withdrawal prior to commencement	\$100
Private tuition (in the event of missed contact sessions)	\$150/hr
Re-attendance for any contact session	\$150 per session
Ezidebit transaction	Please refer to your ezidebit form sent through after enrolment
Failed course fees instalment payment	\$25.00 per failed transaction
Additional Student uniform top	\$35
Teachin Clinic registration (non compulsory)	\$75 each teaching clinic
In the event of a missed assessment contact day, application for video practical assessment instead	\$150

6.3.1 COOLING OFF PERIOD AND CONSUMER PROTECTION

Pilates ITC provides Students with the best possible services and products. Under the consumer protection laws Students have 10 business days to reconsider enrolment, during this time you may cancel the enrolment without penalty. This is called the 'cooling-off' period.

6.3.2 CONCESSIONS

Some Students enrolled in government funded training may be eligible for further Concessions on course fees. Where further concessions are available, the RTO will review and implement any requirements applicable under state, territory or national legislation governing such arrangements.

6.3.3 FINANCIAL HARDSHIP

Students enrolled with Pilates ITC may apply for special consideration with regard to fee payment structures if they are experiencing financial hardship. Financial hardship is defined by as:

Where a student is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Students may apply for an amendment to their payment schedule due to financial hardship via a Financial Hardship form that can be requested from Administration. This form should ideally be completed prior to enrolment with Pilates ITC, or in the event of unforeseen circumstances, during enrolment.

In making application, the Student should include the reason(s) behind their hardship. This may include, but is not limited to:

- Receipt of pension/government support.
- Single career status.
- Dependents living with you.
- Unexpected medical or other health issues, especially if likely to be prolonged.
- Young person who is refused school entry.
- Young person (under 25) living independently (with no parental support).
- Homelessness.
- Long term unemployment.
- Recent loss of job, and enrolment at Pilates ITC for purposes of retraining.
- Career change required due to reduced physical capacity.

Each case is assessed individually and all decisions made are at the sole discretion of the RTO Chief Executive Officer, Frances Cahill.

The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for students experiencing financial hardship. It is expected that students will agree to and adhere to the payment plans provided to them.

The Financial Hardship Application Procedure is as follows:

1. Applicant contacts Pilates ITC and expresses an interest in a Course offered.
2. Applicant requests Financial Hardship Form from RTO Administration.
3. Completed form to be returned to RTO Administration.
4. Application to be considered within five (5) working days.
5. Outcome of Application sent to Applicant in writing (may also include verbal confirmation over the phone).
6. Applicant to decide whether to proceed with enrolment.
7. If decision made to proceed with enrolment, normal enrolment process follows.

Should a Student be in a situation where they are experiencing financial hardship mid-enrolment, the same procedure will apply from step 2.

6.4 REFUND POLICY

A Student may make an application for a refund for consideration by Pilates ITC. Requests for refunds need to be made in writing via email, and submitted to the RTO Administration: administration@pilatesitc.edu.au. Refund Forms will thereby be issued otherwise, they are available for download from the LMS (VETtrak).

If the request is made prior to the commencement of training, then a full refund is applicable, minus the withdrawal prior to commencement fee of \$300.

If a Student withdraws prior to the training completion for reasons other than those related to occurrences beyond their control (see Compassionate/Compelling Refund), then Pilates ITC will offer up to a maximum of 30% refund for parts of the training not yet completed or undertaken.

When fees have been paid/will be paid by an employer and the candidate leaves that place of employment, no credit will be available to either the candidate or the employer. Fees paid for a particular individual's training is non-transferable.

Please note that all refunds will be at the discretion of the Chief Executive Officer, Frances Cahill. "Course Delivery" attended, resources and text books provided, administration and deferment costs and fees incurred, will be deducted from the total refund amount provided.

6.4.1 COMPASSIONATE/COMPELLING REFUND

Partial refunds will only be considered if Students withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for partial refunds must be lodged in writing within two (2) weeks of the withdrawal date. Pilates ITC will refund up to 30% of the fees to successful applicants. Please note that all refunds will be at the discretion of the Chief Executive Officer, Frances Cahill. Course Delivery sessions attended, resources and text books provided, administration and deferment costs and fees incurred, will be deducted from the total refund amount provided.

6.4.2 EXTENSIONS

Students seeking extra time to complete an assignment may apply for an extension by submitting a Variation to Training Schedule form; available upon request from Administration or via download on the LMS (VETtrak). All applications for individual assessments will be charged at a rate of \$60 per application. Upon receipt of the Variation to Training Schedule form, an invoice will be issued for the fee and payment is required within seven (7) days from the date of invoice.

The standard extension period granted is two (2) weeks. Extension requests for a period longer than two weeks may be considered at the discretion of Pilates ITC, and further fees may apply. We reserve the right to refuse an extension in its absolute discretion.

6.4.2.1 NEW INDIVIDUAL ASSESSMENT SCHEDULE

Where a Student requests an extension of time for two or more assessments (in one application and after commencement), a new Individual Assessment Schedule will be required. The fee for a new Individual Assessment Schedule is \$150.

6.4.2.2 DEFERRMENT

Students seeking to defer their studies must do so by submitting a Variation to Training Schedule form. Students must state their intention to defer prior to the commencement of training or within two (2) weeks following the commencement of training. Requests made after this time may be granted at the discretion of Pilates ITC. Deferments will only be granted for a period/periods accumulating to a total of 12 months. A \$150 administration fee per deferment application will apply.

