

STUDENT HANDBOOK

Condition of Use

© COPYRIGHT FIRE UP Coaching Pty Ltd
 All rights reserved

This work is subject to copyright. No part of this work may be reproduced or copied in any form or by any means (graphic, electronic or mechanical, including photocopying, recording, taping or information retrieval systems) without the written permission of FIRE UP Coaching or as otherwise permitted by the operation of the law.

FIRE UP Coaching endeavours to ensure the accuracy of all information contained herein and otherwise supplied. Advice or opinions given by FIRE UP Coaching in this publication or during the course of the relevant training provided by FIRE UP Coaching, represents the best judgment of FIRE UP Coaching but (and to the extent permitted by law) FIRE UP Coaching accepts no liability for any claims or damages whether caused by its negligence (or that of any of its agents or employees) or otherwise.

The user's attention is drawn to the provisions of the Trades Practices Act (Commonwealth) 1974, as amended ("the Act"), which implies conditions and warranties into certain contracts for the supply of goods and services. Where such conditions and warranties are implied the liability of FIRE UP Coaching shall be limited, subject to the provisions of the Act, to the replacement or repair of goods, or the supply of relevant goods or services.

Document Version Control

Version	Date Created	Author	Changes Made
1	15/04/09	Leanne Shephard	New Document
1.2	18/11/10	Lynne Dryden	Update for AQTF 2010 Essential Standards and Conditions
1.3	6/2/12	Lynne Dryden	New address, partial 2011 review
1.4	15/10/13	Alana Zielinski	2013 update
1.5	12/12/14	Julie van Belkom	2014 Update - include VET Fee Help policies
1.6	11/1/19	Danielle Duncan	2019 update to remove vet fee help & update to renewed rto policies & procedures
1.7	26/10/2020	Berni Forbes	Updated logo / added RTO code Updated Cert IV Code
1.8	5/03/2021	Clarion Ilies	Updated FIRE UP website links Updated National Skills Standards Council website link Updated ACTP logo Updated to include 10.16. Service Requirements
1.9	5/07/2021	Clarion Ilies	Updated the Payment section to clearly include PCI DSS.
2.0	19/09/2023	Rebekah Fusca	Enrolment process online and LLN New vision and mission USI update Payment plan update


Authorised by Kathy McKenzie	 Director, FIRE UP Coaching
------------------------------	---

Table of Contents

Document Version Control	2
Authorised by Kathy McKenzie	2
	
Director, FIRE UP Coaching	2
1. An Introduction to FIRE UP Coaching	5
2. Quality Policy	6
3. Purpose of the Student Handbook	7
4. Fair treatment and equal opportunities policy	8
Harassment, Victimisation, Bullying	8
5. Student Selection and Enrolment	9
6. Terms and Conditions	10
Prices:	10
Payment:	10
Confirmations:	11
Cancellations and Transfers:	11
Course Cancellations:	12
Privacy:	12
7. Student Orientation	13
8. Occupational Health & Safety Policy	14
Evacuation Procedure:	14
Smoking on Premises:	15
9. Student Rights and Responsibilities	16
Student Rights	16
Student Responsibilities	16
Attendance	16
Lateness to Class	16
Training room behaviours	16
Mobile Phones	17
Headphones	17
Other responsibilities:	17
10. Code of Practice	18
10.1. Quality Management	18
10.2. Legislative Compliance	19
10.3. Quality Training and Assessment Policy	19
10.4. Assessment	20
10.5. Applying for Extensions for Assessments	20
10.6. Skills Recognition (RPL and Credit Transfer)	21
Recognition of Prior Learning (RPL)	21
Credit Transfer	22
Process for applying for RPL	22

Process for applying for Credit Transfer:	23
10.8. Access and Equity Policy	24
Harassment, Victimisation, Bullying	24
Student Support Services	25
Reasonable Adjustment	25
10.9. Financial Management	25
10.10. Record and Document Control	25
10.11. Marketing and Advertising	26
Use of Accredited Bodies' Logos	27
10.12. Issue/Reissue of Certificates	27
Issuing Qualifications and Transcripts	27
Reissuing Qualifications and Transcripts	27
10.13. Appeals	27
Grounds for Appeal	27
10.14. Complaints	28
10.15. Student Discipline	29
Service Requirements	29

1. An Introduction to FIRE UP Coaching

FIRE UP Coaching, has been providing training, facilitation and coaching services since 1998. FIRE UP Coaching leads the field when it comes to developing human potential and awareness. As a Registered Training Organisation (22458) we can offer both accredited and non-accredited programs and customise all internal training programs to the organisational needs both online and face to face.

FIRE UP's programs are consistently evaluated as highly engaging and successful in delivering significant change in both individual and organisational results. FIRE UP Coaching has a solid reputation for designing and delivering programs that make a difference both professionally and personally. We specialise in developing self-awareness, leadership, team effectiveness, engagement and enhanced communication at all levels.

Our flagship programs are our 11144NAT Diploma of Leadership Coaching and Mentoring and our 10857NAT Certificate IV in Business and Personal Coaching both of which align with the International Coach Federation (ICF) core competencies and are the most comprehensive and practical accredited coach training programs in Australia. FIREUP is also an ACTP (Accredited Coach Training Provider) with the International Coach Federation (ICF) training program.

As a leader in the field of Coach specific training we have developed our own coaching conversation model called REACH which is an integral part of all our coach training. The REACH Model has been acclaimed by many of our clients as superior to any of the previous models they were using. It is sophisticated enough to allow conversations of depth in any context, and has particularly been embraced by our health, education and emergency services organisations for its structure and effectiveness.

FIRE UP has worked on a number of large cultural transformation projects in organisations and can offer advice and expertise around the end-to-end project of implementing coaching into an organisation. We know how to develop individual and team flexibility within organisations particularly in times of rapid and unprecedented change.

Our vision is "To educate, inspire and empower current and future generations of coaches and leaders"

FIRE UP's MISSION:

Supporting coaching excellence from the beginning of the learning journey through to mastery

1. The leading provider of Coach Training through delivery of accredited courses and training programs
2. Our clients feel a strong connectedness and experience excellence in every touch point with FIREUP Coaching
3. We create transformation of individuals and organisations by creating self-awareness, advancing leadership capabilities and inspiring action.

Contact Details:

Phone:

1300 FIRE UP or 1300 347 387

Email:

info@fireupcoaching.com.au

Address:

Po Box 268
Peregian Beach
QLD 4573

Website:

<http://www.fireupcoaching.com.au/>

2. Quality Policy

FIRE UP Coaching outlines its commitment to providing quality service and products as outlined in the Quality Policy detailed below:

It is FIRE UP Coaching's policy to provide its clients with quality training and coaching programs in line with our brand promise of 'igniting the potential within'. Our aim is to provide quality (and accredited where appropriate) programs around enabling people to be inspired about their own potential and motivated to take the necessary steps to build their own self-awareness and understanding so that they will have enriched professional and personal relationships and outcomes.

