

## **CHC43415 Certificate IV in Leisure & Health Frequently Asked Questions**

### **How long is my course?**

Your course is conducted 1 day per fortnight over a 9 month period and includes 17 face to face classes.

### **Where are the courses held?**

Our classes are held at IRT Academy in Wollongong.

### **What are the study requirements?**

For those studying in a classroom environment you will be expected to devote approximately 2 hours of home study per week in addition to your classroom hours. A textbook will be provided and pre-reading is essential before attending classes.

### **What are the assessment methods?**

You will be assessed a number of ways. These methods may include:

- Written questions / research exercises
- Role-plays
- Observation in the classroom in a simulated environment
- Observation in the workplace

### **Am I guaranteed a job at the completion of the course?**

Unfortunately not. Whilst IRT Academy may organise for a representative of the IRT Group's Human Resources department to address the class about employment opportunities, employment is not guaranteed and all students seeking work will have to follow the normal procedures in regards to applying and interviewing for a position.

### **What are my rights and responsibilities as a student?**

As a student of IRT Academy you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and any contract requirements of state funding bodies
- be informed about personal information that is collected about you and the right to review and correct that information
- access to IRT Academy's feedback and complaints handling process.

With rights come responsibilities and as a student with IRT Academy your responsibilities include:

- providing accurate and complete information to IRT Academy
- behaving in a responsible and ethical manner.

For more details on your rights and responsibilities please view the IRT Academy student handbook at [http://www.irtAcademy.org.au/images/pdf/Student\\_Handbook\\_2015\\_v5.5.pdf](http://www.irtAcademy.org.au/images/pdf/Student_Handbook_2015_v5.5.pdf) or contact us to request a copy.

### **What are the payment terms and conditions?**

Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement IRT Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the IRT Academy Trainer/Assessor.

The payment terms and conditions are found in our Fees and Charges Schedule. This can be found at [http://www.irtAcademy.org.au/images/pdf/Fees-and-Charges-Schedule-2016\\_v2.0.pdf](http://www.irtAcademy.org.au/images/pdf/Fees-and-Charges-Schedule-2016_v2.0.pdf) or contact us to request a copy.

### **What is the refund policy?**

Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by IRT Academy is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

### **What support services are available to me?**

All students are required to complete an online Language, Literacy and Numeracy test prior to the commencement of the course. If it is determined that you need support IRT Academy will direct you to the appropriate s