Students are given a maximum of two (2) years from date of course commencement to complete any course pathway with no deferment available beyond this time. Upon receipt of the Variation to Training Schedule form, an invoice will be issued for the fee. Payment is required within seven (7) days from date of invoice. The deferment will be granted only once payment has been received. Prior to the deferment period ending, Pilates ITC will contact the Student to confirm their intention to resume studies. Once confirmed a new Individual Assessment Schedule will be issued. Should the student indicate that they do not wish to resume their studies at that time a new application will be required.

If Pilates ITC does not receive a response from the student within 72 hours, it will automatically be assumed that the student does not intend to continue with their training and they will be withdrawn from the course.

6.5 WITHDRAWAL

Students who wish to withdraw prior to the training commencing, are required to submit a Withdrawal Form. A \$300 administration fee will apply. Students that decide to withdraw after the training has commenced, are required to submit a Withdrawal Form, and a \$300 administration fee will apply.

6.6 OTHER FEES AND CHARGES

Incidental fees and charges are listed on Pilates ITC Fee Schedule. Items on this list include, but are not limited to, fees pertaining to the late submission of an assessment without an approved extension, rescheduling the date and time of a written assessment, replacement of lost certificates and fees associated with multiple re-assessments, Teaching Clinics (optional) and Self-Mastery (compulsory).

6.7 CANCELLATIONS OR POSTPONEMENT

Should unforeseen circumstances occur, for example a global pandemic (COVID-19), that impact commencement Course Delivery or in-person aspects of a Course or Pathway, Pilates ITC will advise all Students at the earliest possible convenience, at least three (3) working days prior to scheduled commencement date.

Where possible, Course Delivery, Assessment and Teaching Clinics will be rescheduled, or adapted for accessibility (eg: digital). If Students are unable to attend alternative arrangements, they may defer their studies or apply for a refund, procedure outlined above.

Where Pilates ITC is forced to pause delivery, we will endeavour to transfer cohorts into another enrolment, reschedule or refund any fees collected for phases of study not yet completed.

In the event that Pilates ITC ceases to operate, it will transfer, within 20 working days, all records to the Registering Body and ensure all participants have received a copy of their records. The RTO will issue any outstanding Qualifications and or Statement of Attainments to Students prior to ceasing to operate, and obtain permission in writing from all Students prior to handing over any of their records to another provider.

6.8 TRANSFERRING ENROLMENT

This situation can arise when a Student requests a change to their enrolment after their training has commenced. This is applicable in one of the following situations: a Student is enrolled in one Course or Pathway and wants to add on, or reduce the study commitment.

For example: they are enrolled in the Diploma and wish to transfer to the Professional Matwork or Professional Matwork and Reformer Instruction Pathway. Alternatively, are enrolled in Professional Matwork, or Professional Matwork and Reformer Instruction Pathway and wish to enrol in the Diploma.

A student is required to request and submit a Transfer of Enrolment form. The fee to execute either of these two options is \$300 and involves:

- Transition of resources.
- Issue of a new Individual Assessment Schedule.
- Cancellation of the current enrolment.
- Processing of the new enrolment, including a new payment agreement schedule.

Once the transfer of enrolment form has been approved, an invoice will be issued for the \$300 fee. Payment is required within seven (7) days from the date of invoice. During the approval process a review of fees paid to date will be undertaken and the remaining fees applicable will be determined. See the Course and Pathway Fee Schedule in the Student Handbook.

Pilates ITC will review this schedule from time to time, and information will be regularly updated here. Pilates ITC reserves the right to introduce or increase appropriate fees and charges, and to amend the procedures as required.

7. 0 ACCESS AND EQUITY

Pilates ITC believes every individual, regardless of personal history, present circumstances or any other factor that can commonly be considered as inhibiting to self-development, should be provided the opportunity to improve their life through further education. Pilates ITC embraces multiculturalism and diversity, and is proud to contribute high-quality education to Australia.

What do the terms "Access" and "Equity" mean?

Access refers to the ability to enter training.

Measures that improve access might include making it easier to physically access a training venue; exploring digital or remote learning opportunities for those who cannot physically access learning opportunities, or ensuring that selection criteria does not discriminate against Students.

Equity in this context means equality of access to, and potentially equal outcomes from, training regardless of the individual's circumstances, background and identity.

Access and equity is addressed internally in Pilates ITC Faculty and Staff induction, meetings and professional development activities. It is also addressed in Pilates ITC's Code of Practice.

The Code of Practice can be accessed here by Students and Pilates ITC Staff at any time.

Pilates ITC rejects discrimination against persons on the grounds of:

- Gender.
- Age.
- Marital status.
- Pregnancy.
- Family responsibility or family status.
- Race.
- Religious or political conviction.
- Impairment.

People seeking to enrol with Pilates ITC will be assessed via the same channels and processes regardless of their background, circumstances or eligibility for funding.

7.1 STUDENT SUPPORT SERVICES

Pilates ITC supports Students through their study by means including but not limited to:

- Modified assessment schedules.
- Access to additional time with Educators.
- Access to guidance counselling where available.

Upon enrolment, all students will be required to complete a Special Needs Form. Prior to the commencement of training, all participants will have the opportunity to discuss any specific learning support with their Educators or Administration. Students will be asked during their welcome to the course to raise any access and equity issues with Pilates ITC Educators or Administration.