To ensure FIRE UP Coaching meets its quality policy aims, FIRE UP Coaching is committed to implementing and maintaining a quality management system (QMS) consistent with the requirements of the VET Quality Framework as regulated by the Australian Skills Quality Authority. The QMS details the roles and responsibilities within FIRE UP Coaching for overseeing and implementing its components.

The purpose of the quality management system is to support FIRE UP Coaching's business so that products and services consistently and effectively meet client expectations, applicable regulatory requirements and to provide a mechanism for continual improvement. The QMS provides a framework from which personnel can make appropriate decisions whilst ensuring that minimum standards are met.

The effectiveness of any system depends on the commitment and competence of the people using it. Personnel and suppliers receive instruction in the use and requirements of the quality management system and are trained and equipped to carry out their roles competently. In addition, all personnel are encouraged to participate and contribute to improving product and service quality.

FIRE UP Coaching's commitment to providing quality training products to its clients is demonstrated through the following quality objectives:

- Engage clients, industry, service providers and staff in continually identifying ways to improve business, products and services.
- Conduct business planning activities at least annually to incorporate client/industry/staff feedback and risk management planning in the strategic planning process.
- Communicate to staff, clients and service providers the necessary information to enable their effectiveness. This includes ensuring these key stakeholders are provided easy access to the relevant components of the quality management system.
- Review the quality management system at least annually through management document reviews, internal audits and continual improvement inputs/feedback.

3. Purpose of the Student Handbook

This Student Handbook is aimed at providing you with important information that will help you to gain the most from your time with FIRE UP Coaching. It is a critical element for the delivery of our training and development programs and provides all the background information that intending training students would need to understand about how our courses are run. Essentially it outlines your responsibilities as a student and the commitment FIRE UP Coaching makes to you to ensure your experience with us is at a high-quality standard.

This handbook achieves FIRE UP Coaching's aim to make available accurate, relevant and up-to-date information to prospective students and clients covering, but not limited:

- The Code of Practice
- Terms and Conditions, including refund/credit policy (where applicable)
- Client enrolment and induction/orientation procedures
- Quality learning and assessment practices (including flexibility arrangements e.g.: for language, literacy and numeracy difficulties)
- Support and guidance services
- Skills recognition arrangements
- Appeal and Complaint procedures
- Disciplinary procedures

Additional information regarding particular course information, content, award outcomes and fees, is available on the FIRE UP website at: www.fireupcoaching.com.au and on the FIRE UP course registration brochures and students are encouraged to review these prior to registration and enrolment. FIRE UP Coaching regularly reviews all information provided to ensure its accuracy and relevance.

We encourage you to take advantage of our policy of open communication, ongoing consultation and continual improvement. Please do not hesitate to approach us with any issues, needs or concerns that you may have, and allow us to assist you to make your time with us the best it can be.

We hope that your training and development with FIRE UP Coaching is motivating, fulfilling and above all else, successful.

4. Fair treatment and equal opportunities policy

FIRE UP Coaching is committed to providing a safe learning environment that values diversity, offers equality of opportunity to all students, potential students and staff and is free from harassment and discrimination. As such FIRE UP Coaching endeavours to provide education and training that is responsive to the diverse needs of all stakeholders; through compliance with Commonwealth anti-discrimination legislation, as well as the relevant State legislation; and relevant Federal, State and Local Government bodies.

All students will be selected in an ethical and responsible manner and consistent with the requirements of the course. Students have access to clear information, prior to enrolment, about their course and the relevant associated services and procedures. FIRE UP Coaching's policy on fair treatment and equal opportunities ensures that:

- all students and potential students seeking to enrol in study with FIRE UP Coaching will be treated fairly and equally;
- training and assessment approaches and activities will cater for learner diversity, access, equity and support considerations and will ensure relevance, fairness and consistency;
- Any person who raises a complaint or grievance will be directed to use the FIRE UP Coaching Academic Matters and Non-Academic Matters Grievance Procedures;
- FIRE UP Coaching's operations, products and services are actively reviewed to ensure provision is made for access, equity, support and learner diversity; and
- FIRE UP Coaching's Director will be responsible for the implementation and maintenance of this Access and Equity policy.

FIRE UP Coaching staff are responsible to ensure that they understand and implement the fair treatment and equal opportunities policy and behave appropriately towards all stakeholders. All stakeholders should expect that:

- They are treated fairly regardless of their sex, gender identity, marital status, background, situation, etc;
- They are not harassed (made to feel intimidated, bullied, offended or humiliated) because of any of the above grounds;
- Concerns regarding discriminatory treatment or harassment are dealt with promptly, fairly and impartially; and
- Their feedback relating to a concern on any of the above grounds is suitably addressed by FIRE UP Coaching management.

Students are also expected to make sure that they respect the diversity of other people and ensure their own behaviours do not result in other students or staff feeling intimidated, bullied, offended or humiliated.

Harassment, Victimization, Bullying

FIRE UP Coaching will not tolerate any harassment, bullying or any such conduct that has the purpose or effect of interfering, with an individual work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Students and staff should be aware that differing social and cultural standards may mean that behaviour acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed should be discussed privately with the individual and if required, reported to management.

All complaints will be promptly investigated. The privacy of the person filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

5. Student Selection and Enrolment

All potential students who are interested in studying with FIRE UP Coaching are given a current brochure and can also access our website www.fireupcoaching.com.au for information on courses. The information in the brochure includes the following:

- Information about FIRE UP Coaching as a Registered Organisation (including Provider Number)
- A breakdown of the learning modules and the learning outcomes, units of competency covered, the qualification code and qualification title that is to be achieved
- Course entry requirements
- RPL and Credit Transfer availability
- Dates and tuition fees for upcoming courses
- Registration form - which includes refund, withdrawal and cancellation information.

Since 2015 students require a Unique Student Identification (USI) number. This is a mandatory component of Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment and competency issuance data. Data submitted that lacks a verified USI or an acceptable exemption code will fail an AVETMISS validation test. It is mandatory for you when you enrol in the FIREUP Coaching Learner Management System (Vasto) to supply your USI. If you do not know your number or need to create one you will need to go to the website. <https://www.usi.gov.au/> You will enter your USI upon enrolment which will then ensure that your results are automatically updated in the government register via our Learner Management System Vasto. If you have any questions your student support officer, Rebekah Fusca can be reached at the number below.

