



Student Handbook



701 Glen Huntly Road,
Caulfield South, VIC 3162



1300 232 348



www.fitnesseducation.edu.au





Welcome to Australian Fitness Academy...

Your successful career in fitness starts here!

Congratulations on commencing your career in fitness with Australian Fitness Academy.

Australian Fitness Academy specialises in the delivery of certification courses for the fitness industry and we pride ourselves on being the leading educator in this field.

AFA has been delivering fitness certification courses since 1993 and in this time has educated thousands of students who have gone on to successful careers within the industry, both in Australia and overseas.

AFA is solely responsible for the quality of the training and assessment services we provide to you. It is also responsible for remaining compliant with the Standards for Registered Training Organisations 2015 and the issuance of all AQF certification documentation.

Throughout your study with AFA you will have access to extensive student support services which are outlined in this handbook. We are also there to assist you throughout your career with ongoing support, professional development and vocational advice.

Our support team include:

► Fitness Course Consultants

Our course consultants are your first point of contact and they provide advice on careers in the fitness industry and assist you to identify the most suitable method of study to suit your individual circumstances.

E: info@afa.com.au | P: 1300 232 348

► Student Administration

Our administration team can assist you with any enquiries about your enrolment, payment status, course access and completion and issue of certificates.

E: administration@afa.com.au | P: 1300 232 348

► Student Support Officer

Our Student Support team are available to assist you throughout the course, handling your questions on course content, work experience (practical placement) and assessments. They will contact you regularly throughout the course to monitor your progress and you can seek their assistance whenever you need it.

E: studentsupport@afa.com.au | P: 1300 232 348

The priority for the team at AFA is to assist you to complete your qualifications and enter the dynamic fitness industry. Should you require any assistance or have any further questions after reading this handbook you are welcome to contact us.

We wish you the best of luck with your fitness education and future career in the industry.

The AFA Team



CONTENT

▶ UNITS OF COMPETENCY SIS30321 Certificate III in Fitness	3
▶ UNITS OF COMPETENCY SIS40221 Certificate IV in Fitness	4
▶ UNITS OF COMPETENCY HLTAID011 Provide First Aid HLTAID009 Provide Cardiopulmonary Resuscitation	5
▶ LEARNING REQUIREMENTS	6
▶ RECOGNITION OF PRIOR LEARNING (RPL) &	9
▶ CREDIT TRANSFER (CT)	9
▶ STUDENT WELFARE, ACCESS AND EQUITY	10
▶ STUDENT SUPPORT SERVICES	15
▶ ASSESSMENT PROCEDURE	17
▶ CODE OF CONDUCT.....	18
▶ COMPLAINTS AND APPEALS	19
▶ PLAGIARISM AND CHEATING.....	20
▶ ARTIFICIAL INTELLIGENCE (AI) POLICY	21
▶ STUDENT RECORDS	22
▶ PRIVACY.....	23
▶ UNIQUE STUDENT IDENTIFIER.....	24
▶ LEGISLATION	26
▶ TERMS & CONDITIONS OF ENROLMENT	27

UNITS OF COMPETENCY

SIS30321 Certificate III in Fitness

To complete the qualification students need to complete 15 units (11 core + 4 pre-selected electives). Students who complete the qualification are able to register in Australia with both Gym Instructor and Group Fitness Instructor disciplines.

Student Eligibility

Prior to enrolment, all students complete a Pre-Training Review including a language, literacy, numeracy and digital assessment. The purpose of the review is to determine your suitability to complete the qualification and the most appropriate method of delivery for each individual student.

Whilst there is no minimum age requirement for this qualification, young learners should consider their capability to meet the skills required to obtain this qualification and the likelihood that employers in the fitness industry will expect graduates to be at least 18 years of age for employment.

Please note: International students currently studying in Australia on an international student visa are not eligible to be enrolled into the qualification.

National code	Title	Core / Elective
BSBOPS304	Deliver and monitor a service to customers	Core
BSBPEF301	Organise personal work priorities	Core
HLTAID011	Provide First Aid	Core
HLTWHS001	Participate in workplace health and safety	Core
SISFFIT032	Complete pre-exercise screening and service orientation	Core
SISFFIT033	Complete client fitness assessments	Core
SISFFIT035	Plan group exercise sessions	Core
SISFFIT036	Instruct group exercise sessions	Core
SISFFIT040	Develop and instruct gym-based exercise programs for individual clients	Core
SISFFIT047	Use anatomy and physiology knowledge to support safe and effective exercise	Core
SISFFIT052	Provide healthy eating information	Core
BSBXTW301	Work in a team	Elective
SISXIND009	Respond to interpersonal conflict	Elective
HLTHPS010	Interpret and use information about nutrition and diet	Elective
CHCPRP003	Reflect on and improve own professional practice	Elective

Note: All Certificate III in Fitness qualifications require completion of the unit HLTAID011 Provide First Aid through participation or Credit Transfer.

The cost of First Aid is included in the face to face courses.

For online students this unit can either be undertaken at AFA for an additional cost or with another provider (RTO). If completed at another RTO students are required to upload a certified copy of their Statement of Attainment for unit HLTAID011 Provide First Aid to AFA. They will then receive a Credit Transfer for this unit if eligible. To complete the practical assessment requirements of the HLTAID011 unit, students must have the physical capability to perform 2 minutes of uninterrupted CPR on a mannequin placed on the floor (from a kneeling position).



UNITS OF COMPETENCY

SIS40221 Certificate IV in Fitness

To complete the qualification students need to complete 17 units (10 core + 7 electives). The 7 elective units have been pre-selected by AFA to meet current industry and learner needs

Student Eligibility

Entry to this qualification is open to individuals who have been recognised as competent through a recognised training program or recognition process against the following units of competency or units that have been superseded by these units:

SISFFIT032	Complete pre-exercise screening and service orientation
SISFFIT033	Complete client fitness assessments
SISFFIT035	Plan group exercise sessions
SISFFIT036	Instruct group exercise sessions
HLTWHS001	Participate in workplace health and safety
HLTAID011	Provide first aid (or a unit that supersedes this unit)
SISFFIT040	Develop and instruct gym based exercise programs for individual clients
SISFFIT047	Use anatomy and physiology knowledge to support safe and effective exercise
SISFFIT052	Provide healthy eating information

Students wishing to enrol into the SIS40221 Certificate IV in Fitness qualification who are unable to demonstrate previous competency in these units will be offered the opportunity to complete the required pre-requisite training via AFA's Fitness Fundamentals course.

Whilst there is no minimum age requirement for this qualification, young learners should consider their capability to meet the skills required to obtain this qualification and the likelihood that employers in the fitness industry will expect graduates to be at least 18 years of age for employment.

International students currently studying in Australia on an international student visa are not eligible to be enrolled into the qualification.

National code	Title	Core / Elective
SISFFIT045	Develop and instruct personalised exercise programs for adolescent clients	Core
SISFFIT053	Support healthy eating for individual fitness clients	Core
SISFFIT041	Develop personalised exercise programs	Core
SISFFIT042	Instruct personalised exercise sessions	Core
SISFFIT043	Develop and instruct personalised exercise programs for body composition goals	Core
SISFFIT044	Develop and instruct personalised exercise programs for older clients	Core
SISFFIT049	Use exercise science principles in fitness instruction	Core
CHCCOM006	Establish and manage client relationships	Core
SISFFIT050	Support exercise behaviour change	Core
SISFFIT051	Establish and maintain professional practice for fitness instruction	Core
SISFFIT034	Assess client movement and provide exercise advice	Elective
SIRXHWB001	Maintain personal health and wellbeing	Elective
BSBESB301	Investigate business opportunities	Elective
BSBESB401	Research and develop business plans	Elective
BSBESB404	Market new business ventures	Elective
SISXCAI009	Instruct strength and conditioning techniques	Elective
HLTPOP014	Assess readiness for and effect behaviour change	Elective

UNITS OF COMPETENCY

HLTAID011 Provide First Aid

Delivery Method: Combination of online study and face to face classes
Location: Australian Fitness Academy, 701 Glen Huntly Rd, Caulfield, VIC 3162
Duration: 15.5 hours

Delivery	Assessment	Hours
Online	Online Quizzes	Approx. 11 hours (self paced)
Practical Face to Face	Practical Demonstrations/Role Plays	4.5 hours (9am – 1:30pm)

HLTAID009 Provide Cardiopulmonary Resuscitation

Delivery Method: Combination of online study and face to face classes
Location: Australian Fitness Academy, 701 Glen Huntly Rd, Caulfield, VIC 3162
Duration: 4-5 hours

Delivery	Assessment	Hours
Online	Online Quiz	Approx. 1-2 hours (self paced)
Practical Face to Face	Practical Demonstrations/Role Plays	2-3 hours (9am – 12pm)

Please note: To complete the practical assessment requirements of the HLTAID009 and HLTAID011 units, students must have the physical capability to perform 2 minutes of uninterrupted CPR on a manikin placed on the floor (from a kneeling position).





