

Australian Fitness Academy - Student Handbook

***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.

The Academy has been delivering fitness certification courses since 1993 and in this time has educated thousands of students who are now working within the Australian fitness industry and abroad!

Throughout your study time with the Academy 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

Ph: 1300 232 348

Student Administration

E: administration@afa.com.au

Ph: 03 9532 7800 or 1300 232 348

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

Student Support Officers

E: studentsupport@afa.com.au

Ph: 03 9532 7800 or 1300 232 348

Our Student Support team are here to assist you throughout the course, handling your questions on course content, work experience 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.

The team at AFA are here 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

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UNITS OF COMPETENCY – SIS30315 CERTIFICATE III IN FITNESS

To complete the qualification students need to complete 16 units (9 core + 7 electives). Students must complete all the common units and the elective units to be able to register as a fitness (gym) instructor.

National code	Title	Core / Elective
SISFFIT001	Provide health screening and fitness orientation	Core
SISFFIT002	Recognise and apply exercise considerations for specific populations	Core
SISFFIT003	Instruct fitness programs	Core
SISFFIT004	Incorporate anatomy and physiology principles into fitness programming	Core
SISFFIT005	Provide healthy eating information	Core
SISFFIT014	Instruct exercise to older clients	Core
SISXCCS001	Provide quality service	Core
SISXFAC001	Maintain equipment for activities	Core
SISXIND001	Work effectively in sport, fitness and recreation environments	Core
BSBRSK401	Identify risk and apply risk management processes	Elective
HLTAID003	Provide first aid	Elective
HLTWHS001	Participate in workplace health and safety	Elective
SISFFIT006	Conduct fitness appraisals	Elective
SISFFIT024	Instruct endurance programs	Elective
SISXCAI001	Provide equipment for activities	Elective
SISXFAC002	Maintain sport, fitness and recreation facilities	Elective

UNITS OF COMPETENCY – SIS40215 CERTIFICATE IV IN FITNESS

To complete the qualification students need to complete 20 units (12 core + 8 electives). Students must complete all the common units and the elective units to be able to register as a personal trainer.

Entry to this qualification is open to individuals who hold a current first aid and CPR certificate and have been recognised as competent through a recognised training program or recognition process against the following units of competency:

SISFFIT001	Provide health screening and fitness orientation
SISFFIT002	Recognise and apply exercise considerations for specific populations
SISFFIT003	Instruct fitness programs
SISFFIT004	Incorporate anatomy and physiology principles into fitness programming
SISFFIT005	Provide healthy eating information
SISFFIT006	Conduct fitness appraisals
SISFFIT014	Instruct exercise to older clients
SISXCCS001	Provide quality service

National code	Title	Core / Elective
SISFFIT013	Instruct exercise to young people aged 13 to 17 years	Core
SISFFIT015	Collaborate with medical and allied health professionals in a fitness context	Core
SISFFIT016	Provide motivation to positively influence exercise behaviour	Core
SISFFIT017	Instruct long-term exercise programs	Core
SISFFIT018	Promote functional movement capacity	Core
SISFFIT019	Incorporate exercise science principles into fitness programming	Core
SISFFIT020	Instruct exercise programs for body composition goals	Core
SISFFIT021	Instruct personal training programs	Core
SISFFIT023	Instruct group personal training programs	Core
SISFFIT025	Recognise the dangers of providing nutrition advice to clients	Core
SISFFIT026	Support healthy eating through the Eat for Health Program	Core
SISXRES001	Conduct sustainable work practices in open spaces	Core
BSBSMB401	Establish legal and risk management requirements of small business	Elective
BSBSMB403	Market the small business	Elective
BSBSMB404	Undertake small business planning	Elective
BSBSLS408	Present, secure and support sales solutions	Elective
SISSTC301A	Instruct strength and conditioning techniques	Elective
SISSTC402A	Develop strength and conditioning programs	Elective
SISXCAI005	Conduct individualised long term training programs	Elective
SISFFIT012	Instruct movement programs to children aged 5 - 12 years	Elective

QUALIFICATION: PROVIDE FIRST AID (HLTAID003)

Delivery Method: Face to Face
Location: Australian Fitness Academy, 701 Glenhuntly Rd, Caulfield, VIC 3162
Duration: 14 hours