Further steps are listed below:

1. Students may be asked to complete a short Learning Literacy and Numeracy (LLN) Test to identify any potential areas of difficulty that they may have, or any skill gaps that may need to be addressed.
2. Information received from this test will be analysed by Administration. Students identified as needing assistance will be contacted. Privacy and Confidentiality will be discussed with the student.
3. Administrators will discuss with participants at the commencement of each training session or course, the topic of Access and Equity. Pilates ITC will request that any outstanding Special Needs forms be submitted to the Administration Department of the RTO.
4. Any unresolved queries relating to access/equity issues will be referred to the Chief Executive Officer if they cannot be resolved by the Administrator.
5. The Chief Executive Officer will then contact the participant to discuss their access/equity issue and make appropriate arrangements which may include notifying the training venue, arranging a meeting with the participant and the Administrator, arranging extra assistance or external assistance as required.
6. File notes will be made of the action taken in each case where access/equity assistance is required and the outcome recorded for the participant.

Access and Equity is accommodated at all levels of operations at Pilates ITC. In addition to eliminating potential discrimination, Pilates ITC also takes a very firm stance on Sexual Harassment and Workplace Bullying. Pilates ITC follows guidelines set out by Fair Work Australia and WorkCover on these issues.

Should harassment in any form occur in the workplace, Pilates ITC will endeavour to end the situation as soon as possible, the following steps will then be taken:

- The Student who is felt to be discriminated against is advised to confide in a trusted mentor or friend about the situation.
- The Student is encouraged to discuss the situation with their immediate Educator or Administrator. If either of these is in fact the person involved in the harassment or discriminatory behaviour, the Student is to seek the next line of management and discuss the situation at hand.
- An investigation will be completed by the nominated manager and a resolution sought in which all parties can agree. All notes and documents associated with the incident will be kept under the strictest confidence.
- A schedule will be put in place to monitor the situation and wellbeing of the affected Student.
- Where no resolution can be determined by the nominated Manager, the Chief Executive Officer will become involved.
- A review of the information provided will be undertaken and further investigation completed as required. A resolution will be sought in which all parties can agree. All notes and documents associated with the incident will be kept under the strictest confidence.
- Where appropriate, disciplinary action, up to and including termination of employment will be considered.
- Where it has been found that a Student's personal and human rights have been severely impacted, Pilates ITC will endeavour to support that Student in seeking external resolution and compensation as they choose.
- If at any point, the victimised Student feels that their needs in this regard are not being suitably catered for by Pilates ITC, they will be directed to seek support from external authorities that govern fair work practice in Australia.

If you have any questions or concerns about Access and Equity, please get in touch with Student Administration directly [via email](mailto:administration@pilatesitc.edu.au) or call (08) 9330 4570.

8.0 PRIVACY AND CONFIDENTIALITY

Pilates ITC complies with the requirements of the Privacy Act 1988, including in particular, the 13 Australian Privacy Principles (APPs) that fall under this Act. As a Registered Training Organisation, Pilates ITC is required to report on data it obtains from Students to State/Territory and or Federal Government agencies for reasons such as research, statistical analysis and the generation of performance reports for RTOs so they may gain a better understanding of their standing with other RTOs in relation to customer satisfaction.

Information RTOs are required to share includes the courses and subjects in which students are enrolled, their age and gender, details of where they were born and went to school. The data collected by the RTO must conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS). Following AVETMISS guidelines allows for there to be a benchmark in vocational education and training (VET) measurement that in turn provides a more accurate and defined picture of what is happening in the sector.

It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. Pilates ITC collects this information from Students through the VETtrak Student Management Software, and via the Sales Process through leads/enquiries. Information about a Student, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the Student's written permission and that of their parent or guardian if the Student is under 18 years of age.

Where a Student/guardian consents to disclosure of information, they will be requested to complete the Permission to Disclose Information Form, which provides specific information around what is to be disclosed and to whom. A copy of the completed form will be kept in their VETtrak record. Student records are kept in secure facilities at Pilates ITC Head Office with access restricted to only key RTO personnel. All RTO personnel are required to sign a Confidentiality Declaration upon being appointed by the company.

Student assessment records are retained in a secure location for a period of 30 years in accordance with current Federal and State legislation, before being destroyed. Students are encouraged to keep the RTO abreast of changes to their personal circumstances so that information held on file is accurate and the most recent available.

8.1 STUDENT ACCESS TO INFORMATION

Pilates ITC can provide Students with copies of information held about them upon request. Please provide adequate notice (at least one week) in this regard.

INFORMATION REQUEST PROCESS:

- Student to complete a *Request for Information* Form available in the VETtrak portal or upon request via email to administration@pilatesitc.edu.au.
- Completed form to be submitted to RTO Administration.
- Allow one week for processing.
- RTO to contact Student when information is ready for collection.
- Administration to sign off that information has been collected.

8.2 PROVISION OF QUALITY TRAINING AND ASSESSMENT

Pilates ITC is committed to providing training that meets the needs of its Students as well as the wider industries in which it operates. As a minimum, Training and Assessment Strategies are developed for each qualification, Course or Unit of Competency according to the RTO's scope of registration.

These strategies are developed in consultation with industry and will be subject to annual review.