- Phoning 1300 FIRE UP or 1300 347 387
- Enrolment is now fully automated and students can either access via the website at www.fireupcoaching.com.au or will be sent a link from administration. If you have any questions you can email the contacts below.
- - email to info@fireupcoaching.com.au
 - send to: FIRE UP Coaching
Po Box 268
Peregian Beach, Qld 4573
- Upon enrolment FIRE UP Coaching will then send out a link to LLN Robot which assesses any support you will require in relation to literacy or numeracy. Upon enrolment you will be able to access the Learner Management System. Should you require help in navigating the learner management system you should contact your student support person. Your current student support person is Rebekah Fusca who can be contacted at the following email address: Rebekah.fusca@fireup.com.au. You will also receive upon receipt of your non refundable enrolment fee of \$997.00 your student resources and workbooks in hardcopy. These are also available in the LMS in soft copy. One month prior or when you enrol if it is within a month you will be emailed instructions on how to complete any profiles required for the training

Course fees are displayed on each of the respective brochures.

Please notify us at time of enrolment of any special dietary requirements or special needs if attending face to face training.

All registration and enrolment forms are kept in a secure student file with relevant details.

6. Terms and Conditions

The terms and conditions outline FIRE UP Coaching's provisions relating to its fee payment, refund, cancellation and transfer conditions.

Prices:

Public course prices are communicated via FIRE UP Coaching brochures. Corporate course fees are outlined in the proposal.

Prices are subject to change without notice however prospective students will be notified and given notice prior to any increase if possible. FIRE UP Coaching AQF accredited courses are deemed GST exempt unless otherwise specified. All invoices are in Australian dollars. Unless otherwise stated, course fee includes course training material access to the online student portal, student support, assessments and issuing of certificate.

Prices for AQTF accredited courses are inclusive of any re-sit and re-assessment fees.

Payment:

The RTO Standards of 2015 state "Where your RTO collects more than \$1500 per learner in prepaid fees, you must take action to protect the prepaid fees that exceed \$1500 for each student. If your RTO never receives more than \$1500 in prepaid fees from any student, you do not have to take further action to protect the fees of students."

FIREUP Coaching will upon enrolment collect a nonrefundable fee of \$997 via the portal or by direct deposit. You will then receive in writing a schedule that relates to your payment plan. This plan will:

- notify students of the fees they must pay and when they are due
- provide students with information about their entitlements in the event that FIREUP Coaching closes or otherwise ceases to provide services as agreed.

Payment plans will be structured generally over a 26 week period for the 11144NAT Diploma of Leadership Coaching and Mentoring and a 16 week period for the 10857NAT Certificate IV in Business and Personal Coaching. Examples are below for you to plan your payment schedule.

Course cost 11144NAT Diploma of Leadership Coaching	\$15,000.00
Course commences October 5 th 2023 completes April 24 th 2024	26 weeks
Non-refundable enrolment fee	\$997.00
Fortnightly instalments for 12 payments of \$1150.00	\$13,800.00
Final payment due on day of last webinar	\$203.00

Course cost 10857NAT Certificate IV in Business and Personal Coaching	\$10,000.00
Course commences October 5 th 2023 completes February 1st 2024	16 weeks
Non-refundable enrolment fee	\$997.00
Fortnightly instalments for 8 payments of \$1,000.00	\$8,000.00
Final payment due on day of last webinar	\$1003.00

Payment continued :

Non-accredited public and corporate programs are not subject to the same regulations and require a non-refundable 25% enrolment fee upon registration or signing of agreement with the balance due 10 days prior to commencement of the course. The enrolment fee is not refundable but may at FIRE UP Coaching's discretion, be used as a credit against future courses.

Late registration will be considered subject to availability. Registrations received within 10 days of course commencement must be accompanied by full payment.

Payment can be made via electronic funds transfer or selected credit cards. Credit card payments may incur a service fee. Payment can also be set up via Ezidebit. Ezidebit may charge a dishonour fee for dishonoured payments. Ezidebit may charge a late payment fee for late payments. Payments can also be made directly from your MYOB invoice.

FIRE UP Coaching complies with the Payment Card Industry Data Security Standard (PCI DSS).

As part of FIRE UP Coaching's Information Security for Cardholder Data, FIRE UP Coaching ensures that:

- There is an anti-virus and firewall configuration to protect cardholder data, which is constantly updated and maintained.
- System passwords are changed from the vendor-supplied defaults immediately.
- Any digitally or physically stored cardholder data is protected and restricted by FIRE UP Coaching.
- Any transmission of cardholder data across open, public networks is to be avoided, or in such cases where necessary, is encrypted.
- Strong access control measures ensure that any access to system components in relation to cardholder data is authenticated, identified, monitored, and tracked.
- Security systems and processes are regularly kept up to date.

Confirmations:

Upon receipt of registration, a written confirmation is sent. Venue details (available or when confirmed) are included in the confirmation advice. FIRE UP Coaching reserves the right to withdraw registration if payment is not received in accordance with payment terms.

Cancellations and Transfers:

All cancellations and transfer requests must be made in writing to info@fireup.com.au or as otherwise directed. The following cancellation fees and transfer conditions apply.

More than seven (7) business days prior to the course commencement:

- 25% cancellation fee applies.
- On written request any balance above the cancellation fee already paid may, at FIRE UP Coaching's discretion, be transferred to another course.
- Where the course fee has not been paid, payment will still be due.

Less than seven (7) and more than two (2) business days prior to the course commencement:

- 50% cancellation fee applies.
- On written request any balance above the cancellation fee already paid may, at FIRE UP Coaching's discretion, be transferred to another course.
- Where the course fee has not been paid, payment will still be due.

Less than two (2) business days prior to the course commencement:

- 100% cancellation fee applies.
- Where the course fee has not been paid, payment will still be due.

Non-Attendance:

- Where a student does not attend the course, the course fee will not be refunded or transferred to another course.
- Where the course fee has not been paid, payment will still be due.

Attendance Substitution:

- Where a student cannot attend a course, a request for substitution can be made in writing, at least 2 days prior to course commencement. FIRE UP Coaching will advise if substitution is approved.

For AQF accredited courses, students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency shown on the Statement of Attainment.

Course Cancellations:

FIRE UP Coaching reserves the right to cancel courses due to insufficient registrations or conditions beyond its control. Notification of any cancellation will be made as early as practical and include a full refund. Refunds will be issued as early as practicable or within 40 business days. FIRE UP Coaching will not be responsible for any travel, accommodation or other costs incurred. Email info@fireupcoaching.com.au for the refund form.

Privacy:

FIRE UP Coaching collects personal information necessary for the creation and maintenance of student records. This information may include student name, date of birth, address, postcode and contact details, attendance records, video recordings assessment results and program evaluations. By completing an enrolment form student agree to information being collected and used according to RTO reporting requirements (established under legislation). FIRE UP Coaching undertakes to observe all relevant State and Commonwealth legislative and regulatory requirements in line with the national privacy principles, and confidentiality is maintained in respect to all student information and records.

