



International Institute of Training (Australia) Pty Ltd  
Trading As  
**WYN TRAINING**  
TOID: 21528

Welcome to WYN Training. We are a Registered Training Organisation and are obliged to give you the following information prior to enrolment. Please read and understand this information and if you have any queries please feel free to give our friendly staff a call on 1300 99 66 37 who will clarify and make things easy for you.

### **Prerequisites**

Students must be at least 16 years of age when starting our courses. Please note that you cannot be registered with Kinect Australia or Fitness Australia as a Gym Instructor, Group Fitness Instructor or Personal Trainer until you are 18 years of age. However you will be able to gain employment in the Fitness Industry in the areas of administration, sales and marketing.

### **Enrolment**

In order to enrol, students need to submit the completed enrolment form which can be obtained from our office. If your employer is organising the training then your employer will complete the relevant documentation in consultation with our office.

### **Induction**

Once enrolled in one of our courses you will be provided a student handbook and inducted into the course. During induction please feel free to ask our Trainers/Instructors any questions you may have and they will be delighted to help.

### **Access, equity and anti-discrimination**

WYN Training will not engage in discrimination towards any group or individual in any form, inclusive of; gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others.

This policy applies to all services and operations of the company, including recruitment, assessment, and customer services. WYN Training will attempt to provide particular service to assist the training outcomes of people with special learning needs, or those facing particular difficulties.

However although WYN Training will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct it will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course.

In those circumstances WYN Training will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met. If it becomes apparent that the student will not be able to successfully complete a course due to a special learning need after the student has commenced a course of study, then WYN Training will provide a refund of the full fee less any costs incurred.

### **Complaints/Appeals**

WYN Training has a documented process for lodging a formal complaint/appeal if such a situation arises. A student/client complaint/appeal is any expression of dissatisfaction reported by a student/client. This can be service related i.e. communications with administrative staff, training related, safety related or purely dissatisfaction regarding WYN Training or a staff member in general.

Please contact a WYN Training Trainer/Instructor in the first instance, if you wish to take your concerns further, then please contact the Executive Director of WYN to lodge a complaint/appeal. You will be required to complete a Complaints/Appeals Form.

We will act on any complaint found to be substantiated. All formal written complaints lodged will be brought to the attention of WYN Training Executive Director within 24 hours of being received. The complaint will be investigated within 14 days. An independent mediator will make final decisions in the event a third party mediator is required.

WYN Training will ensure that as far and as fairly as possible, the individual making the complaint is satisfied with the remedial action. The person making the complaint will receive the outcomes/decisions including reasons for the decision in a written statement within 21 working days of lodging their complaint/appeal. WYN Training will always endeavour to resolve any issues the students may have.

### **Cancellations/Refunds**

Refunds shall only be considered upon receipt of a written request and shall only be authorised by Executive Director in consultation with the Finance Manager. Refunds shall only be considered in the following situations:

- WYN reserves the right to cancel or postpone programs. Enrolled students will be given at least 7 days notice in the event of a course being postponed or cancelled. Where cancellation of a course is approved, a full refund will be issued.
- Where a student submits a request in writing for refund over 14 days prior to commencement of a course a full refund will be issued, less \$500 administration fee.
- Where a student submits a request in writing for refund between 7 and 14 days prior to commencement of a course a 75% refund will apply. 25% of the fees will be retained by WYN as an administration fee.

- Where a student submits a request in writing for refund less than 7 days prior to the commencement of a course no refund will be issued and 100% of the course fees will be retained.
- Where a cancellation has been approved and payment for a course has not been made, WYN reserves the right to recover monies as follows:
  - More than 14 days prior to commencement a \$500 administration fee is due and payable
  - If notice of cancellation is given between 7 and 14 days a payment of 25% is due and payable
  - Where notice of less than 7 days is given 100% of the course fees are due and payable.

### **Non-course fees and charges**

Late payment fee	20% of total course fees
Recognition of Prior Learning application	\$150 / hour of review
Private Tutorial	\$100 / hour
Late assignment fee	\$150
Certificate re-printing	\$20
Course Deferral fee	\$500

### **Language Literacy and Numeracy (LL&N)**

WYN Training is committed to ensuring wide accessibility of its training. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and demonstrate mastery of the program competencies.

Where possible, the learning activities maybe modified to compensate for trainees with literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be made upon enrolment in a course where it is deemed necessary.