The following procedure is to be implemented:

- Learning and Assessment Strategy in need of review identified by the Chief Executive Officer.
- Strategy to be revised to ensure it reflects current delivery and assessment practice of the RTO.
- Industry Consultation Questionnaire template to be sent out to chosen industry partners with revised Learning and Assessment Strategy.
- Industry Consultation Questionnaire to be retrieved and reviewed. Further follow up with industry partners to be conducted as required.
- Where possible, recommendations and feedback from consultation with industry partners is to be incorporated within the Learning and Assessment Strategy of the RTO.
- Industry Consultation Questionnaires to be files appropriately.
- Industry Consultation Register to be updated with activities undertaken.

Other methods to be used to ensure that industry is being effectively engaged include:

- Inviting industry partners to attend and participate in meetings being held by the RTO as part of its Continuous Improvement Schedule.
- Negotiating with industry partners to allow Trainers/Assessors working for Pilates ITC to have access to work sites and gain exposure to current industry practice.
- Inviting guest speakers of applicable industries to give talks/presentations to students when possible.
- Attending industry networking events as part of the RTO's overall Professional Development agenda.

Training and Assessment Strategies reflect the requirements of the relevant Course or Pathway and will identify target groups. The strategies will contain information on Pilates ITC Staff, facilities, equipment, training and assessment materials. All of these areas may be subject to review and improvement following engagement with industry and any recommendations it puts forward.

9.0 STAFF

Pilates ITC utilises the services of both training contractors and full-time Educators to provide training and assessment in accordance with its scope of registration. Administrative Staff are employed to provide support to the training and assessment Faculty and Management to ensure compliance with the Standards for Registered Training Organisations 2015. All Educators are required to undertake regular Professional Development and Continuing Education (CE).

10.0 FACILITIES

Pilates ITC provides high-quality Pilates Studio facilities to host training and assessment. Facilities used will be either under the direct ownership of Pilates ITC or access under a long-term lease agreement as an Instructor Training Studio (affiliate). These facilities are required to be fitted with the relevant technology and apparatus that can facilitate a comfortable and supportive learning experience.

Where appropriate and agreed to, Pilates ITC will use facilities provided by Students' employers for the purpose of training and assessment. In all instances a *Site Capacity Checklist* will be completed to ensure that the premises provide a suitable platform for the delivering of training and that it is able to meet the requirements as outlined by all the relevant qualification packaging rules.

11.0 EQUIPMENT

Equipment and machinery (Pilates apparatus) are deployed in training and assessment. Wherever possible, Students understand the equipment as per the workplace requirements; and at all times understand standard operating procedures to ensure safety is maintained. It is the intent of Pilates ITC to invite industry representatives to participate in an annual review of industry-related equipment and infrastructure. Availability of apparatus is considered in the development of training plans and assessment activities.

11.1 TRAINING AND ASSESSMENT MATERIALS

Pilates ITC researches, designs, develops and implements training plans, courses and assessment materials. Where it is not possible to develop material in-house, Pilates ITC will purchase the materials from a reputable, aligned supplier. All material purchased for use in

Pilates ITC services to the public will be vetted by Pilates ITC Educators (appropriately qualified) or a Consultant to ensure training package standards and industry requirements are being met. Our Staff and Educators (Faculty) have access to all associated resources for the design and implementation of training and assessment.

12.0 ASSESSMENT

In developing the assessment procedure, including RPL, for each Course and Professional Instruction Pathway, Pilates ITC will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course.
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).
- Suitable pre-assessment procedures are in place to prepare student for assessment.
- Formal assessment complies with the principles assessment (i.e. assessment is valid, reliable, flexible and fair).
- Formal assessment complies the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence.
- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to students.
- Assessment complies with access and equity guidelines as outlined by PTI and PILATES ITC Access and Equity Policy.
- Student's right to appeal is clearly noted.

All assessment records will be stored in accordance with the requirements of the Standards for Registered Training Organisations 2015 and Pilates ITC Record Keeping policies and procedures.

All "Contact Days", including Practical Assessments, will be video recorded for quality control and assurance. By finalising and approving your induction you thereby grant Pilates ITC permission to film you during these sessions and or activities.

12.1 PLAGIARISM

Pilates ITC does not tolerate any attempt to misappropriate, duplicate or "pass off" another person's work and or ideas as one's own. To do so is considered misconduct (plagiarism) and will result in penalties, including exclusion from the unit(s) and or termination of your enrolment. Plagiarism is taken very seriously and all Students will be expected to sign a Plagiarism Declaration prior to submitting any work for assessment.

12.2 SUBMISSION OF ASSESSMENTS

All compulsory assessments (practical, written and other formats) must be completed and submitted on the date specified in the Student's Course or Pathway schedule set at enrolment. Late submission will incur an administrative fee. Students are encouraged to adhere to the designated assessment schedule to allow Educators (Trainers and Assessors) to complete marking and issue certification on schedule. Students are required to contact Administration direct to request extension of any assessment deadlines: administration@pilatesitc.edu.au.

12.2.1 RE-ASSESSMENT AND EXAMS

If a student is unable to achieve a satisfactory outcome in two attempts at an assessment (practical or written), a "re-sit fee" of \$100 will apply to each consecutive re-sit.

13.0 ALCOHOL AND DRUG POLICY

Pilates ITC has a zero tolerance policy relating to the use of drugs and alcohol on Studio premises, or that of our affiliates, by any persons, including Staff, Educators, Students and Contractors. It is in the best interest of all parties and will contribute to ensuring Pilates ITC's compliance with all State and national legislation pertaining to such behaviour. Students suspected of being under the influence of drugs or alcohol are not permitted to attend class/training/assessment events; and Pilates ITC Staff reserve the right to ask said person to leave if they are suspected to be under the influence.