Delivery	Assessment	Hours	Date
Home study (online)	Online test	7 hours	Refer to individual training plan
Practical	Prac day	7 hours (9am – 4pm)	

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

ONLINE 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
- Practical Placement workbooks

Australian Fitness Academy recommends students have a basic level of computer 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 and Excel documents
- Upload Word and Excel documents to a website
- Write and send an email
- Attach a document to an email
- Search the internet for specific websites

Please note: All online resources can be viewed using portable devices such as android tablets, smartphones, iPhones and iPads. However, some portable devices may not support assessments that require submission in Editable PDF format. For students studying online, these assessments can be submitted in electronic PDF format via the LMS using a personal computer. Handwritten assessments and assessments submitted via the post are unable to be accepted and will be returned.

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
A recent operating system such as: Windows XP / Vista / 7, 8 or 10	
Adobe Reader 9 or XI	To download and install this application free of charge, go to: http://www.adobe.com/au/products/reader.html
Quicktime 7	To download and install this application free of charge, go to: http://www.apple.com/quicktime/download/
Adobe Flash Player	To download and install this application free of charge, go to: https://get.adobe.com/flashplayer/

Microsoft Office Basic Package: <ul style="list-style-type: none"> - Microsoft Word - Microsoft Excel 	To purchase & download Microsoft Office, go to: http://office.microsoft.com/en-au/products/compare-microsoft-office-products-FX104165233.aspx?WT%2Eintid1=ODC_ENAU_FX010064710_XT104187042
A Reliable Internet Connection	
Minimum Browser options: <ul style="list-style-type: none"> - Google Chrome or - Mozilla Firefox or - Internet Explorer 	To download the latest versions of these web browsers free of charge, go to: http://www.google.com.au/intl/en_au/chrome/browser/#eula https://www.mozilla.org/en-US/firefox/new/ http://www.win-downloads.com/en/downloads/642?gclid=CNXhqJ7fisECFUJ8vQodo5YAiW
Java Runtime Environment	To download the latest version of Java free of charge, go to: http://www.java.com/en/
If viewing on a tablet device	Ensure you have the latest operating system and all applications are up to date.

Most online resources and assessments from the online learning system can also be accessed using Apple Mac computers.

For students using Apple Mac computers, Australian Fitness Academy recommends that you purchase Microsoft Office for Mac here <http://www.microsoft.com/australia/mac>.

The alternative to purchasing Microsoft Office is to download a free version of a word processing program such as Apache Open Office from <https://www.openoffice.org/>.

Evidence of Participation:

Online students receiving Government or AFA funding for their course are required to access the online learning system on a regular basis in order to demonstrate evidence of participation.

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

RECOGNITION OF PRIOR LEARNING (RPL)

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.

If you wish to apply for RPL please request the relevant RPL Application Kit document from the AFA Careers Consultant who can be contacted on (03) 9532 7800. This kit will outline the process involved in applying for RPL. Please note the RPL Application process can take up to a few weeks to process so all applications need to be submitted 30-days prior to your course start date.

A standard application fee of \$200 will be charged upon initial RPL application and submission of evidence.

The full cost of the RPL process will be calculated on a case by case basis according to any remaining units required for completion of the qualification. If the submitted evidence covers competence in all units of the qualification, the minimum RPL fee of \$695 will be applied (\$895 for Diploma of Fitness).

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

To complete remaining gaps through the face to face delivery method, a cost per session will be calculated according to the remaining units for completion. The minimum RPL fee will be applied for cases where the calculated per-subject total is less than the minimum RPL application fee.

To complete remaining gaps through the integrated and online delivery methods, a cost per topic will be calculated according to the remaining units for completion. The minimum RPL fee will be applied for cases where the calculated per-subject total is less than the minimum RPL application fee.

Any extra gaps in online RPL application (including assessments or training delivery) may need to be practically assessed and will be charged at the hourly one-on-one tutoring rate where available. Where attendance at a practical day is required, this will be charged at a flat practical per-day rate.