### **Learning and support services**

WYN Training has the following services for students. To take advantage of these services please contact our RTO Manager.

- Disability assistance; and
- Language, Literacy and Numeracy assistance

### **Student Welfare & Guidance Services**

WYN Training recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare.

Considering this, WYN Training is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counseling services;
- Guidance and support with financial requirements specifically related to training and education;

- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant; and
- In the event that required support extends beyond WYN Training's capabilities. Then we will source/give referral information for relevant organisation/s that supply required support service/s.

### **Disciplinary Procedures**

WYN Training adheres to the principles of adult learning, and the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourage students to respect and protect the rights of others.

Students will uphold the standards of WYN Training when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to the good order and discipline. The following forms of misconduct will not be accepted: willful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other student to cheat by any means, negligent or disorderly conduct towards a staff member or student, being under the influence of alcohol or drugs, smoking in the building, infringing copyright and consistently attending classes late. Students who are caught cheating, plagiarism, stealing and/ or will face disciplinary action.

### **Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) & Credit Transfer (CT)**

Students who have completed other government-recognised training or who, through prior learning and experience have gained the same skills/competencies stipulated for the modules of the course, may be granted credit upon substantiation of that claim (evidence).

A student must present requests for RPL, RCC, CT to the WYN Training Executive Director prior to enrolment or during the admission period. WYN Training will at all times abide by the mutual agreements formed between all states of Australia, in the recognition of other RTO's training and certification therein awarded. WYN Training will:

- Provide information to clients/students in all appropriate company materials;
- Recognise accredited training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF)
- Communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

### **Recognition of AQF Qualifications Issued By Other Registered Training Organisations**

WYN Training will at all times abide by the mutual recognition agreements formed between all states/territory of Australia, in the recognition of other RTO's training and certification therein awarded. WYN Training will:

- Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

### **Gaining access to your records**

You can access your own records at any time provided that you forward a signed written request. However please keep in mind that records that have been securely archived may take longer to access. With regard to access to your records by other people, please read the important paragraph on privacy and confidentiality rules below.

### **Privacy policy**

WYN Training follows strict privacy policies in conjunction with Privacy Laws. All forms, files, results and records of any student are deemed confidential under the new Privacy laws. Records are accessible only to relevant staff members of WYN Training and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law).

The Privacy Amendment Act 2000 prevents WYN Training from providing any student details to any person other than the student. All matters in relation to enrolment, results, fees or any other issue, can only be discussed with the student unless the enrolment form is signed by a third party, or a letter of permission from the student is provided allowing access to the student's information. Similarly, the Act prevents us from providing any Training Consultant details to any student or other persons regardless of the situation.

In the case of corporate clients WYN Training will release your details or records to your company representative or an individual wishing to gain access to your records on your behalf. It is entirely your decision whether or not you agree to a request for access to your records and/or personal information.

### **Confidentiality**

WYN Training follows strict confidentiality policies and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. In the event that a participant discloses any information about a particular situation they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participants consent.

### **Legislative Requirements**

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes. Current legislation is available online at <http://www.austlii.edu.au> and <http://www.dms.dpc.vic.gov.au/>

The legislation that particularly effects your participation in Vocational Education and Training includes:

**Commonwealth Legislation:**

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Education Services to Overseas Students (ESOS) Act 2000
- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations 2001

**State Based Legislation**

- Victorian Registration and Qualifications Authority Act 2007
- Vocational Education and Training Act 1990
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Children and Young Persons Act 1989
- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulation 2001

**Any questions?**

If you have any questions regarding any aspect of our training please call our staff and they will be happy to help you with your queries.

**Contact Us**

**Phone:** 1300 99 66 37

**Street Address**

**Melbourne**

**Bayswater Campus ([View Map](#))**

Suite 5 and 6  
40 Station St,  
Bayswater 3153

**Richmond Campus ([View Map](#))**

560 Church St,  
Richmond 3121

*(WYN Training requests students **DO NOT** park in Fitness First carpark)*

**Adelaide ([View Map](#))**

81 King William St  
Adelaide, 5000

Wollongong ([View Map](#))

60 Rosemont St,  
Wollongong  
*(Cnr Crown St)*

**Mailing Address**

PO Box 2235  
Bayswater, Victoria 3153