LEARNING REQUIREMENTS

All students studying with Australian Fitness Academy are required to access a variety of online learning resources throughout their course via our Learner Management System (LMS), including:

- Audio-visual Lecture Presentations
- Video Presentations
- Interactive Learning Activities
- Electronic / printable text books
- Downloadable / printable fact sheets and resources
- Quiz assessments
- Electronic written assessments
- Work Experience / Practical Placement workbooks

Australian Fitness Academy recommends students have a basic level of computer and smart device literacy, including the ability to perform the following functions:

- Use an internet browser such as Internet Explorer, Google Chrome or Mozilla Firefox
- Download a document from a website
- Edit and save Microsoft Word, Adobe and Excel documents
- Upload Word, Adobe and Excel documents to a website
- Write and send an email
- Attach a document to an email
- Search the internet for specific websites
- Record a video and upload to a website
- Access online video conferencing applications such as Zoom

▶▶▶▶▶ Personal Device Requirements

- For both online and face to face delivery options, students are required to access online learning resources and assessments using a personal device capable of accessing the internet.
- Face to face students are required to bring their device to all classroom sessions.
- All online resources can be viewed using portable devices such as personal computers, laptops, android tablets, smartphones, iPhones and iPads. If viewing on a tablet, students should ensure they are using the latest operating system and all viewing applications are up to date.
- Some portable devices may not support submission of assessments where Adobe PDF editable format is required. In this case, AFA recommends submitting these assessments using a personal computer.
- Handwritten assessments are unable to be accepted and will be returned
- Where video assessments are required, students must be able to access a suitable smart device and/ or a computer with appropriate camera or web cam and capability to record and save audible video footage.
- Some tablets may not be suitable for assessments that require a recording of online video conferencing applications such as Zoom. AFA recommends using a personal computer or laptop in this situation.
- If accessing the LMS on a smartphone, AFA recommends doing so via the AFA Mobile App.

▶▶▶▶▶ System Requirements

To ensure you are able to receive the best possible learning experience, Australian Fitness Academy also recommends you have the following minimum system requirements:

▶ Minimum Requirements	▶ Advice
Operating Systems	<p>We recommend one or more of the following:</p> <ul style="list-style-type: none"> • Windows 7, 8, 10 • Mac OSX Sierra • iPad IOS10
Internet Browsers	<p>Compatible browsers include:</p> <ul style="list-style-type: none"> • Google Chrome 32/64 bit version 50 or later (recommended for optimal compatibility using Windows) • Safari 10 or later (recommended for optimal compatibility using Mac) <p>MS Internet Explorer is not recommended.</p> <p>Note: Add-ons and toolbars can affect any browser's performance.</p> <p>For the best experience and optimum security, we recommend that you keep your browser up to date.</p>
Settings	<p>We recommend that the following be enabled:</p> <ul style="list-style-type: none"> • Cookies • Pop-ups • JavaScript <p>Instructions on how to enable these settings are provided in the support section of our online courses.</p>
Software	<p>To view resources on the online learning system, we recommend you have the following:</p> <ul style="list-style-type: none"> • Microsoft Office (Word, Excel, PowerPoint) or • an equivalent (e.g. Open Office, Viewer) <p>Most resources from the online learning system can also be accessed using Apple Mac computers. We recommend installing free software such as Open Office if using a Mac.</p> <p>To view, complete, save and submit written assessments you will also require the latest version of:</p> <ul style="list-style-type: none"> • Adobe Acrobat Reader DC (free to download) <p>We recommend you set Adobe Acrobat Reader DC as your default program before commencing any assessments.</p>
Digital signature	<p>Digital Signature: To verify and acknowledge your assessment submissions you may be required to include a digital signature.</p> <p>Instructions on how to set up and use a digital signature are provided in the assessment instructions.</p>
Security	With all firewalls, ensure that you enable uploading of files.
AFA Mobile App	Most resources and assessments can be accessed via the AFA Mobile App, which can be downloaded from the online stores Google Play and App Store.
Internet access	We recommend studying in areas that provide a reliable internet connection

▶▶▶▶▶ Learning, Assessment & Equipment Requirements

Throughout the SIS30321 Certificate III in Fitness and SIS40221 Certificate IV in Fitness students require access to a fitness facility to undertake fitness programs with friends, family members, colleagues, fellow students or volunteers. This could be either a home gym facility, external fitness facility, outdoor facility or approved fitness facility where work experience is taking place.

For the purpose of completing case study/role play assessments, students require the capability to source and access the following friends, family members, colleagues, fellow students or volunteers as participants:

Certificate III:

- a female participant 55 years or older
- at least one male and one female adult participant
- a group of adults consisting of at least 6 participants (comprising of both male and female adults, and participants 55 years and older)

Certificate IV:

- a male participant 55 years or older
- at least one male adult and one female adult participant
- 4 adolescent clients aged 13-17 yrs, ideally with atleast one adolescent being female

Exercise & Technology Module (for those enrolled in these units)

- at least one participant for part of the assessment
- a minimum of 4 participants for another element of the assessment

Children's Movement Programs (for those enrolled in this unit):

- at least 6 children aged 8-12 years or adults volunteer to act as 'children'
- if any of your volunteers are under 18, you must have a current and valid Working with Children Check before engaging with them as part of the assessment

Note: some participants may be role played by other adults if necessary. Please consult student support for clarification

For both Certificate III & IV qualifications, access to the following equipment is required:

- | | |
|---|---|
| • Stop watch | • Basic first aid kit |
| • Tape measure | • Blood pressure monitor (can be hired from a pharmacy) |
| • Scales | • Equipment for performing resistance exercises |
| • Sit and reach tools (tape measure) | • Equipment for performing cardiovascular exercises |
| • Heart rate monitor (wearable technology such as a smart watches are sufficient) | |
| • Plumb line (for Certificate IV only) | |

For face to face students studying on campus, access to the required participants and equipment listed above will be provided by AFA. Online students are required to source their own access.



RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER (CT)

The Australian Fitness Academy recognises AQF qualifications and Statements of Attainment issued by other registered training organisations (RTOs) and competencies currently held regardless of how, when or where learning occurred.

Australian Fitness Academy currently offers the opportunity for RPL and CT in units of competency for the following qualifications:

- SIS30321 Certificate III in Fitness
- SIS40221 Certificate IV in Fitness
- First Aid (HLTAID009 or HLTAID001 Provide cardiopulmonary resuscitation, or HLTAID011 Provide first aid)

▶▶▶▶▶ Recognition of Prior Learning

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. (National Quality Council Training Packages glossary).

If you wish to apply for RPL, please request the relevant RPL Candidate Application Kit document from the AFA Course Consultant on (03) 9532 7800 prior to enrolment. This kit will provide a detailed outline of the process involved in applying for RPL. Please note, the RPL Application process is very thorough and requires submission of a large amount of evidence and documentation. It can take several weeks to process the documentation and provide an outcome, so please consider this when submitting your application.

Students seeking RPL in more than one qualification are encouraged to submit the relevant RPL Candidate Application Kits and supporting evidence for all qualifications with their initial application to facilitate the application process.

Once the outcome of your application has been determined, you will be notified in writing of any RPL received, as well as any remaining training and assessment that is required to complete the qualification.

Where RPL has been granted for all units that make up a full qualification, the remaining balance of the course fees must be paid before the certificate for the qualification can be issued.

Please note, charges may vary for students studying with AFA through government funding. Please ask the AFA Course Consultant for more information on fees and charges.

▶▶▶▶▶ Credit Transfer

Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. (<https://www.aqf.edu.au/sites/aqf/files/credit-transfer-explanation.pdf>)

You may be eligible for CT if you have completed any units of competency from another AQF qualification that have equivalent content, outcomes or unit codes. If you wish to apply for CT, you need to notify the AFA Course Consultant at the time of enrolment and submit a certified Statement of Attainment or Record of Results as evidence. The documents will be verified by Australian Fitness Academy before CT is awarded. There is no cost associated with applying for credit transfer only.

Students wishing to apply for a combination of both RPL and CT for a qualification should follow the RPL process outlined above.