Pilates ITC values healthy habits, for life and endeavour to educate Staff and Students about the potential harm of drug and alcohol abuse.

Our policy on alcohol and drug use is stated here in the Student Handbook and is addressed in the corporate induction process. In both instances, participants are required to document (sign) their understanding to this and other Pilates ITC policies and procedures.

Pilates ITC will promote organisations known to be subject matter experts in this regard and will supply suitable reference material to Students and Staff alike.

PROCEDURE

- Any person who suspects that a Pilates ITC Staff member or Student may be intoxicated and of potential harm to fellow Students or Staff should contact the first line of authority. For students, this is their Educator. For Staff, this is their supervisor. If the first line of authority is unavailable, contact the RTO Chief Executive Officer, Frances Cahill.
- The nominated authority is to then, where safe and appropriate, escort the intoxicated individual from the premises.
- The RTO Chief Executive, Frances Cahill, is to be notified immediately after the event.
- Details of the incident and all witness accounts are to be recorded as soon as is practicable.
- In the context of the offender being a Student, Pilates ITC may request termination of this Student's enrolment and request they be transferred to an alternative provider. Where the Staff member is the offender, Pilates ITC's Chief Executive Officer will arrange a consultation between parties so that a resolution may be negotiated that is agreeable to all concerned.
- Police will be contacted where it is determined that there is severe risk of damage to any persons or property.

14.0 WORK-BASED TRAINING/WORK PLACEMENT

The term "work-based training" constitutes "work experience", "work placement" and or assessment that occurs in a workplace other than in a provider's own Studio workplace environment. For Pilates ITC this includes Work Placement Studios: affiliated Studios that are vetted and approved to host such activities.

Students are required to undertake work-based training for courses offered by Pilates ITC. The RTO will ensure that students have access to suitable and appropriate host employers as part of their training: see the [Work Placement Studio listing](#) for your State or Territory. Host Studios are selected against strict criteria and will at a minimum, include the following:

- Site visit of the premises and facility, including a general inspection.
- Interviews with business Owners/Directors.
- Signing of Memorandum of Understanding with business owners/directors interested in acting as host employers in partnership with Pilates ITC.
- Completion of a Site Capacity Checklist to ensure the facilities/premises meet the requirements of the course in question.
- Completion of ongoing risk assessment activities to ensure requirements and the conditions of the MOU are continually being met.

Students will be informed of all work-based (Work Placement) training requirements in Course materials issued at enrolment.

Upon enrolment and prior to commencing Work Placement activities, Students will be asked to familiarise themselves with the Work Placement Procedures to understand the expectations, rights and responsibilities of Students and affiliates in the workplace, and assessment in host workplaces.

Students will be required to sign a 'Work Placement Agreement' to demonstrate their understanding of and commitment to the program. Any variations to the hours required and or conditions of the Work Placement must be approved by the RTO Chief Executive Officer, and will be communicated appropriately with the Student cohort effected by said changes.

Work Placement attendance is recorded and signed off by the WP Studio Instructors and the Student in standard workplace timesheets and or a training journal. Students' progress is monitored in regular hourly assessments between the Student and Educators. Where the Student not meeting adequately progressing through the course requirement, mentoring may be offered. In the context of traineeships and apprenticeships, a formal Training Plan will be negotiated with the student, employer and Pilates ITC prior to the commencement of training. Once agreed, all parties will sign the document.

Pilates ITC does not accept assessment conducted by Work Placement providers. Assessment is reserved for Assessors (Educators) employed by Pilates ITC.

15.0 FINALISING QUALIFICATION AND STATEMENT OF ATTAINMENT

Pilates ITC maintains a high level of consistency, accuracy and integrity with regard to the issuing of nationally recognised qualifications. We only issue certificates to candidates who have successfully completed all required assessment activities and those who have been deemed Competent in particular units or entire qualifications.

- Pilates ITC will issue AQF Qualifications, Statements of Attainment and Academic Records within 30 calendar days of course completion.
- Pilates ITC will only issue Qualifications and Statements of Attainment to those who have a valid Unique Student Identifier (USI).
- All Qualifications and Statements of Attainment issued by the RTO will comply with standards outlined in the Australian Qualifications Framework (AQF) Issuance Policy.
- Qualifications will only display the logos of entities such as the AQF and NRT as outlined by the Logo Use Guideline issued by the particular authority. These guidelines are kept on Pilates ITC system for reference by the appropriate staff.
- The RTO will only issue AQF Qualifications and Statements of Attainment within its scope of registration.
- All Qualifications and Statements of Attainment will also have a Unique Corporate Identifier (UCI) that cannot be easily copied to protect against fraudulent issuance.

PROCEDURE

- Upon completion of the training, a Pilates ITC Educator (Assessor) will review the Student's work and assessments to make an overall decision on competency.
- This decision is recorded on the Student Assessment Record and will be signed by the Assessor.
- Completed Competency Assessment Records will be handed over to the RTO Administration Department for input into the nominated Learner Management System (LMS).
- RTO Administration will confirm accuracy of the Summary of Assessment sheet by confirming all assessments and outcomes thereof are present in the Student's LMS account. This will also include completing a Qualification Issuance Checklist and confirming the student has a valid USI.
- Certificates and Statements of Attainment are to be signed off by the Chief Executive Officer, Frances Cahill.
- Where a Student has completed all requirements to obtain the Qualification, the RTO Administration Department will supply a Certificate and Academic Record to the Student. Where a student has only completed a number of units, a Statement of Attainment will be issued.
- Certificates and Statements of Attainment are issued in person in some State or Territories, or via Australia Post.
- Students are required to sign an Acknowledgement of Receipt for the Certificate in question.
- Copies of Certificates, Academic Records and Statements of Attainment are kept in Students' LMS, and according to the Pilates ITC Record Keeping policy and procedure.