It is the responsibility of FIRE UP Coaching to ensure all personal student details are kept secure and that no unauthorised persons or organisation have access to records.

FIRE UP Coaching also collects student information to maintain and improve the quality of the Vocational Education and Training system. Enrolment and completion details may be passed on to relevant Government agencies with students' consent, or representatives thereof, and remain confidential to those agencies. Students may also be contacted to participate in surveys, essential to monitoring the quality-of-service provision. The Public Administration Act (2004), the Information Privacy Act (2000) and Privacy Act 1988 (Cth) which apply to this organisation provide protection against the misuse of student information.

7. Student Orientation

FIRE UP Coaching conducts student orientation on the first day of each course. Students should arrive at least 15 minutes for face to face training and 5 minutes for online prior to the scheduled start of the course to be checked off the attendance list to verify registration and provided with the necessary information to undergo the course.

Orientation will consist of, but not be limited to:

- Facilitator's name and background
- Information about the course content and outcomes
- Administrative requirements and contact details
- Training and assessment procedures
- Certificate to be issued
- Access and equity provisions
- Break times
- Safety and security arrangements
- Orientation of the venue
- Catering arrangements if applicable

The Facilitator is available to answer any additional questions you may have, and may touch upon information generally available online and in this handbook such as:

- Staff contact details
- Explanation of the students' right and responsibilities
- Complaints and appeals processes

8. Occupational Health & Safety Policy

FIRE UP Coaching is committed to the provision of a safe and healthy training / working environment for its students and staff. As part of that commitment, staff and students will be provided with information and training to enable them to work and learn in a safe environment.

- FIRE UP Coaching will provide and maintain safe equipment and materials
- Staff and students will be trained in the safe use, handling and storage of equipment and materials where necessary
- FIRE UP Coaching will provide adequate information regarding hazards and risks within the premises
- The Management Team will consult regularly with staff regarding the development, implementation and review of health and safety issues
- FIRE UP Coaching will ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting
- The FIRE UP Coaching General Manager is responsible for the implementation and maintenance of the OH&S Policy.

Each student is responsible for ensuring the safety and health of their environment by:

- Making themselves aware of the relevant FIRE UP Coaching OH&S policies, procedures and instructions (and those for the course venue)
- Complying with all FIRE UP Coaching and venue policies, procedures and instructions
- Taking reasonable care of themselves and others
- Co-operating with management so that employees of FIRE UP Coaching carry out their duties under the *relevant State Work Health & Safety Act*, and consider other Federal, State and Territory requirements as appropriate
- Reporting all known or observed hazards, incidents and injuries to the facilitator.

Evacuation Procedure:

Each venue will have its own evacuation procedure which will be provided to the facilitator or may be located in the training room. A general evacuation procedure is outlined below:

Upon hearing the evacuation alarm, all students must immediately move to their designated assembly area under the guidance of their facilitator; who will follow the instructions given by the Floor Wardens who are recognisable by their coloured hard hats. The building must not be re-entered until instructed to do so by emergency personnel.

If the evacuation siren sounds:

- Go to the nearest safe fire exit as directed by the Warden
- Only take personal belongings
- The facilitator will take the attendance list
- Do not use lifts or telephones
- Advise a first aid officer of any injured person as soon as possible
- The Chief Warden will send volunteers to assist children and others to the assembly areas

- Any person confined to a wheelchair should remain in a designated safe exit stairwell with a volunteer helper until emergency services/personnel arrive to transport them from the building. Students and untrained staff should not attempt to bring wheelchairs downstairs
- When outside, go to the nominated assembly area and remain in class groups
- Do not remove vehicles from venue grounds during evacuation.

Smoking on Premises:

The *No Smoking* Policy precludes anyone from smoking while on FIRE UP Coaching premises or training venues. This includes the areas immediately outside entrances and any other specified area. Offenders may face disciplinary / corrective action.

9. Student Rights and Responsibilities

Student Rights

Students have the right to:

- Be treated fairly and with respect
- Learn in a supportive and safe environment, free of discrimination and harassment
- Access to support services
- Access to their personal records upon written request
- Be given information about assessment procedures at the beginning of study
- Apply for formal recognition of relevant existing skills and knowledge
- Receive feedback on progress
- Appeal academic decisions or procedural matters
- Make a complaint and receive feedback regarding the complaint.

Student Responsibilities

FIRE UP Coaching has a number of expectations from students to maintain the integrity and quality of the courses including:

Attendance

With the modularised and concentrated nature of our courses, it is not advisable to miss any days of training. It is acknowledged that events outside student control do occur and where possible alternative arrangements will be made to catch up on material. Please refer to the facilitator who will advise on an appropriate solution.

Lateness to Class

Students are expected to arrive at their classes 15 minutes before commencement time to ensure readiness to commence and prevent disruption to others.

Training room behaviours

It is expected that there be mutual respect between students and facilitators. All students should conduct themselves in an appropriate manner.

For minor breaches of responsibilities (e.g., excessive noise, distractions, and negative behaviour) the facilitator will discuss the issues privately with the student. In the event of continued inappropriate behaviour, the facilitator may seek further advice and the student may be asked to leave. The Disciplinary Procedure (refer to Section 10.13) will be adopted to manage such cases.

For major breaches of responsibilities (e.g., violence, harassment or continual behavioural problems) the facilitator will note the issue and ask the student to leave the classroom. The facilitator may obtain witness statements. The Disciplinary Procedure will be adopted to manage such cases.

Mobile Phones

Mobile phones must be switched off or placed on silent in training rooms. Students must seek facilitator approval to leave the training room to take or make any calls during training.

Headphones

Headphones are only to be used for learning purposes.

Other responsibilities:

Students are expected to:

- Ensure that they do not adversely affect the facilitator in delivery of training and assessment, nor hinder other students' participation and learning.
- Keep the training environment safe (observe health and safety guidelines, and do not bring in illegal or dangerous substances or items).
- Respect the rights and belongings of other students.
- Respect the diversity of other people and ensure their own behaviours do not result in other students or staff feeling intimidated, humiliated or offended.
- Respect general venue requirements (e.g., no smoking, or staying within the appropriate areas of the venue etc.).
- Engage and be involved in the learning.
- Read all course information to ensure the course is appropriate for their needs and that they meet the knowledge pre-requisite requirements.
- Become familiar with any applicable course work, assessment requirements and criteria and due dates for assessments.
- Keep their workspace tidy.
- Dress appropriately and where necessary, in accordance with occupational health and safety requirements for course attendance.
- Acknowledge the intellectual property of others upon whose work they draw in the preparation of assignments and assessment tasks. Plagiarism is regarded as serious misconduct.
- Provide constructive feedback on the training and assessment received through the tools provided to enable FIRE UP Coaching to continually improve its services.