STUDENT WELFARE, ACCESS AND EQUITY

The Australian Fitness Academy ensures that student support services are applied to protect students and promote a safe learning environment. AFA upholds a safe and inclusive learning environment by:

- Enforcing zero tolerance for bullying, harassment, and discrimination.
- Implementing relevant workplace health and safety practices in all learning settings.
- Training staff to respond to wellbeing and safety concerns appropriately.
- Providing clear policies on conduct, grievances, and appeals.

▶▶▶▶▶ Primary facility

Australian Fitness Academy maintains facilities and equipment appropriate for training and assessment that are consistent with the requirements of the training package and maintains general facilities to a standard that allow for successful operation across the entire business.

Australian Fitness Academy operates training and assessment primarily from a main facility located at 701 Glen Huntly Rd, Caulfield South, Victoria, Australia 3162. Extensive accessible public transport and parking facilities are available on campus.

Secondary facilities are occasionally utilised for training and assessing purposes and include various fitness facilities across Australia

▶▶▶▶▶ Orientation / Induction

Students attending classes on campus in Melbourne are provided with the opportunity to tour the Australian Fitness Academy campus facilities by the Course Consultant or relevant staff member prior to enrolment.

Upon commencement of the course, all students are given a thorough orientation of the facility, including information on the support services and policies relating to safety and welfare. The induction process includes:

- Introduction and information on support services including contact details
- Building layout and explanation of all available facilities
- Occupational Health and Safety policies, including emergency evacuation procedures
- IT Support services
- Student Code of Conduct, Behaviour policy and Appeals and Complaints policy
- Student Medical Background – identification of medical conditions that may impact participation
- Assessment information to complete the qualification

▶▶▶▶▶ Security and Personal Safety when on campus

AFA provides the following facilities and services to all students studying on campus:

- Lockers are available to store student personal belongings during course participation.
- A bicycle rack exists in a rear private car park for students to lock their bicycles.
- All private parking areas are within 10 metres of all building entrances and exits and are lit with adequate lighting 24-hours a day.
- Australian Fitness Academy is attended by at least one staff member at all times when students are on campus.
- Australian Fitness Academy uses security surveillance outside normal operating hours.

▶▶▶▶▶ Access, Equity & Inclusion

All students will receive fair and equitable treatment, opportunities and access to all aspects of training and assessment with Australian Fitness Academy.

Prior to enrolment, students must complete a pre-training review to enable AFA to assess their suitability for enrolment into their nominated course. The pre-training review includes a series of questions to determine whether the student's language, literacy, numeracy and digital (LLND) skills are at an appropriate level to participate in the course and to identify whether the student has a disability or specific learning needs that require additional support.

The pre-training provides a key opportunity for students to share any details of any other learning, physical or mental disabilities or needs; cultural or religious sensitivities; and other critical information that will ensure they are adequately and safely supported throughout their studies.

Through this process, students are encouraged to disclose any conditions that may impact their ability to participate in the course, request assistance when completing the course enrolment form and to contact the student support team if the need develops during their study period.

Reasonable adjustment:

Australian Fitness Academy is committed to providing opportunity for all students to participate in training and assessment and offers flexible, individual learning and assessment strategies. Where a need for support is identified, the student will be contacted by the AFA Student Support Team to discuss the specific needs of the learner. If required, the Training or Education Manager will assist to modify the student's training and assessment to suit and accommodate the individual where possible. Modifications will be documented and communicated to all trainers and assessors involved in the delivery. Where allowable, the following adjustments and support may be offered:

- One on one tutoring
- Individual student support
- Alternative assessment methods
- Extension to assessment timeframes
- Extension to course duration
- Use of assisted technology or aids
- Transfer to alternative delivery methods

In some cases, reasonable adjustment may not be possible due to the following reasons:

- The student is unable to meet occupational health and safety standards or their ability to participate poses risks to safety to themselves or others
- The adjustment gives the student an advantage over other similar learners, or negatively impacts others.
- The adjustment compromises the unit requirements, course standards or outcomes

Australian Fitness Academy has identified that the following qualifications have specific physical requirements that cannot be modified for assessment.

- SIS30321 Certificate III in Fitness
- HLTAID011 Provide first aid
- HLTAID009 Provide cardiopulmonary resuscitation

(A physical capability to perform 2 minutes of uninterrupted CPR on a manikin on the floor is required for all of the above qualifications)

Where students are unable to meet assessment requirements, a qualification or Statement of Attainment cannot be issued. Students may still choose to participate and may be eligible to receive a Statement of Attendance in these situations.

If it is identified that the student does not have the LLN or technical skills to study the course, the student will be directed to one or more of the following resources:

- Department of Education and Training Foundation Skills Course List

This list identifies further training that can be completed to assist in the areas of general education, vocational pathways, literacy and numeracy, English as an additional language (EAL) and also lists disability-specific courses: <https://www.education.gov.au/skills-information-training-providers>

For a list of training providers approved to deliver these qualifications, please visit: <https://training.gov.au>

- FSK10219 - Certificate I in Skills for Vocational Pathways

This qualification is a national Foundations Skills course designed for individuals who need skills to prepare for a vocational pathway qualification or further foundation skills development. It is suitable for individuals who require:

It is suitable for individuals who require:

- a pathway to employment and further vocational training
- reading, writing, oral communication, learning and numeracy skills primarily aligned to the Australian Core Skills Framework (ACSF) Level 2
- entry level digital technology and employability skills
- education, training and employment goals

For a list of training providers approved to deliver this qualification, please visit:

<https://training.gov.au/Search/SearchOrganisation?nrtCodeTitle=FSK10219&scopeItem=Qualification&tabIndex=1&ImplicitNrtScope=True&orgSearchByScopeSubmit=Search&IncludeUnregisteredRtosForScopeSearch=False> or <https://www.myskills.gov.au/courses/details?Code=FSK10219>

Prior to enrolment, students are encouraged to consider whether their chosen course is suitable based on their personal circumstances.

▶▶▶▶▶ Child Safety

Australian Fitness Academy has a commitment to adhering to the Child Safety Standards (under 18 years). The following procedures are incorporated into our policies to ensure we support the safety standards:

- Information about the Child Safety Standards provided to staff. This includes appropriate staff behaviours and reporting responsibilities if staff suspect a child is in danger.
- All staff in contact with students are required to have a WWCC.
- Staff are discouraged from interacting with students through personal social media
- Staff have been trained to look out for signs of child abuse and to follow the reporting guidelines recommended in the 'Four Critical Actions' chart (provided by the Department of Health & Human Services) <https://www.schools.vic.gov.au/report-child-abuse-schools?Redirect=1>

Note: There are tasks within the Certificate IV in Fitness that may involve interaction with minors under the age of 18 and may require you to obtain a working with children check and parental consent prior to participation. Please ensure that you consult your local state legislation for more information on what might be involved.

Should you as a student at AFA have any concerns about your safety please contact our student support team on 1300 232 348 or studentsupport@afa.com.au. Alternatively, the following support networks are available to assist.



▶▶▶▶▶ Support Networks for Students

If you are experiencing personal problems or need someone to talk to, please contact one of these support networks. You are not alone; there are always people available to help you.

▶ Lifeline Australia

P: 13 11 14

W: <http://www.lifeline.org.au>

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. Some of the reasons people call Lifeline's 24 hour crisis line (phone: 13 11 14) include:

- Suicidal thoughts or attempts
- Personal crisis
- Anxiety
- Depression
- Loneliness
- Abuse and trauma
- Stresses from work, family or society
- Self-help information for friends and family

▶ Kids Helpline

P: 1800 551 800

W: <http://www.kidshelpline.com.au>

Kids Helpline is a free, private and confidential, 24 hour counselling service for young people aged 5-25 years. Counselling is offered by phone, email and over the web and covers a wide range of issues and problems including anxiety, depression, abuse, bullying and health related concerns. Contact Kids Helpline on 1800 55 1800, or by email counsellor@kidshelp.com.au.

Your call is private and you don't have to tell them your name.

▶ Headspace

W: <http://www.headspace.org.au/>

Find a Headspace centre:

<http://www.headspace.org.au/headspace-centres>

Headspace is a national youth mental health foundation who help young people going through a tough time.

▶ Beyond Blue

P: 1300 224 636

W: <http://www.beyondblue.org.au/get-support/get-immediate-support>

Beyond Blue assist people with depression, anxiety and other mental health issues. All calls and chats are one-on-one with a trained mental health professional, and are completely confidential.