Where possible, the RTO will ensure the timeframe of 30 calendar days is being consistently met. Pilates ITC reserves the right to withhold Certificates and Statements of Attainment until all outstanding fees for its services have been paid in full.

15.1 APPEALS

Where a Student is not satisfied with any decision made by the RTO, including but not limited to their assessment of competency, they reserve the right appeal. Pilates ITC treats all appeal requests with equal weighting and due consideration. The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeals process. Students will be informed of the RTO's formal appeals process here, in the Student Handbook, obtained upon enrolment and accessible in the footer on the [Pilates ITC website](#).

An appeal may only be lodged within two weeks of the decision being issued. All formal appeals will be attended to within 10 working days of receipt.

PROCEDURE

- The Student must first register their concern(s) with via email to Administration: administration@pilatesitc.edu.au and in-person with their Educator (Assessor). Ideally, the matter can be satisfactorily resolved in initial discussions, requiring no further action.
- Where the concern is not satisfactorily resolved, the Student may wish to submit a formal appeal in writing with the Appeals Form: to be requested from Administration. This form needs to be completed and submitted to Administration.
- The Student may be accompanied by a representative/support person for any meetings with Pilates ITC Staff.
- Please allow 10 working days for the matter to be processed.
- Your Appeal will be reviewed and where appropriate, a date for re-assessment will be arranged.
- The Administrator responsible for Appeal applications may also implement the following:
 - Interview person(s) involved in the matter.
 - Request re-assessment by another Educator if applicable.
 - Review all documentation associated with the matter.
- The outcome of the Appeal will be communicated to the student in writing via email.
- If the Student is dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive, Frances Cahill for final review. The RTO Chief Executive will put forward a resolution within seven working days of being notified.
- Should the Student remain dissatisfied with the outcome, they will be provided the option of having their case heard by a suitable, independent body (independent to both the student and the RTO) who will review the case. This body will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.
- Principles outlined in Pilates ITC's Privacy and Confidentiality Policy are applicable at all times.
- The Student will be regularly informed of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the Student will be informed in writing with reasons for the delay.
- Records of all Appeal processes and outcomes are recorded by the RTO and saved according to the RTO's Record Keeping Policy.
- All Appeals applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of procedural improvement.

The Appellant may withdraw at any stage in the process. If the appeal is withdrawn, the matter will be deemed to be closed.

1.5.2 COMPLAINTS AND GRIEVANCES

Disputes arise when a Student is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Students and other members of the public may wish to lodge a complaint about, including but not limited to:

- The conduct of Pilates ITC, its Educators, Assessors or other Staff.
- An RTO Subcontractor, its trainers, Assessors or other Staff.
- Another Student of the RTO.

All formal complaints will be attended to within 10 working days of receipt. Complaint and Grievances forms are available upon request, and on the Learning Management System (VETtrak). The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

PROCEDURE

- The Student should first register and discuss their concerns via email with Administration: administration@pilatesitc.edu.au and in person with their Educator/Assessor, or any other Staff member they feel comfortable with. Ideally, the matter can be satisfactorily resolved with initial discussions, requiring no further action.
- Where the complaint is not satisfactorily resolved, the Student may wish to submit a formal complaint in writing with a Complaints and Grievances Form. This form needs to be submitted to Administration via email.
- The student may be accompanied by a representative/support to any meetings it holds with the RTO Staff.
- Allow 10 working days for the matter to be processed.
- During the review, the Administrator may implement some of the following:
 - Interview person(s) involved in the matter.
 - Review all associated documentation.
- The outcomes will be communicated to the Student in writing via email.

- If the Student is dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive, Frances Cahill for review. The Chief Executive will assess the situation and put forward a resolution within seven working days of being notified.
- Should the student continue to be dissatisfied with the outcome, they are provided the option of having their case heard by a suitable, independent body (independent to both the student and the RTO) who will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.
- Principles outlined in Pilates ITC's Privacy and Confidentiality Policy will be applicable at all times.
- The Student is to be informed regularly of the progress of their application. Should it appear likely that the application will take longer than 10 days to process, the Student will be informed in writing with reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by the RTO on the Complaints Register and saved according to the RTO's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of procedural improvement.

The Complainant may withdraw a grievance at any stage in the process: if so, the matter will be deemed to be closed.

15.3 STUDENT FEEDBACK

Student feedback is a very important part of the Continuous Improvement cycle. All Pilates ITC Students are required to complete an evaluation form at the end of each learning "Stage" (eg: Matwork, Reformer, Studio). These are reviewed by the RTO Chief Executive and a summary report is generated. If the report highlights any areas requiring improvement or further investigation, this will be implemented as soon as possible. Students may submit these forms anonymously.

Employers of Students will also be given an opportunity to provide feedback. Pilates ITC will also, as part of its annual reporting requirements, complete the official Learner and Employer Surveys and forward the responses to the relevant authority.