10. Code of Practice

FIRE UP Coaching's Code of Practice outlines its commitment to ensuring high quality standards in its operations and services. This Code of Practice demonstrates FIRE UP Coaching's commitment to 'practice what it preaches' by ensuring its business practices align to the Standards for NVR Registered Training Organisations and ICF requirements. Also, as a Registered Training Organisation (RTO), it demonstrates this quality through its compliance with the Australian Quality Training Framework (AQTF) standards. The Code of Practice expands on the Quality Policy by outlining FIRE UP Coaching's commitment to:

- Quality management
- Legislative compliance
- Quality training and assessment practice
- Access, equity and support provision
- Sound financial and administrative practices
- Ethical marketing and advertising
- Issuance and recognition of qualifications
- Procedures for managing appeals, complaints and disciplinary matters

The Code of Practice is as follows:

10.1. Quality Management

FIRE UP Coaching utilises a quality management system to ensure improvements and non-conformances are managed. Inputs into its quality management system can be identified by, but not limited to:

- Client feedback
- Audit processes
- Client complaints/grievances (refer to in this document)
- Industry consultation
- Training evaluations
- General identified non-conformances

FIRE UP Coaching regularly conducts and reviews these inputs according to its continual improvement process, along with identification and management of potential risks and preventative action. FIRE UP Coaching will carry out regular reviews of courses, procedures, structures and methodologies to ensure that they remain appropriate and effective. These reviews will cover such areas as but not limited to:

- Course development
- Assessment guideline structure, documentation and procedures
- Facilitator Delivery and Assessor Standards
- Recognition of Current Competency procedure
- Grievance and dispute appeals procedures
- Competency results logging and reporting processes
- Program management processes
- Communication and feedback

Outcomes of these reviews will be addressed directly by management. In this way service levels and outcomes are continually monitored, and action can be taken quickly to respond to any identified gaps.

Therefore, your feedback is very important to us and the continual improvement of our services.

10.2. Legislative Compliance

FIRE UP Coaching is subject to a variety of legislation related to training and assessment as well as general business practices. Legislation includes but is not limited to:

- Work Health & Safety Act 2012 (and relevant State legislation)
- Fair Work Act 2009
- Equal Employment Opportunity Act 1987 (and relevant State legislation)
- Equal Opportunity for Women in the Workplace Amendment Act 2012
- Vocational Education and Training Funding Amendment Act 2001
- Privacy Act 1988
- Environmental Protection Act 1994
- National VET Regulator (NVR) Act 2011
- Standards for NVR Registered Training Organisations 2012

10.3. Quality Training and Assessment Policy

FIRE UP Coaching commits to the following to ensure its training and assessment practice is provided at a high-quality standard:

- a) Provide, prior to course commencement, information about the course of study to all clients.
- b) Provide fair and equitable access to training for all potential and current clients, and provide appropriate support and/or reasonable adjustment where necessary (including language, literacy and numeracy).
- c) Ensure that current material for the course is made available to facilitators prior to course and students at time of course.
- d) Ensure that training and assessment occurs in accordance with the requirements of the course, and training package/units of competency.
- e) Designate a person or persons with relevant qualifications and experience to undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development.
- f) Ensure that all courses/qualifications are renewed prior to expiry where decision is made to continue offering.
- g) Identify, negotiate, plan and implement appropriate learning and assessment strategies to meet the diverse needs of its clients.
- h) Ensure new and existing courses are developed/reviewed in consultation with industry/enterprises.
- i) Review courses and course materials at least every three years to ensure they meet the needs of clients; reflect industry, compliance, accreditation and regulatory changes; and demonstrate continual improvement.
- j) Validate its assessment strategies by reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgments made by a range of facilitators/assessors against the same competency standards, at least annually; and documenting any action taken to improve the quality and consistency of assessment.
- k) Ensure appropriate access to staff, facilities, equipment, training and assessment materials to accommodate client numbers, client needs, delivery methods and assessment requirements.
- l) Develop and implement written procedures for the recruitment, induction, and ongoing development of each member of staff involved in training, assessment or client support; encourage and provide relevant opportunities for their professional development; and monitor their performance.
- m) Ensure each member of FIRE UP Coaching staff who is involved in training, assessment or client support is competent for the functions they perform.
- n) Ensure facilitators demonstrate vocational competencies at least to the level of those being delivered, hold a Certificate IV in Training and Assessment (TAE401110) and demonstrate industry experience that is current and relevant to the particular course they are delivering.

10.4. Assessment

FIRE UP Coaching assessments/examinations meet the endorsed components of Training Packages the requirements of ICF, and the outcomes specified in accredited courses within the scope of its registration and the ICF Accredited Coach Training Program.

FIRE UP Coaching will ensure that assessments will, regardless of whether through a training and assessment pathway or an assessment-only pathway:

- a. Comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses, and/or the ICF Assessment Principles.
- b. Are conducted by qualified assessors according to the Standards for NVR Registered Training /ICF requirements.
- c. Lead to the issuing of a Certificate or Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency and/or ICF competency.
- d. Comply with the principles of validity, reliability, fairness and flexibility.
- e. Provide for applicants to be informed of the context and purpose of the assessment and the assessment process.
- f. Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.
- g. Involve the evaluation of valid, reliable, accurate, authentic and sufficient evidence to enable judgments to be made about whether competency has been attained.
- h. Provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options.
- i. Are equitable for all persons, taking account of cultural and linguistic needs.
- j. Provide for reassessment on appeal.
- k. Are reviewed and validated regularly.

FIRE UP Coaching ensures that Skills Recognition (RPL/RCC/Credit Transfer) is offered to all applicants on enrolment. FIRE UP Coaching has a Skills Recognition process (see Section 6.5) that:

- a. Is structured to minimise the time and cost to applicants.
- b. Provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

Students are expected to acknowledge the intellectual property of others upon whose work they draw in the preparation of assignments and assessment tasks. Plagiarism is regarded as serious misconduct.

10.5. Applying for Extensions for Assessments

FIRE UP Coaching generally allows a 45-day period in which to complete post course assessments. This enables the close link between learning and demonstrated practice and ensures currency of assessment.

FIRE UP Coaching will provide on-going support to complete assessments through email reminders and 1-1 meetings to design a plan of continuation. After a period of six months, students will be required to attend Refresher Sessions (where applicable) to ensure the linkage between learning and practise and currency of assessment. This will be the cost of students. After a period of 12 months the student will be notified of requirements not met and an individual contract will be

formalised. Formal conclusion of the agreement will be at 18 months and RPL will be required to continue in the future (refer to the Assessment Process document; which can be provided upon request).