▶ The Butterfly Foundation

P: 1800 ED(33) HOPE(4673)
(National Support Line)

W: <https://thebutterflyfoundation.org.au/>

National Support Line is open Monday to Friday 8am to 9pm AEST (except public holidays).
support@thebutterflyfoundation.org.au
(Support is not a crisis line & cannot provide medical help.)

Counsellors are professionally trained, compassionate and experienced in assisting with eating disorders and body image concerns. They provide personalised support and coping strategies and guidance on treatment options and connections with other services and specialists.

▶ Black Dog Institute

W: <https://www.blackdoginstitute.org.au/>

The Black Dog Institute provides many resources and tools for mental health. These tools include:

- Online Mental Health Assessment - this is a free tool that screens for up to 10 different mental health conditions, including anxiety, and provides you with a personal report full of recommendations and resources to get help.
- Various fact sheets about anxiety to help explain the condition in detail and avenues for seeking help.
- myCompass mood tracking - allows you to track your thoughts, feelings, and behaviours in four areas – depression, anxiety, stress, and sleep.

▶▶▶▶▶ Additional Educational Support

The following AFA educational support services are available to students during study.

- Career advice and employment opportunities
- Practical placement assistance
- Appeals and complaints policy
- Trainer Mentor Program
- AFA Alumni
- Job Boards and employment opportunities notifications
- Post-Graduation Course Access
- Work experience facility assistance
- Free 12-week gym memberships with AFA partners

Please see further information on student support services under Student Support Services in this handbook.

▶▶▶▶▶ Student Resources

Study support resources are issued for each mode of delivery, as outlined below.

Face to Face Certificate III & Certificate IV in Fitness delivery (delivered in Melbourne):

- AFA Course Manual
- Learner Management System – including online lecture presentations, course manual, videos, webinars, resources and quizzes. Access is granted for the duration of the qualifications
- AFA Work Experience assessment manual.

First Aid:

- Learner Management System – including power points, manual, videos, resources and quizzes. The online content MUST be completed prior to your attendance at the face to face practical session

Online:

- Learner Management System – including online lecture presentations, course manual, videos, webinars, resources and quizzes. 12-months online access is granted to all Certificate III students, 11 months access for Fitness Fundamentals students and a further 12 months for Certificate IV students.



STUDENT SUPPORT SERVICES

AFA is passionate about providing fitness education that delivers more than just a certificate and prepares you for work within the fitness industry. AFA offers support that continues long after you complete your study with us. From access to our quarterly e-news through to our fully integrated student support services you are kept informed with the latest career opportunities, industry news and health and fitness research.

Further to the educational support services outlined in the Student Welfare Policy, students and graduates of AFA also have access to:

▶▶▶▶▶ AFA Alumni

Access to AFA's student support extends beyond your time with us as a student and lasts for the duration of your fitness career. Free membership includes regular newsletters, industry news and updates, latest fitness research as well as access to the latest job and career opportunities. Access to the Alumni is via the web site at <https://www.fitnesseducation.edu.au/resources/afa-alumni/>

▶▶▶▶▶ Fitness Industry Careers

With more than three decades of experience in delivering fitness qualifications, we are committed to providing students with the best start to a career in the fitness industry. Students who demonstrate an outstanding commitment within the work experience placement are often offered employment by the host fitness centre on completion of their studies. The work experience placement provides a great opportunity for students to develop relationships directly with employers.

AFA has long standing networks with many of the larger employers including Fitness First, Goodlife, Genesis, Jetts, Derrimut 24:7 and Snap Fitness. We are regularly contacted by employers requesting us to recommend graduates to fill vacancies at their facilities.

Access to the leaders in staff recruitment – Our students also have access to Jobs Board and services from key industry bodies including Healthy People, AUSactive and Sportspeople, which are all leading sports and fitness recruitment organisations in Australia.

Please refer to the AFA Job Board on our website (<https://www.fitnesseducation.edu.au/career/>).





▶▶▶▶▶ Work Experience (Practical Placement) Program

The Practical Placement Program is a mandatory requirement of both the Certificate III & IV in Fitness qualifications. It requires students to complete structured activities in a fitness workplace under the supervision of a qualified mentor. Practical placement assists you in applying the knowledge learnt to the 'hands-on' instruction of exercise and fitness training. Most larger fitness centres are suitable for the program and students should be able to access a facility convenient to their location. Students are encouraged to find a gym facility close to them. AFA also has a large database of suitable facilities which is made available to students.

We find that many of our students who impress their mentors in the placement are offered the opportunity to work at the fitness centre once they have graduated. Many employers use the practical placement as a substitute to a job interview as it gives them the chance to 'check out' potential employees over an extended period of time.

▶▶▶▶▶ Post Graduation Study Access

Every AFA student can request an additional 3 months of access to the AFA online learning system after graduation from their course. This enables graduates to have a resource to refresh their fitness knowledge as they transition to employment. Face to face students can also come back and sit in on 3 face to face lectures over a 12-month period.

Students will need to request their graduate access period by contacting the Administration team.

For further information on any of these Student Support Services please contact the Student Academic Officer on (03) 9532 7800.



ASSESSMENT PROCEDURE

AFA's Assessment Strategy aims to effectively balance the following considerations:

- meeting the compliance requirements of the relevant Training Package and Standards for RTO's 22025
- maintaining realistic and achievable expectations when assessing a learner's theoretical knowledge and practical skills through a variety of assessment methods
- utilising feedback from a range of stakeholders to ensure assessments continue to meet current industry needs and the needs of learners

AFA delivers competency based learning using a variety of assessment methods including written tasks, online quizzes, practical demonstrations, group and individual activities and workplace simulation.

AFA ensures that all assessments are flexible, fair, reliable and valid. Where a student has notified AFA prior to enrolment that assistance may be required in the areas of practical capabilities or language, literacy, numeracy or digital skills, AFA will attempt to modify the assessment process to best suit the needs of the student. AFA is committed to supporting all students through the assessment process and to obtain a successful qualification completion.

▶▶▶▶▶ Face to Face delivery

- 100% attendance is required for all face to face class-based assessments. Students must notify AFA Student Support of any absence and provide appropriate documentation (for example, a medical certificate).
- It is expected all assessments (including practical placements) are completed within allocated assessment timeframes and the final course completion date as outlined in the Training Plan.
- Where a student fails to complete a face to face class-based assessment due to absence, the student will be required to attend the assessment with another class where possible (if scheduled prior to the student's original course end date).
- If an assessment is required outside the scheduled class time, a fee of \$150 per assessment may apply.
- Where an assessment attempt has been deemed 'Not Yet Satisfactory', students will be given the opportunity to provide further evidence to support competence through one re-assessment procedure at no extra cost. Any additional re-assessments beyond this may have an associated fee of \$150 per assessment.
- Where a student fails to complete all face to face class-based assessments by the course completion date specified in the Training Plan, AFA may issue an unsuccessful course completion result and the student will be required to complete the course again. Re-enrolment fees may apply.

▶▶▶▶▶ Online delivery

- It is expected all assessments (including practical work experience) are completed prior to the course expiry end date and within the course timeframes outlined in the Training Plan.
- Upon expiration of the training period, access to the AFA LMS for the submission of assessments will be closed and no further assessments will be accepted.
- Where a student fails to complete all assessments by the course expiry end date, AFA may issue an unsuccessful course completion result and the student will be required to complete the course again. Re enrolment fees may apply.
- Where an online or practical assessment attempt has been deemed 'Not Yet Satisfactory', students will be given the opportunity to provide further evidence to support competence through one re-assessment procedure at no extra cost.
- All students are given 3 attempts at online quiz assessments. If deemed not yet satisfactory after this they are directed to their home teacher or student support team for additional assistance and clarification.

▶▶▶▶▶ Pilates course

- It is expected all assessments (including any observation, participation and self-mastery) are completed prior to the course end date and within the course timeframes outlined in the Training Plan.
- Upon expiration of the training period, access to the AFA LMS for the submission of assessments will be closed and no further assessments will be accepted.
- Where a student fails to complete all assessments by the course expiry end date, AFA may issue an unsuccessful course completion result and the student will be required to complete the course again. Re-enrolment or extension fees may apply.

All assessment submissions and attempts will remain in possession of AFA as evidence of assessment participation. Students may request copies of assessments by submitting a 'Request for Results Form' to Student Administration.

CODE OF CONDUCT

All students of the Australian Fitness Academy are expected to behave in a professional manner which promotes the wellbeing of themselves and others whilst on campus, studying online or during practical placement.