Responsibilities of the Student

- Report inability to attend training when appropriate.
- Attend any face to face assessment meetings that may be scheduled.
- Submit assessments on time.
- Read and understand all of Pilates ITC terms and conditions (as per Student Handbook and information on the [website](#)).
- Discuss any concerns with Pilates ITC Staff.
- Maintain appropriate contact with Educators/Administration/Employers.
- Demonstrate courteous and respectful behaviour when dealing with Pilates ITC Staff, other Students or relevant stakeholders.
- Read and maintain resources supplied in relation to the relevant course of training.
- Maintain awareness for Occupational Safety and Health matters.
- Exercise appropriate care for any physical property that may be in your care.

16.0 RECORD KEEPING

Pilates ITC values accurate and consistent record keeping in all aspects of operations. Record Keeping is also an integral part of the RTO's compliance obligations under the Standards for Registered Training Organisations 2015.

16.1 STUDENT INFORMATION

Records of the following, amongst other items, are secured and maintained:

- Student enrolment records.
- Student attendance records.
- Student assessment records.
- Student work.
- Student/Employer Workplace Agreements.

- Student Work Placement and learning.
- Fees paid and refunds given.
- Details of complaints and appeals.

The above records will be kept for:

- a period of two (2) years *or*
- the duration of the student's enrolment *or*
- or the duration of an Appeals application.

Whichever is the longer period.

Records of results, qualifications and Statements of Attainment for all students are stored in individual Student files and the nominated Learner Management System (LMS) VETtrak, at Pilates ITC HQ in Perth, Western Australia. These records and records of summative assessment sheets will be kept for a period of 30 years. In the event that Pilates ITC ceases to operate, it will transfer, within five (5) working days, all records to the Registering Body and ensure all participants have all received a copy of their records.

All "Contact Days", including Practical Assessments, Course Delivery and Teaching Clinics, will be video recorded for quality control and assurance. By finalising and approving your induction you thereby grant Pilates ITC permission to film you during these sessions and or activities.

16.2 COLLECTION OF INFORMATION

Personal information will not be collected unless:

1. The information is collected for a purpose directly related to Student or Staff member.
2. The collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means. Where personal information is collected for inclusion in a record or in a generally available publication Pilates ITC will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

1. The purpose for which the information is being collected.
2. If the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required.
3. With whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where Pilates ITC solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

1. The information collected is relevant to that purpose and is up to date and complete.
2. The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual.

Students are encouraged to liaise with RTO staff to ensure their details are accurate and up to date – always.

17.0 LEARNER MANAGEMENT SYSTEM (VETTRAK)

Pilates ITC has implemented the VETtrak, an RTO specialised and compliant Learner Management System (LMS) for the management of Student enrolment and learning outcomes. Nominated Administrative Staff are trained in how to record and extract data relating to Students and our training services.

Information that the LMS is able to record, amongst other things, include:

- Student demographics like age, sex, ethnicity and disability information.
- Personal details, e.g. address, phone numbers, etc.
- Course and or Pathway selection.
- Training Progress Reports.
- Assessment outcomes.

- File notes of all interactions and communications with the Students, Administrators and Educators (Assessors).
- Financial transactions: payment and refund details.
- Copies (scanned or photo) of Certificates/Qualification/Statement of Attainment issued.
- Disciplinary actions (if applicable).
- Details of complaints and appeals.

17.1 FILE NOTE POLICY

Pilates ITC implements a File Note Policy with regard to Student records and information. Any changes to a Student's enrolment or training activities will be captured using a File Note system that will include the date, a short description of the relevant item and the name of the person who actioned it. File notes will be kept against a Student's enrolment on the Learner Management System (VETtrak). Hard copy file notes may also be kept in the students hard copy file as appropriate.

17.2 ELECTRONIC BACKUP POLICY

Electronic files are kept up to date and backed up daily. The backup copy is to be kept offsite or in a fireproof and flood-proof safe.

17.3 CONTACT DETAILS

Pilates ITC will endeavour to update contact details for every Student on a six (6) monthly basis; equally, Students are asked to please notify Administration via email: administration@pilatesitc.edu.au with any changes to personal contact information.

17.4 PRIVACY

All records are dealt with in accordance with Pilates ITC Confidentiality and Privacy guidelines.

17.5 SECURE DISPOSAL OF RECORDS

Pilates ITC will dispose of all records containing sensitive information, or information about its Students or Staff members, in a secure manner. This may include leasing a locked, document disposal waste bin or other machinery as required.

17.6 STAFF RECORDS

Pilates ITC ensures Personnel Files are updated regularly with assistance of Staff. Personnel Files include items such as resumes, national qualifications and tickets, copies of performance reviews and personal contact details. No staff information is disclosed to a third party without consent from that staff member, unless required by law. Staff records will be kept for a period of five (5) years.

17.7 RECORDS OF PERFORMANCE

Pilates ITC will also maintain accurate records of activities conducted during its day-to-day operations. These records can be made available to the Registering Body upon request. Pilates ITC will keep, amongst other things, record of:

- All internal audits undertaken and their outcomes.
- All validation and moderation sessions completed.
- All risk management matters.
- Agreements in place with partner organisations.
- Documents related to financial management.
- Minutes of meetings.
- All Continuous Improvement activities and changes implemented.

Records of Performance will be kept for a period of five (5) years.