It is FIRE UP Coaching's intention to support students in relation to work and other commitments or events. Students are required to apply for an extension prior to the due date if they believe they are unable to complete the assessment by the due date.

Late lodgement of assessments including essays, assignments, and take-home tests without prior warning may not be accepted (consideration may be given to exceptional circumstances). If extension permission is granted, no more than nine months should pass between attendance on a course and the assessment submission.

Exceptional circumstances may include:

- death or serious illness of a close relative
- any issue that may arise due to you being a primary care giver
- parental leave requirements
- falling victim to a serious crime
- involvement in a serious accident
- other circumstances causing personal or emotional trauma or incapacity.

Other circumstances include:

- holiday arrangements
- work commitments
- work overload
- changing jobs
- social events.

All extension requests must provide justifiable reasons and be verifiable. Verbal requests need to followed up in writing.

N.B. FIRE UP Coaching will consider each request on an individual basis. It is recommended that you notify FIRE UP Coaching as soon as possible. Your request will be processed as quickly as possible and you will be advised in writing regarding the outcome. If an extension is granted include this written advice when submitting your assessment.

10.6. Skills Recognition (RPL and Credit Transfer)

FIRE UP Coaching is committed to providing potential and current students at enrolment with the opportunity to formally recognise their existing skills and competencies against components or full programs/courses delivered by FIRE UP Coaching. The two methods used are outlined below:

Recognition of Prior Learning (RPL)

RPL may be also be called Recognition of Current Competence (RCC). RPL involves the recognition and assessment of an individual's current skills and competencies irrespective of how or where they have been acquired (i.e.: prior study, work and life experiences, informal/non-formal learning).

Credit Transfer

Is sometimes called mutual recognition. Credit Transfer involves the recognition of an individual's achievement of relevant competency outcomes achieved with FIRE UP Coaching or another Registered Training Organisation.

FIRE UP Coaching is committed to the recognition of qualifications issued by other RTOs. The RTO Standards which can be found at www.asqa.gov.au will give you full information. They state:

“ training providers can provide credit to students for completion of prerequisites only when there is evidence in the form of:

AQF certification documentation issued by an RTO or other AQF-authorised issuing organisation, or an authenticated VET transcript issued by the Registrar.”

The student is responsible for providing suitable evidence that aligns to the applied unit of competency/ies. The accredited assessor is responsible for ensuring the critical and minimum criteria are addressed.

Recognition of skills will be recorded and Statements of Attainment and/or Qualifications will be issued to the student if successful.

Assessments will be conducted by an accredited assessor.

Process for applying for RPL

1. Applicant makes initial enquiries regarding RPL. The process is explained to the applicant for the qualification (or part thereof) they are seeking.
2. Applicant should take time to consider their eligibility for RPL. When requested, FIRE UP Coaching forwards an RPL Application Form and the RPL Kit with an invoice or arranges payment.
3. Applicant completes the RPL Kit, identifying the units of competency they would like to attain via the RPL process, explaining the context of their claim, listing and collating evidence to support their application. The applicant can call FIRE UP Coaching for further information if required.

The evidence must relate to the competency and address all aspects. At least two types of evidence must be provided for each competency and one piece of evidence may demonstrate competency for more than one competency standard.

Types of evidence may include:

- applicant's self-assessment
- certificates, diplomas, statement of attendance or results from relevant courses of study
- references, letters, statements from employers or associates
- documents or outcomes relating to work projects
- supervisor's or manager's reports

The assessor must be satisfied that the evidence submitted is valid and sufficient and addresses all aspects of the competency standard/s.

4. Applicant sends in completed kit and forms with payment. Retain a copy of the completed kit as it may prove helpful in the future.

An initial check is made of the applicant's kit. They may need to be contacted for further clarification, additional verified documents and missing information. Applicant's information is inserted on the Course Record Register.

5. The application is forwarded to an appropriate assessor.
6. Assessor assesses the applicant's RPL Kit and may interview applicant by phone if necessary or ask additional questions via email.

The aim of this stage of the RPL process is for the assessor to determine, through a systematic review of the evidence, whether the applicant has successfully provided valid and sufficient evidence against the relevant competencies.

Assessment is the process of reviewing evidence and making judgements on competence as well as other requirements. The requirements are described in a set of competency standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Assessment is carried out by the comparison of the applicant's evidence of skills and knowledge, against the requirements of the competency standards. Current requirements can be found at [Appendix 6: Principles of assessment | Australian Skills Quality Authority \(ASQA\)](#)

The applicant is given an additional two opportunities to demonstrate competence.

- If the applicant is unsuccessful after the third opportunity, the assessor provides advice to take alternative action (i.e.: attend course) and records comments in the Record of Assessment Form, indicating a Not Yet Competent (NYC) decision.
 - If successful, the assessor completes the RPL Record of Assessment Form and sends forms and completed kit to General Manager.
7. Applicant is advised of outcome via confirmation email/letter. If they are deemed not yet competent, the applicant is advised of alternative approaches to gain competency, either by attending the course or through additional coaching. The applicant is also advised of the Appeals Process (which is outlined in the Student Handbook).
 8. If successful, the Qualification or Statement of Attainment is sent to applicant upon payment of invoice.

Process for applying for Credit Transfer:

1. Applicant makes initial enquiries regarding credit transfer. The process is explained to the applicant for the qualification (or part thereof) they are seeking.
2. Applicant completes the RPL form identifying the units of competency they would like to attain via the credit transfer process, explaining the context of their claim, listing and collating evidence to support their application. The applicant can call FIRE UP Coaching for further information if required.
3. Applicant sends in completed form with payment. An assessment is made of the applicant's form; after which they may need to be contacted for further clarification, additional verified documents and missing information.
4. The Applicant is advised of the outcome, invoiced and formally registered on the IT system. If the application is not accepted, the applicant will be given the opportunity to resubmit evidence. If this is not accepted, the applicant is recommended to undertake the course or engage in the RPL process.
5. If successful, the Qualification or Statement of Attainment is sent to applicant upon payment of invoice.
6. Attendance requirements at the training course and/or evidence requirements for assessment will be discussed and amended accordingly for the student.

10.8. Access and Equity Policy

FIRE UP Coaching is committed to providing a safe learning environment that values diversity, offers equality of opportunity to all students and staff and is free from harassment and discrimination. As such FIRE UP Coaching endeavours to provide education and training that is responsive to the diverse needs of all stakeholders; through compliance with Commonwealth anti-discrimination legislation, as well as the relevant State legislation; and relevant Federal, State and Local Government bodies.