All students are expected to:

- Observe all AFA Policies and Procedures.
- Act in a manner that does not bring the AFA into disrepute.
- Not engage in behaviour which could be considered threatening, harassing, intimidating, bullying or abusive in any way.
- Respect the rights and dignity of other people, affording them all common courtesy, assistance and not discriminating in any way.
- Follow all lawful instructions from presenters and authorised AFA personnel.
- Communicate with other students, presenters and all AFA personnel in a respectful and appropriate manner.
- Refrain from the use of profanity and offensive language.
- Respect the privacy of others.
- Submit their own work.
- Refrain from creating, contributing or participating in communications related to their qualification (such as forum discussions, social media groups/pages and websites) that are not authorised by Australian Fitness Academy.
- Use the online learner management system (LMS) appropriately, engaging in honest and respectful behaviour and communication.

Throughout the time spent on campus students are expected to:

- Attend classes and other related learning activities not under the influence of alcohol or any other drugs that have an inappropriate effect on their behaviour, learning or participation.
- Not be in possession of any object that could potentially inflict harm on self or other persons.
- Be positive and supportive of those studying and working in the learning/practical placement environment.
- Maintain a high level of personal hygiene and cleanliness at all times.
- Refrain from smoking and/or vaping at all times whilst in the vicinity of the AFA facility and associated venues.
- Attend classes on time and actively participate in the class until its completion.
- Attend all assessment sessions (100% attendance).
- Participate appropriately during class and other related activities.
- Refrain from talking excessively or behaving inappropriately so as to cause disruption to the learning of other students.
- Turn off mobile phones so as to not distract other students and presenters.
- Wear appropriate attire for the learning activity.
- Only utilise WiFi services primarily for educational purposes and refrain from accessing websites, downloading/uploading materials and engaging in behaviour that is considered antisocial, offensive or illegal.

For time spent on Practical Placement (work experience), students are expected to:

- Represent AFA in a professional manner and continue to adhere to the above code of conduct.
- Adhere to the Policies and Procedures of the host facility.
- Adhere to the guidelines outlined in the Work Experience Facility Application Form
- Wear the AFA work experience uniform throughout their practical placement.

Incidents of serious misconduct will amount to exclusion from your course. In this instance, no refund will be given and outstanding instalments on course fees will be payable.



COMPLAINTS AND APPEALS

Australian Fitness Academy provides appropriate mechanisms and services for learners to have concerns reviewed and addressed where appropriate. The policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

Procedure:

Australian Fitness Academy is committed to the principles of negotiation and mediation in dealing with any complaints, appeals and grievances relating to:

- assessment procedures and results
- curriculum
- trainers / staff
- harassment
- treatment of students by other students
- code of conduct breach
- outcomes of a complaint
- other matters as they arise

Complaint: a dissatisfaction with Australian Fitness Academy's practices, such as:

- quality of products, services or facilities offered by AFA
- behavior of staff or other students
- procedures of operation

Appeal: a dissatisfaction with an outcome or decision relating to:

- an assessment result
- the outcome of a complaint

Where a student has experienced dissatisfaction, an initial complaint or appeal (verbally or written) should be communicated to the Training Manager (for education related matters) or the General Manager (for all other matters) in an attempt to resolve the issue informally. To make a complaint or appeal, please contact AFA on administration@afa.com.au or 1300 232 348.

The complaint or appeal will initially be managed between the involved parties and the Training Manager/General Manager with an attempt to resolve the issue. Students will be offered the opportunity to be accompanied by a support representative when undertaking this process.

Should a satisfactory outcome not result, the student will be required to submit a formal complaint or appeal in writing to the Training Manager (for education related matters) or the General Manager (for all other matters) within 10 days of the occurrence. Receipt of the grievance will be acknowledged in writing to the student.

The AFA representative will arrange a meeting between the parties, where both accounts of the situation can be heard and a further attempt to resolve the issue will be made. Minutes from the meeting will be recorded and kept as documentation of the event and will be acknowledged by all parties. The grievance outcome and reasons for outcome decision will be reported in writing to the complainant.

If a satisfactory outcome has still not been reached, the General Manager will advise the complainant to:

- Notify the Australian Skills Quality Authority (ASQA) of the complaint (<https://www.asqa.gov.au>), or
- Engage an independent party of AFA and the complainant (such as the Australian Competition and Consumer Commission: <https://www.accc.gov.au>, or other suitable party) to conduct a review.

Please note: Any costs associated with this process will be paid by both AFA and the complainant in equal portions. ASQA is not able to act as the independent third party for reviewing complaints.

Australian Fitness Academy ensures principles of natural justice and endeavours to resolve all complaints fairly and equitably and within a reasonable timeframe. AFA will endeavor to respond to all complaints within 10 working days. Where AFA considers more than 60 calendar days are required to process and finalise the complaint or appeal, AFA will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and;
- regularly update the complainant or appellant on the progress of the matter.

The student's enrolment at AFA shall not be affected and will be maintained during the period until the appeal is resolved.

PLAGIARISM AND CHEATING

Australian Fitness Academy is committed to upholding standards of academic integrity and honesty. Plagiarism and cheating in any form is unacceptable and will be acted upon appropriately. Gaining or attempting to gain an accredited qualification through plagiarism, cheating or fraud is an extremely serious action and is considered as a crime.

Definitions:

Plagiarism: To take the ideas or comments of another person and present them as one's own without providing appropriate acknowledgement. This includes material from any source, staff, students or the internet, published and un-published works.

Cheating: To seek to obtain an unfair advantage in written or practical work required to be submitted or completed for assessment.

Australian Fitness Academy staff and students both have a duty to ensure all students gain the necessary academic understanding to prevent incidents of plagiarism and cheating.

A staff member who suspects that plagiarism has occurred will take steps to detect plagiarism, produce evidence (such as identifying the original source document) to support their allegation and will promptly report all information to the Training Manager. The Australian Fitness Academy assessors have access to the following plagiarism software; www.quetext.com or Viper anti-plagiarism software through www.scanmyessay.com. It is recommended that students also use a similar plagiarism detection program to scan their assessments prior to submission.

The Training Manager must decide whether they believe that plagiarism was likely to have been intentional or unintentional and will liaise with the student to explain the situation and provide the student with the opportunity to respond to the allegations.

If the student's act of plagiarism was not intentional, no further disciplinary action will be taken and the student will be provided with education about correct methods of source acknowledgement for future assessments.

If the student is unable to provide a satisfactory explanation to the similarities between the student's work and the original source document, the Training Manager may infer that plagiarism was done with intention to cheat. The matter is then reported as suspected cheating and disciplinary actions according to the AFA policies and procedures will be taken. The student may be withdrawn from the qualification and prevented from re-enrolling. Under these circumstances students will not be eligible for a refund of fees.

In other circumstances when cheating has been suspected, investigation and disciplinary action will occur using a similar process to that described in the previous plagiarism scenario.

Any decisions in regards to plagiarism and cheating made by the Training Manager will be final.

Due to the sensitivity of this issue AFA will endeavour to make a decision within 5 working days of the incident being detected.

ARTIFICIAL INTELLIGENCE (AI) POLICY

The use of Artificial Intelligence (AI) in education is becoming increasingly commonplace. Australian Fitness Academy recognises AI may be used by students to assist in their learning. The following policy clarifies when and how students can use AI throughout their course:

- AI should not be used to 'replace' the resources and support services provided in your Australian Fitness Academy course. Throughout your studies, it is essential you gain a thorough understanding of the course content and how it is applied to the fitness environment. An over reliance on AI may limit the development of your understanding and knowledge.
- AI may be used as an adjunct or as an additional resource. However, we recommend you contact our student support team should you require assistance or clarification of topics and assessments.
- AI cannot be used to assist in the completion of assessments. Responses submitted in assessments must be the result of your own understanding and effort. Copying or relying on AI-generated content will be considered a violation of academic integrity.
- The AFA Plagiarism and Cheating Policy clearly indicates that students cannot:
 - Take the ideas or comments of another person and present them as one's own or
 - Seek to obtain an unfair advantage in written or practical work required to be submitted or completed for assessment.

AFA assessors have access to plagiarism software and there are significant penalties for students who are deemed to have plagiarised or cheated in assessments. The penalties include enrolment cancellation and the forfeiture of course fees.

By submitting your work, you affirm that you have not used AI or any other unauthorized tools to complete the assessment and that you accept the terms and conditions of the Plagiarism and Cheating Policy.

We trust that all students will approach the assessments with honesty and integrity, demonstrating their individual understanding of the course material.