18.0 PILATES INDUSTRY ASSOCIATION

The Pilates Alliance Australasia (PAA) is the peak regulatory body for the Australasian Pilates industry. It was established as an independent body for control of quality and integrity within all approaches to the Pilates Method; and have developed course competency criteria and guidelines aimed at maintaining the highest standard of Pilates Training programs in Australasia. Students and Graduates of

Pilates ITC Courses, undergraduate and post graduate levels, and Professional Instruction Pathways may access Membership (Student level and higher) with the PAA; and our Students enjoy a discount on the annual membership rate. Get in touch with Administration: administration@pilatesitc.edu.au for our Training Organisation's discount code.

19.0 COMPLIANCE WITH STATE AND FEDERAL LEGISLATION

As a Registered Training Organisation (RTO), Pilates ITC has agreed to operate within the Standards for Registered Training Organisations 2015. The Standards for Registered Training Organisations 2015 demands compliance with Commonwealth and State legislation and all of its regulatory bodies. Pilates ITC observe laws governing:

- Vocational education and training.
- Occupational health and safety.
- Workplace harassment, victimisation and bullying.
- Equal opportunity.
- Privacy.

Other important and relevant legislation affecting Pilates ITC and associated operations includes:

- Vocational Education and Training Act 1996 (WA)
- Vocational Education and Training (Colleges) Regulations 1996 (WA)
- Vocational Education and Training (General) Regulations 1996 (WA)
- Occupational Safety and Health Act 1984 (WA)
- Workers' Compensation (Common Law Proceedings) Act 2004 (WA)
- Workers' Compensation and Injury Management (Acts of Terrorism) Act 2001 (WA)
- Workers' Compensation and Injury Management Act 1981 (WA)
- Working with Children (Criminal Record Checking) Act 2004 (WA)
- Equal Opportunity Act 1984 (WA)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Fair Work Act 2009 (Commonwealth)
- Student Identifiers Act 2014 (Commonwealth)

Staff are notified of changes to legislation where they impact upon RTO operations via staff meetings and e-mail correspondence. This information is also communicated to Students as approved by the Chief Executive Officer, and routinely updated in the Student Handbook.

Students are expected to adhere to national and state legislation, and not behave in any way that impacts on the physical or emotional wellbeing of another.

20.0 SAFETY AND CRITICAL INCIDENTS

Pilates ITC recognises its responsibilities to ensure the safety and health of its students, staff and visitors and realises its obligations under the OH&S Act with regard to its duty of care. To achieve this, Pilates ITC complies with all relevant Occupational Safety and Health legislative and statutory requirements and provide appropriate training, induction and resources to this effect, including the identification, assessment and control of hazards in the workplace.

Pilates ITC will nominate at least one staff member as the organisation's Health and Safety Representative and provide the appropriate training for this role; and will also ensure that a number of Staff are trained in the application of First Aid. The training offered by the RTO

contains a strong practical component; all OH&S laws apply in this regard. The RTO will also ensure that Emergency Procedures are posted in highly visible locations around its premises and that emergency drills are carried out at least once a year.

At Pilates ITC we believe Occupational Safety & Health is a shared responsibility, and implement a consultative approach to hazard management to ensure all Students, Pilates ITC representatives and affiliates are safe at all times. We carry out regular safety inspections of our premises to ensure a safe workplace and safe training facility, the procedure is as follows:

SAFETY INSPECTION PROCEDURE:

- Nominated Health and Safety Representative conducts an audit using the WHS Checklist.
- Where a hazard has been identified, a Risk Control Plan is to be completed.
- All documents are to be signed off by parties listed.
- Following the treatment or removal of the risk, all documents are to be filed by the RTO Administration Department.

Where an incident or injury has occurred, the following procedure is applicable:

INJURY OR INCIDENT PROCEDURE:

- Nominated Health and Safety Representative and or First Aider to attend to scene of incident and assist any injured persons - contacting Emergency Services as required.
- Outstanding hazards are to be dealt with by the nominated Health and Safety Representative using the Hierarchy of Control approach.
- Emergency contacts and or Next of Kin of the affected individual(s) to be contacted.
- Nominated witness or Health and Safety Representative to complete an Incident Log Form. All documents are to be signed off by parties listed.
- Relevant authorities to be contacted, including WorkCover, the Australian Police, Department of Immigration and Border Protection, as required.
- Pilates ITC Staff to be briefed on incident and any corrective or follow up actions/activities to be implemented going forward.
- Incident is to be recorded on the Incident Register.

Students are also informed of their responsibility to conduct themselves in a safe manner while training and or during assessment, particularly concerning heavy machinery/apparatus. Any conduct must occur according to strict, industry recognised safety standards. Pilates ITC subscribes to regular updates from the relevant authorities for Occupational Safety & Health to ensure our Students and Staff enjoy a safe learning environment, always.

21.0 PRIVACY NOTICE

Under the *Data Provision Requirements 2012*, Pilates International Training Centre is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Pilates International Training Centre for statistical, administrative, regulatory and research purposes. Pilates International Training Centre may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populate authenticated VET transcripts.
- Facilitate statistics and research relating to education, including surveys and data linkage.
- Pre-populate RTO Student enrolment forms.
- Understand how the VET market operates, for policy, workforce planning and consumer information.
- Administer VET, including program administration, regulation, monitoring and evaluation.

You may receive a Student survey administered by a government department or NCVET employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

For more information or Student Support, please contact Administration on: administration@pilatesitc.edu.au or call (08) 9330 4570. We are here to help!