All students will be selected in an ethical and responsible manner and consistent with the requirements of the course. Students have access to clear information, prior to enrolment, about their course and the relevant associated services and procedures. FIRE UP Coaching's policy on Access and Equity will be included in information provided to employers, facilitators, assessors and students and ensures that:

- Training and assessment approaches and activities will cater for learner diversity, access, equity and support considerations and will ensure relevance, fairness and consistency.
- Any person who raises a complaint will be directed to use the FIRE UP Coaching Complaint Procedure.
- FIRE UP Coaching's operations, products and services are actively reviewed to ensure provision is made for access, equity and support and learner diversity.
- FIRE UP Coaching's Director will be responsible for the implementation and maintenance of this Access and Equity policy.

FIRE UP Coaching staff are responsible to ensure that they understand and implement the Access and Equity policy and behave appropriately towards all stakeholders. All stakeholders should expect that:

- They are not treated unfairly because of their sex, gender identity, marital status, background, situation etc.
- They are not harassed (made to feel intimidated, bullied, offended or humiliated) because of any of the above grounds.
- Concerns regarding discriminatory treatment or harassment are dealt with promptly, fairly and impartially.
- Their feedback relating to a concern on any of the above grounds is suitably addressed by FIRE UP Coaching management.

Students are also expected to make sure that they respect the diversity of other people and ensure their own behaviours do not result in other students or staff feeling intimidated, bullied, offended or humiliated.

Harassment, Victimization, Bullying

FIRE UP Coaching will not tolerate any harassment, bullying or any such conduct that has the purpose or effect of interfering, with an individual work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Students and staff should be aware that differing social and cultural standards may mean that behaviour acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed should be discussed privately with the individual and if required, reported to management.

All complaints will be promptly investigated. The privacy of the person filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

Student Support Services

For the duration of the enrolment period, students are eligible to receive support from staff. They also have access to qualified staff throughout the training period to assist with individual learning needs. After you initial LLN we will determine the level of support you may need. You can contact us for support on info@fireup.com.au or 1300FIREUP (1300347387)

Those who have difficulty in achieving the required level of competency in a program may be offered coaching, additional or adjusted study resources or coursework or external counselling or learning support where required or requested. A fee may be charged for these services, being identified and agreed with the student prior to acceptance.

Students who may experience difficulty on any basis including disability, medical or other conditions, basic literacy, numeracy, English language or other areas of learning are asked to advise FIRE UP Coaching upon enrolment. FIRE UP Coaching may be able to provide direct assistance or refer the student to an appropriate agency.

Reasonable Adjustment

Reasonable adjustment is referred to as an action taken in delivery and assessment to accommodate individual learning requirements. It means the facilitator/assessor must make necessary and reasonable alterations to their delivery or assessment approach in order for the individual to successfully adopt the learning or be given the opportunity to demonstrate competency. 'Reasonable adjustments' can include alternative examination arrangements, alternative forms of assessment, time extensions, and provision of study materials in an alternative format.

Reasonable adjustment will be provided for individuals, given they inform FIRE UP Coaching of the nature of their disability at the time of enrolment, so that suitable adjustments may be made to course materials, class facilities and assessment tasks.

Reasonable adjustments may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes or additional time in the examination period.

10.9. Financial Management

FIRE UP Coaching has effective financial management procedures in place to:

- Ensure that FIRE UP Coaching complies with its financial management policies and obligations.
- Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement.
- When requested, provide their registering body with a formal assurance that FIRE UP Coaching has sound financial management standards for matters related to their scope of registration and scale of operations.

10.10. Record and Document Control

FIRE UP Coaching keeps complete and accurate records of the attendance and progress in our LMS Vasto as well as financial records securely in MYOB that reflect all payments and charges and the balance dues and provides copies of these records to students.

FIRE UP Coaching will maintain up to date records of:

- The verified qualifications and experience of all staff working on behalf of FIRE UP Coaching as facilitator/assessors
- Student enrolment, course participation and outcomes (including assessment and awards issued)
- Fees paid and refund given.

FIRE UP Coaching ensure its records are retained confidentially, and follow effective archiving processes for easy access. FIRE UP Coaching also ensure students can access their records upon request.

- FIRE UP Coaching adheres to its record archiving policy relating to accredited and non-accredited training records.
- Individual students can access their personal records. Accredited course records are available to students for a minimum period of 30 years from the last date of the course attended.
- Non-accredited public course records are available to students up to one year from the last date of the course attended.
- Applications for such records must be in writing, quoting the following pieces of information:
 - Full name
 - Date of training
 - Name of training course
 - Name of facilitator

These records are available upon application to info@fireupcoaching.com.au

- Non-accredited corporate course records are maintained by the client.

FIRE UP Coaching has developed and implemented a document version control procedure for managing material that relates to its scope of registration.

10.11. Marketing and Advertising

FIRE UP Coaching will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the State Training Authority.
- Advise prospective students of:
 - Scope of Registration
 - Code of Practice
 - Application processes and selection criteria
 - Fees and costs involved in undertaking training
 - Fee refund policy
 - Qualifications to be issued on completion or partial completion of courses
 - Competencies to be achieved during training
 - Assessment procedures including recognition of prior learning
 - Complaint procedure
 - Facilities and equipment
 - Student support services
- Select students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit, defensible and equity and access principles are observed.
- Ensure the use of the national logo and/or the recognition authority logo on all nationally recognised courses advertising and marketing will be done so in accordance with the standards and the requirements of the relevant guidelines.

USE OF ACCREDITED BODIES' LOGOS

FIRE UP Coaching complies with the requirements for the use of National and State/Territory logos.

FIRE UP Coaching uses the Nationally Recognised Training (NRT) logo:

- On AQF Qualifications and Statements of Attainment issued within its scope of registration
- In accordance with the Nationally Recognised Training Logo specifications.

FIRE UP Coaching uses the logo of ICF only in accordance with the ICF's conditions of use.

10.12. Issue/Reissue of Certificates

Issuing Qualifications and Transcripts

FIRE UP Coaching issues qualifications and/or statements of attainment to those who meet the required outcomes of a qualification or unit of competency in accordance with the the AQTF, the endorsed Training Packages/Accredited Course, at the completion of the course requirements.

FIRE UP Coaching utilises a number of certification formats depending on the assessment outcomes (e.g. AQF certificates, FIRE UP Coaching certification and ICF accreditation).

Refer to the course documentation, online and hard copy course marketing, or contact FIRE UP Coaching if you require more information on courses.

The average turnaround time for certification is 3-4 weeks after the completion of the course requirements; however, students can be advised to contact FIRE UP Coaching if they require their certificate urgently.