STUDENT RECORDS

The Australian Fitness Academy manages records to ensure their accuracy, currency and integrity.

▶▶▶▶▶ Retention of records

All records relating to students in the following areas will be retained and maintained electronically via the Student Management System (WiseNet) for a minimum period of 30 years:

- Assessment outcomes (including Recognition of Prior Learning, Recognition of Current Competencies, and Credit Transfer)
- Attendance and participation
- Unit of Competency Attainment
- Qualification Completion
- Enrolments
- Fees paid
- Refund, Deferment or Transfer
- Personal details

All student assessments (including unsuccessful attempts and feedback from assessors) will be securely retained for a minimum of two years from the date the decision on competence for the individual unit was made. This period may be extended as applicable for students studying under government funded arrangements.

During this two-year period, all student assessment items are securely stored electronically on the Learner Management System (LMS). Graduates are offered access to these assessments via their personal LMS account for a period of 12 months following their course completion date. All paper based assessments are scanned upon completion and stored electronically against the student's personal profile record.

▶▶▶▶▶ Protection of records

The Student Management System (Wisenet) used for maintaining records will be protected with security passwords to maintain client privacy and confidentiality and will be stored electronically on an external web based server to prevent damage, deterioration or loss.

In the event that Australian Fitness Academy ceases operations all records relating to clients from the date of the RTO's initial registration will be forwarded to the Australian Skills Quality Authority (ASQA).

▶▶▶▶▶ Retrieval of records

Students and graduates of AFA will have timely access to current and accurate records of results, participation and progress. Students may request a copy or reissue of a Statement of Attainment in writing by submitting a 'Request for Results Form' to The Student Academic Officer.

Reissues of certificates and Statements of Attainment may take up to 5 working days to be completed once a request is received.

There is a \$25 fee for the re-issue of each qualification certificate and each statement of attainment.

Information will not be supplied to a third party without the express permission of the person concerned.

▶▶▶▶▶ Your course fees

The Academy accepts no more than \$1000 prior to the commencement of the course and the total amount paid for other services yet to be delivered does not exceed \$1500. This arrangement is compliant with the ASQA standard covering fee protection for students.

For more information on these and any student support services, please contact Student Administration on (03) 9532 7800.

▶▶▶▶▶ Certificate eligibility

The course fees must be paid, and your USI verified, in order to receive your certificate. If you have paid your fees in full, you will receive an email with your certificate in PDF copy upon your qualification completion. Alternatively, please contact Administration to confirm your status on 03 9532 7800 or by email administration@afa.com.au.

PRIVACY

Privacy Notice

Under the Data Provision Requirements 2012, Australian Fitness Academy 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 Australian Fitness Academy for statistical, administrative, regulatory and research purposes.

Australian Fitness Academy 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:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER 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. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The Education and Training Reform Act 2006 requires AFA to collect and disclose personal information for a number of purposes including the allocation of a Victorian Student Number and updating your personal information on the Victorian Student Register, and the Unique Student Identifier (USI).

For more details about how your personal information is used please view information published on the [USI website](#) and the [Victorian Curriculum and Assessment Authority \(VCAA\) website](#).

All personal information from enquiries, students and graduates is securely stored on AFA's Student Management System. With your permission, AFA may use your contact information to advertise to you our other programs and services. You have the option of opting out of receiving advertising material by selecting 'unsubscribe' in the email or by contacting our Marketing Manager on 03 9532 7800 or info@afa.com.au.

Should you have any concerns about the security of the information you supply or for more information in relation to how student information may be used or disclosed, please contact the AFA General Manager on 03 9532 7800 or info@afa.com.au.



UNIQUE STUDENT IDENTIFIER

From 1st January 2015 all students enrolled in an Australian Vocational Education & Training (VET) course must apply for a Unique Student Identifier (USI) from the USI Registrar: <http://usi.gov.au/Students/Pages/default.aspx>

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Obtaining your USI is a convenient, online process and you should be able to obtain it within a few minutes.

The USI application process requires personal information, including your:

- Name
- Date and place of birth
- Gender
- Contact details
- Identification documents

This information is used to confirm your identity and ensure your USI is unique.

The USI Registry System only keeps information about your name, date and place of birth, gender, contact details and the type of identification provided. For more information about how your personal information is used in the USI process, please view the [USI Privacy Notice for Students](#).

It is recommended you have at least one and preferably two forms of ID ready from the list below when lodging your application:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship certificate
- Immi card

Have your contact details ready (e.g. email address or mobile number and address)

Follow the link to log onto USI Register website, create your USI and record it in a safe, secure place for your own records: <http://usi.gov.au/Students/Pages/default.aspx>

The USI will link your USI account to the National Vocational Education and Training (VET) Data Collection, allowing you to see all of your training results from all providers including all completed training units and qualifications.

You will need to obtain the USI and provide it to AFA for verification. **Please note**, we are prohibited from issuing certificates and statements of attainment of nationally recognised qualifications to students who have not provided their USI.

AFA is also required to include your USI in data we submit to NCVER.

Therefore, your application to enrol in one of our courses implies consent for AFA to use personal information provided by you during the enrolment process to verify your USI.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI is collected by the USI Registrar for the purposes of:

- I. applying for, verifying and giving a USI;
- II. resolving problems with a USI;
- III. creating authenticated vocational education and training (VET) transcripts;

UNIQUE STUDENT IDENTIFIER

Your USI may be disclosed to:

- Commonwealth and State government departments and agencies, Boards of Study, and specified Higher Education and VET-related bodies for:
 - the purposes of administering and auditing VET and Higher Education, including education and training providers, VET programs, and higher education courses
 - education related policy and research purposes; and
 - to assist in determining eligibility for education and training subsidies, funding or financial assistance
- VET and Higher Education Regulators to enable them to perform their VET and Higher Education regulatory functions
- VET Admission bodies for the purposes of administering VET and VET programs
- Tertiary Admission Centres (TACs) for the purposes of administering Higher Education courses
- Current and former registered education and training providers to enable them to deliver VET and Higher Education courses to me, meet their reporting obligations under the VET and Higher Education standards and government contracts and assist in determining eligibility for training subsidies and higher education funding
- Schools for the purposes of delivering VET courses to the individual and reporting on these courses
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
- Researchers for education and training related research purposes
- Any other person or agency that may be authorised or required by law to access the information
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system

Your USI will not otherwise be disclosed without your consent unless authorised or required by or under law.

AFA recommends you access the USI website for comprehensive fact sheets, video and resources to provide you with information on the requirements, benefits and purpose of your USI: <https://www.usi.gov.au/students>

or contact the USI Office directly:

1300 857 536 (within Australia)

+61 2 6240 8740 (International enquiries)

Open Monday to Friday 9am -5pm Australian Eastern Time



LEGISLATION

AFA as an employer, registered training organisation and community leader recognises the rights of all students, staff and community members to be treated fairly and with respect at all times in an environment free from harassment and discrimination.

AFA encourages students from all cultural and ethnic group and age ranges. As an equal Opportunity Employer AFA is committed to eliminating discrimination in its recruitment and employment practices in particular race, pregnancy, marital status, physical or intellectual impairment, sexual preference, political or religious beliefs.

Australian Fitness Academy complies with Commonwealth, State or Territory legislations and regulatory requirements that are relevant to the training organisation's operations and scope of registration.

The following Victorian and Commonwealth legislations have been identified as relevant to the operations of Australian Fitness Academy.

- Competition and Consumer Act 2010
- Copyright Act. 1968 (Cth)
- Privacy Act 1988 (Cth)
- Education and Training Reform Act 2006
- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004 (VIC)
- Occupational Health and Safety Regulations 2017 (Vic)
- Work Health and Safety Act 2011 (Cth)
- Vocational Education and Training Act 1996
- Working with Children Act 2005
- Disability Discrimination Act 1992 (Cth)
- Charter of Human Rights and Responsibilities Act 2006
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)
- Outcome Standards for Registered Training Organisations Instrument 2025
- Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025
- Standards for Registered Training Organisations Credential Policy 2025
- Vocational Education and Training (VET) Quality Framework
- Student Identifiers Act 2014 (Cth)
- Student Identifiers Regulation 2014

TERMS & CONDITIONS OF ENROLMENT

Terms and Conditions of Enrolment

This agreement is designed to explain your obligations when undertaking any course enrolment with Australian Fitness Academy and it details what our obligations are to you as your course provider. We recommend you keep this agreement in a safe place for future reference.

▶▶▶▶▶ Payment Terms

The following is your Payment Service Agreement in consideration of Australian Fitness Academy (herein after referred to as 'AFA') (ABN 93 059 452 185) entering into and providing training as described on the reverse of this agreement (hereinafter referred to as "student"), the student hereby agrees to be bound by the following terms and conditions. For students eligible for funded training changes to eligibility requirements or funding rates may mean additional course fees may be charged before the end of the course. AFA will endeavour to abide by the original terms and conditions wherever possible.

- a. **Face to face courses.** The course fee or deposit must be received one week prior to course commencement for all face to face courses. For students paying the deposit, the payment instalment contract must be arranged through PaySmart prior to course commencement. Course fees must be paid in full prior to the issue of the qualification or statement of attainment. The enrolment form includes the full course fees and instalment payment contract.
- b. **Online courses.** The course fee or deposit must be received prior to the student obtaining access to the online Learning Management System (LMS). For students paying the deposit, the fortnightly payment instalment contract must be arranged through PaySmart prior to obtaining access to the online Learning Management System (LMS). Course fees must be paid in full prior to the issue of the qualification or statement of attainment. The enrolment form includes the full course fees and instalment payment contract.
- c. **PaySmart instalment payments**
 - a. PaySmart is an independent credit facility utilised by AFA to provide instalment payments via direct debit.
 - b. All payments for course fees over \$1,500 must be on a PaySmart contract.
 - c. Applicants must agree to all terms and conditions outlined in the Direct Debit Request Service Agreement provided by PaySmart including a set-up fee of \$8.80 and administration fees of \$1.30 (weekly instalments), \$1.95 (fortnightly instalments) or \$2.95 (monthly instalments) and payment default fees (\$15). A 2.27% surcharge is also added to payments via Visa/Mastercard (4.55% for AMEX), so we recommend using your BSB and Account number for your Direct Debit payments.
 - d. Should you wish to modify, suspend or cancel the PaySmart Direct Debit Request Service Agreement, AFA must be notified in writing and you will be subject to these terms and conditions.
 - e. Default of an instalment permits AFA to disable student access to the online LMS and/or to terminate the student's enrolment.
 - f. You are required to pay the full contract amount of your course outside of the cooling off period. Payment is irrespective of commencing or completing the Certificate III and/or Certificate IV in Fitness.
- d. **Upfront Payments.** AFA accepts no more than \$1,500 prior to the commencement of the course and the total amount paid for other services yet to be delivered does not exceed \$1500.

▶▶▶▶▶ Withdrawal Requests

All withdrawal requests must be submitted to AFA via the official withdrawal process, with students required to submit a completed Withdrawal Form supplied to them including information about the course/s you are intending to withdraw from, reasons for withdrawal and a signature.

Upon submission of this form, AFA will review the circumstances to determine the appropriate outcome in line with the Terms & Conditions of Enrolment.

Note: A request to withdraw from your course/s via email or any other communication method will not suffice for an official withdrawal. The official form must be completed and returned to administration@afa.com.au.



TERMS & CONDITIONS OF ENROLMENT

▶▶▶▶▶ Cancellations & Refunds

a. Face to Face Course enrolments

- i. The minimum deposit is \$100 (non-refundable)
- ii. No refund will be issued once the course has commenced.
- iii. For students enrolled in the combined Certificate III & IV in Fitness Course, there is no refund on the Certificate IV component once Certificate III has commenced.
- iv. Refunds will be issued up to one (1) day prior to a face to face course start date. The minimum deposit (\$100) will be forfeited. Students will be refunded 50% of any additional payments (not including the minimum deposit).

b. Online Course enrolments

- i. The minimum deposit is \$100 (non-refundable)
- ii. There is a 14 day cooling off period from the course commencement date.
- iii. No refund will be issued once the 14 day cooling off period has elapsed.
- iv. For students enrolled in a combined Certificate III & IV in Fitness or Fast Track PT Course (Fitness Fundamentals + Certificate IV in Fitness), there is no refund on the Certificate IV component once the Certificate III or Fitness Fundamentals has commenced and the cooling off period has elapsed.
- v. Refunds will be issued prior to the 14 day cooling off period. Students must return a Course Withdrawal Form within their first 14 days of enrolment in order to avoid ongoing course fees. The minimum deposit (\$100) will be forfeited. Students will be refunded 50% of any additional payments (not including the minimum deposit).

c. Pilates Courses

- i. There is NO cooling-off period for any enrolments into the Pilates Matwork Instructor Course
- ii. No refunds will be issued once payment has been made and students will be liable for the entire course fees from the point of paying their deposit
- i. If a student is enrolled in both a Certificate in III and/or IV in Fitness and the Pilates Matwork Instructor Course and requests to withdraw from the Certificate/s within the 14-day cooling-off period, they will still be liable for the full cost of the Pilates Matwork Instructor Course (to be paid either in full or via direct debit).

d. ProNatal Fitness® Courses

- i. Students are encouraged to refer to the Terms & Conditions of ProNatal Fitness®, the education delivery provider of Pre & Postnatal courses, including T&Cs specifically for:
 - Pre & Postnatal Fitness Specialist Certification
 - Pre & Postnatal Group Instructor Course
- ii. If a student is enrolled in both a Certificate in III and/or IV in Fitness and the any course delivered by ProNatal Fitness® and requests to withdraw from the Certificate/s within the 14-day cooling-off period, they will still be liable for the full cost of the course delivered by ProNatal Fitness® (to be paid either in full or via direct debit).

e. Short Courses and First Aid courses

- i. No refunds are available on any short courses, module enrolments and first aid courses.

f. Other information

- i. In the event of AFA closure, the balance of course fees paid for that portion of the course not yet delivered will be refunded or the full fees refunded if the course did not commence.
- ii. AFA reserves the right to cancel or postpone courses and workshops due to unforeseen circumstances. In this circumstance, a refund for fees paid towards the Face to Face course (only) or deferment into the next available course will be offered. Instances, where this is not possible, will be handled on an individual basis.
- iii. Refund applications will only be considered for applicants who meet the refund eligibility requirements and apply within 6 months of enrolment. All applications must be received in writing by submitting a Request for Refund Form (contact info@afa.com.au).

g. Exceptional Circumstances

- i. Students who do not meet the refund eligibility requirements may apply for consideration of exceptional circumstances
- ii. Details of the exceptional circumstances, along with supporting documentation, should be submitted to Student Administration for consideration (contact info@afa.com.au). If exceptional circumstances are granted, there will be no refund.
- iii. The outcomes for students granted with exceptional circumstances include:
 - Freezing of the payment plan for one month
 - Early payout of contract for online students enrolled in the combined Certificate III & IV in Fitness or Fast Track PT Course; \$2200 minimum payment for students who complete the Certificate III or Fitness Fundamentals and withdraw from the Certificate IV; \$2000 minimum payment for students who withdraw from both the Certificate III and IV or Fast Track PT Course.
 - Early payout of contract for online students enrolled in the Certificate III in Fitness Course only is \$975 minimum payment
 - Early payout of contract for students enrolled in the Pilates Matwork Instructor course is \$1,000. Partial refunds may be provided to students who have paid for the course in full upfront, based on individual circumstances.
 - Early payout of contract for students enrolled in the Pre & Postnatal Fitness Specialist Certification (and have progressed beyond Module 3) is \$400. Partial refunds may be provided to students who have paid for the course in full upfront, based on individual circumstances.