Reissuing Qualifications and Transcripts

Administration fees may apply for reissuing Qualifications, Transcripts and Statements of Attainment. Students can contact FIRE UP Coaching for more information regarding reissuing qualifications/transcripts.

Reissued certificates will carry the original date of issue and the original certificate code number.

Students are encouraged to store original certificates safely and securely, and when required to furnish these, keep hold of the originals. Allow the original to be sighted, but only hand over certified copies.

10.13. Appeals

A fair and impartial appeals process is available to all students of FIRE UP Coaching. If a student wishes to appeal their assessment result, they must first discuss the issue with the facilitator/assessor.

If the student would like to proceed further with the request after discussions with the facilitator/assessor, a formal request is made in writing outlining the reason(s) for the appeal within one (1) month of receiving the results of the assessment.

Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the facilitator did not provide relevant materials.
- A student claims disadvantage because the facilitator varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline.
- A student claims disadvantage because assessment requirements specified by the facilitator were unreasonably or prejudicially applied.
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome.
- A student claims that there is a discrepancy between a practical observation and the formal assessment.

If the grounds for an appeal are valid, FIRE UP Coaching will appoint an independent assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned. The independent assessor's decision is final.

The student has the right to appeal the final decision with the designated authority body (i.e.: The Victorian Registration and Qualifications Authority www.vrqa.vic.gov.au).

All appeals are recorded and reviewed at management review meetings. Results of the appeal are communicated in writing to the student and a copy of this communication is also kept on file, both on the Appeals Register and in the student's individual file.

10.14. Complaints

Feedback from students and clients may include complaints, positive feedback, requests, enquiries and suggestions for improvement. FIRE UP Coaching values the feedback it receives, to ensure needs are being met and our practices and services and continually improved upon.

In particular, FIRE UP Coaching ensures that students and clients have access to a fair and equitable process for dealing with complaints and grievances. The complaints mechanism is an important component of FIRE UP Coaching's continual improvement approach and is in alignment with FIRE UP Coaching's Corporate complaints/grievance policy. The complaints process is as follows:

- a. *The complainant to communicate their complaint directly with the relevant company representative of FIRE UP Coaching, e.g., the facilitator/assessor or General Manager.*
- b. *The company representative may determine if corrective action is required, or if unsure, discuss with the General Manager and record the complaint on a Complaint Form.*
- c. *The General Manager will make a decision on the best way to rectify the complaint, identify and action any necessary corrective and preventive action and record outcomes on the Complaint Form.*
- d. *The General Manager will communicate the outcome to the complainant, and if resolved close the complaint.*
- e. *The General Manager records details of the complaint in the Complaints Register and files the Complaint Form with all relevant documentation in the Complaints Folder. The General Manager will also identify any areas for improvement in the Quality Management System and record continual improvement items in the Continual Improvement Register. The management team will review the complaints and identified continual improvement mechanisms on a regular basis.*
- f. *If the complainant is dissatisfied with the outcome of the complaint, the General Manager shall convene an independent panel of three people, which may consist of a management representative, a relevant company representative and an independent person.*
- g. *The complainant shall be given an opportunity to present their case to the panel and may be accompanied by one other person as support or as representation.*
- h. *Where the complaint refers to a staff member, they shall be given an opportunity to present their case to the panel and may be accompanied by one other person as support or as representation.*
- i. *The panel will make a decision on the complaint and that decision will be final.*

- j. The panel will communicate its decision to all parties in writing within five (5) working days of making its decision and the General Manager will record the complaint records (according to step 'e' above).
- k. If the complainant is dissatisfied with the outcome of the complaint, the complainant has the right of appeal with the designated authority body (i.e.: The Victorian Registration and Qualifications Authority www.vrqa.vic.gov.au).

10.15. Student Discipline

FIRE UP Coaching believes that students have the right to be treated with respect and courtesy by FIRE UP Coaching staff and fellow students in an environment free from harassment and conducive to learning.

Students are expected to behave in a co-operative and professional manner at all times. Students who consistently adversely affect the learning environment for others will face disciplinary action and may be expelled from the course.

Disciplinary action will be taken when a student displays any of the following (but not limited to):

- Plagiarises another's work, and does not acknowledge their intellectual property.
- Exhibits any form of inappropriate behaviour that is adversely affected by the influence of drugs or alcohol.
- Damages or remove any property or resource of FIRE UP Coaching or training venue.
- Assaults (physically or verbally) any person on the FIRE UP Coaching premises or any training venue.
- Fails to comply with any FIRE UP Coaching instructions relating to the safety of any person(s) on FIRE UP Coaching premises or training venue.
- Exhibits any form of conduct within FIRE UP Coaching premises or training venue that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present.
- Enters any part of FIRE UP Coaching premises or training venue when not entitled to and refuses to leave said area.

Disciplinary procedure for minor misconduct involves:

- a. A verbal warning will be given by the facilitator/nominated company representative and documented on the student's individual file.
- b. If the behaviour continues after the verbal warning, the General Manager, or nominated representative, will arrange counselling for the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the student's individual file.
- c. In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of their removal will be made in writing and a noted copy will be placed on the student's individual file.

In the case of serious misconduct (i.e.: assaults, alcohol/drug consumption), the student will immediately be removed from the course and the matter handled in the most appropriate manner.

Any student complaints in relation to the disciplinary action taken should follow the FIRE UP Coaching Complaint Procedure.

FIRE UP Coaching expects that its staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of this standard will be discussed with the General Manager, (or nominated representative) and appropriate action will be taken.

10.16. Service Requirements

FIRE UP Coaching students have rights insofar as the aspects of training and assessment that are open to negotiation. The aforementioned aspects are: selection, content and sequencing of units of competency; timing, location and training and assessment methodology; and trainer or facilitator.

Customisations options that are available to students are:

- For online sessions, webinars can be recorded and viewed later by the students of that course if they indicate in advance that they cannot attend.
- If the majority of students in a given scheduled session require that there be a rescheduling of that session, it can be arranged with the course convener.

There will be additional charges for training above what is required for the qualification outcome. The options that can be provided in terms of delivery arrangement are: online via zoom.com and face-to-face subject to availability of staff and suitable venues. For online delivery, another method of delivery other than zoom.com may be requested within reason.

Registered Training Organisations.

Service Requirements:

- 2.1 The RTO must provide clients with a statement of their rights, that is, that the aspects of training and assessment open to negotiation are:
 - selection, content and sequencing of units of competency
 - timing, location and training and assessment methodology
 - trainer/facilitator
- 2.2 The RTO must clearly outline what options are available to learners and/or employers, including additional charges for:
 - customisation; and
 - training above that required for the qualification outcome.
- 2.3 The RTO must make clear which options it can provide or what alternative delivery options it can arrange.

Performance Criteria