TERMS & CONDITIONS OF ENROLMENT

▶▶▶▶▶ Course Pre-Requisites & Confirmation of Enrolment

- a. Applications by the student will be confirmed upon payment of the deposit or full course fee (for Pilates and short courses), and all successful applicants will receive a confirmation email after receipt of enrolment.
- b. Completion of 9 specific units from the Certificate III in Fitness is a prerequisite for entry into the Certificate IV in Fitness. Applicants who have completed these units at another RTO must provide AFA with a certified copy of the completed units in a Statement of Attainment with the Certificate IV in Fitness enrolment application.
- c. Current First Aid and CPR certificates are required for completion of Certificate III in Fitness and for entry into Certificate IV in Fitness. If first aid is not completed with AFA, students must provide AFA with a certified copy of a HLTAID011 Provide First Aid and HLTAID009 Provide cardiopulmonary resuscitation
- d. Access to the AFA LMS online delivery will expire 12 months for both Cert III & IV from the date of Username and Password issue.
- e. Students enrolled onto the Certificate III and IV or Fast Track PT Course will receive 2XU apparel as part of their industry work experience resources. Students must have paid \$300 or more in tuition fees before receiving the apparel. AFA reserves the right to modify, or change 2XU apparel depending on stock and product availability. Please choose your sizes carefully as there is no exchange.
- f. In the event of a new training package release, whereby a qualification/unit expires and is replaced by an updated one, students enrolled in the expired qualification/unit will be required to complete all training and assessment prior to the teach-out period end date, as determined by AFA. Students who have not completed the requirements of the superseded qualification/unit prior to the teach-out period end date will automatically be transitioned by AFA to the new one. Additional gap training and assessment may be required to meet the requirements of the new qualification/unit or to meet entry requirements for pathway qualifications. AFA is unable to award expired qualifications/units after their teach-out period end date.
- g. Students enrolled in the Pilates Matwork Instructor Course and/or Pre & Postnatal courses delivered by ProNatal Fitness® are encouraged to have previously completed the Certificate III and/or Certificate IV in Fitness course, or a Degree in Exercise/Sports/Health Science. Students wishing to enrol in the Pilates Matwork Instructor Course and/or Pre & Postnatal courses delivered by ProNatal Fitness® without prior completion of a preliminary qualification are doing so at their own risk and may find elements of these courses difficult due to technical terminology and concepts that have assumed prior knowledge.
- h. Students completing the Pilates Matwork Instructor Course and/or Pre & Postnatal courses delivered by ProNatal Fitness® without prior qualification are encouraged to first undertake a Certificate III and/or Certificate IV in Fitness course, or a Degree in Exercise/Sports/Health Science. If you are enrolled in multiple qualifications concurrently, it is also recommended that you complete the Certificate III in Fitness before undertaking the Pilates Matwork Instructor Course and/or Pre & Postnatal courses delivery by ProNatal Fitness®.





TERMS & CONDITIONS OF ENROLMENT

▶▶▶▶▶ Deferments & Transfers

Applications for deferment and transfers must be received in writing. Applications received after the completion date of the course in which the student was originally enrolled will not be considered.

Face to Face delivery:

- i. The student may apply for deferment by submitting a Request for Change of Course Enrolment Form. The request must be received no later than seven (7) days prior to commencement of the course. All fees paid will then be held in trust for a maximum period of 1 year from the date of course deposit receipt. Any funds held for the student's training are not transferable to any other course qualification, person or entity. On the expiration of this period, any funds not utilised in continuing training will be retained by AFA.
- ii. For fee for service students, deferment during a course will incur a \$325 fee. Recommencement into another course offer under the same qualification will be accepted, subject to course availability, within one year and must be nominated at the time of deferment. All fees paid (not including deposit) will then be held in trust as in clause 5(a)(i).
- iii. The student may only defer once (1) from a qualification.
- iv. Students recommencing a qualification more than 2 years after commencing a course may be required to complete the course in its entirety (at the student's expense) due to changes in content and training delivery.
- v. Students may apply for one (1) extension to the initial duration of study identified in the Training Plan by submitting a Request for Change of Course of Enrolment Form. Applications must be received in writing, prior to the course expiry date and is only applicable to Certificate IV in Fitness enrolments.
- vi. The extension period is 3 months and the cost is \$250.
- vii. Students not completing the course within the specified timeframe may apply to re-enrol in the course. The re-enrolment fee is 50% of the current course fee. Exemptions for assessments successfully completed during the original enrolment may be applied unless the course delivery has changed and completion of new assessments is required in order to meet the requirements of the qualification. Students will be required to complete a new enrolment and pay the full course fee under the following circumstances:
 - Students are commencing a newer version of the qualification than that in which they originally enrolled
 - The original payment contract was not paid in full
 - The student's learning needs have changed since their first enrolment

Online delivery:

- viii. Deferment is not available for the Online course delivery methods.
- ix. Online students may apply for one (1) extension to the initial duration of study identified in the Training Plan by submitting a Request for Change of Course Enrolment Form. Applications must be received in writing, prior to the course expiry date.
- x. The extension period is 3 months and the cost is \$250 per individual qualification (Fitness Fundamentals, Certificate III in Fitness and Certificate IV in Fitness)
- xi. Students not completing the course within the specified timeframe may apply to re-enrol in the course. The re-enrolment fee is 50% of the current course fee. Exemptions for assessments successfully completed during the original enrolment may be applied unless the course delivery has changed and completion of new assessments is required in order to meet the requirements of the qualification. Students will be required to complete a new enrolment and pay the full course fee under the following circumstances:
 - Students are commencing a newer version of the qualification than that in which they originally enrolled
 - The original payment contract was not paid in full
 - The student's learning needs have changed since their first enrolment

TERMS & CONDITIONS OF ENROLMENT

▶▶▶▶▶ Deferments & Transfers Cont.

Pilates Courses:

- i. Deferment is not available for enrolments in Pilates courses.
- ii. Students may apply for one (1) extension to the initial duration of the study identified in the Training Plan by submitting a Request for Change of Course Enrolment Form. Applications must be received in writing, prior to the course expiry date.
- iii. The extension period is 3 months and the cost is \$250.
- iv. Students not completing the course within the specified 6-month timeframe may apply to re-enrol in the course. The re-enrolment fee is 50% of the current course fee. Exemptions for assessments successfully completed during the original enrolment may be applied unless the course delivery has changed and completion of new assessments is required in order to meet the requirements of the qualification.
- v. Should a student not have paid the entire course fees in their original enrolment, then they may be required to pay the full course cost again upon re-enrolment.

Course Transfers:

- i. Course fees are not transferable to a different qualification or to another student.
- ii. Transfer from a Face to Face delivery course to an online course of the same qualification level is permitted. There is no fee for the transfer, however the difference in course cost will not be refunded. All remaining Paysmart instalments must continue until the full cost of the initial course is received, as outlined in the Paysmart contract.
- iii. Transfer from Online delivery course to a Face to Face course of the same qualification level is permitted, subject to availability. The difference in course cost (if any) is payable prior to commencement.
- iv. Students are only permitted to transfer once for the qualification.
- v. Students wishing to transfer from the full Certificate III and IV in Fitness qualification to the Fast Track PT Course are able to do so without incurring any additional fees, however the difference in course cost will not be refunded.

In the event of forced closure, AFA will assist eligible individuals to transfer to another RTO in order to continue with their training.



TERMS & CONDITIONS OF ENROLMENT

▶▶▶▶▶ Evidence of Participation

AFA monitors the participation of all students throughout their course. While it is expected that all students regularly access the course, online students receiving Government funding must access the online learning system throughout each month to demonstrate evidence of participation and maintain eligibility for funded training.

Funded students who do not access the online resources for more than 30 days will be notified by AFA and may be withdrawn from the course after 45 days if sufficient evidence of participation cannot be demonstrated.

▶▶▶▶▶ Recognition of Prior Learning (RPL)

AFA offers full support for students to apply for RPL and recognises qualifications from other registered training organisations. To apply for RPL students must request an RPL application kit from the AFA Course Consultant. For further information on the RPL process see the Student Handbook.

▶▶▶▶▶ Access & Equity

AFA offers flexible learning and assessment strategies including online and face to face delivery. AFA has provisions for client support in the areas of language, literacy and numeracy assistance and guidance. Any student requiring these services must notify AFA about the nature of the assistance required prior to enrolment. For further information on the access and equity policy see the Student Handbook.

▶▶▶▶▶ Complaints & Appeal

All students have the right to lodge a complaint or appeal against assessment results. As the first step, students must discuss the matter directly with the assessor / trainer. If this is not resolved they can write to the Training Manager within 10 days of the assessment result. All other complaints appeals should be submitted in writing to the General Manager of the Australian Fitness Academy. For further information on this policy see the Student Handbook.

▶▶▶▶▶ Discipline

AFA aims to provide an educational environment that aids learning and is safe for all students and staff. As a student you are expected to behave in a manner which protects yourself and others at AFA. Incidents of serious misconduct will amount to exclusion from your course. In this instance, no refund will be given and outstanding instalments on course fees will be payable. For further information on this policy see the Student Handbook – Code of Conduct.

▶▶▶▶▶ Release

Students and / or images of students will not be used in Australian Fitness Academy promotional materials and publications without their permission. Students participating in promotional activities will be required to authorise a release to discharge Australian Fitness Academy from any and all claims arising out of the use of their images, waiving any rights of compensation or ownership.

▶▶▶▶▶ Issue of Results / Statements

- Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification. This is dependent on the student having paid in full all fees related to the units of competency to be shown on the Statement of Attainment.
- Course fees must be paid in full prior to the issue of any qualification.
- Issuance of hard copy version is only available to students located within Australia.