PDHPE teachers:

AFA has developed a program for a specific cohort of students. The PDHPE program has been designed to assist qualified PDHPE teachers to become fitness professionals. Initially AFA mapped the skills and knowledge of the PDHPE teachers using relevant degree subject outlines and generic position descriptions to determine the RPL. It was identified there were 'gaps' in the knowledge and skills of the PDHPE teachers in comparison to the fitness professionals. The program was set up to cover the 'gaps' to enable the PDHPE teachers to complete these requirements to become qualified fitness instructors and personal trainers.

The PDHPE Teachers obtain Recognition of Prior learning (RPL) from several units of the Certificate III & IV in Fitness due to their previous qualifications and relevant experience.

Participants enrolling in the program must complete the RPL process by submitting the following documents:

- Physical Education degree or equivalent qualification including a copy of the academic transcript
- Current first aid certificate –Unit Code must be 'HLTAID003 Provide First Aid'
- Letter from Principal or Department Manager (on school letterhead) confirming current teaching role or
- Teacher's Registration certificate (available through the various State Teaching Associations)

Competency in literacy (reading and writing), oral communication and learning strategies are demonstrated through the applicant's previous qualifications and employment.

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.

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 Glenhuntly Rd, Caulfield South, Victoria, Australia 3162. Extensive accessible public transport and parking facilities are available on campus.

Secondary facilities are utilised for training and assessing purposes and include various fitness facilities in Sydney and Brisbane.

Orientation / Induction:

Students attending classes on campus in Melbourne and Brisbane are provided with a preliminary tour of Australian Fitness Academy campus facilities by the Careers Consultant or relevant staff member at their enrolment appointment.

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 evacuations
- 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:

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 personal bicycles (Melbourne).

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 and Equity

Prior to enrolment, clients will complete a Pre-Training Review and the language, literacy and numeracy assessment to ensure they have the capacity to complete the course. The review is used to identify whether the student has a disability and / or requires additional support to participate in the course.

Where a need for support is identified, the Education Manager will assist to modify training and assessment to suit and accommodate the individual to the best of the RTO's ability and inform all trainers and assessors involved in the learning process. If the Education Manager identifies the client does not have the LLN or technical skills to study the course, they will be directed to an external tutoring / training organisation that specialises in this area. Suitable organisations can be sourced via the Department of Human Services.

AFA offers flexible learning and assessment strategies including electronic online, face to face and integrated. An individual tuition service (\$60 per hour session) is available as well as provisions for student support in the areas of language, literacy and numeracy (LLN), assessment and guidance. Any student requiring these services must submit information in writing about the nature of the assistance required prior to enrolment.

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 Dept Health & Human Services)

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:

13 11 14

<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. Somewhere in Australia there is a new call to Lifeline every minute. People call Lifeline's 24 hour crisis line 13 11 14 about:

- 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 help line:

1800 551 800

<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. They answer almost 6,000 calls each week from young people all over Australia, who call about a wide range of issues and problems. No problem is too big or too small to talk with our counsellors about. If you need to talk with someone, call Kids Helpline on 1800 55 1800, or contact them by email (counsellor@kidshelp.com.au).

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

- Head Space:

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

Find a Head Space centre: <http://www.headspace.org.au/headspace-centres>

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

- Beyond Blue:

1300 224 636

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

Last year over 78,000 Australians contacted Beyond Blue about their concerns – both big and small – and you can too. All calls and chats are one-on-one with a trained mental health professional, and completely confidential. Although they may ask for your first name and some general details, you can let us know if you'd like to remain anonymous.

We all have good days and bad days. Then there are those days when something isn't quite right, you've got something on your mind, or things just seem too much. Whatever it may be, sharing the load with someone else can really help. So no matter who you are, or how you're feeling, you can talk it through with them.

- The Butterfly Foundation:

National Support Line: 1800 ED HOPE / 1800 33 4673

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 eating disorders. They provide personalised support and coping strategies. They can offer guidance on treatment options and connections with other services and specialists.

Butterfly's National Support Line provides confidential support for:

- People with eating disorders
- People with body image issues
- Carers
- Partners
- Family members
- Friends
- Teachers
- Counsellors
- Employers
- Health professionals
- Anyone with a question about eating disorders or negative body image.

Additional Educational Support:

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

- Career advice and employment opportunities
- Practical placement assistance
- Appeals, complaints and grievances policy
- Online Student Support
- Trainer Mentor Program
- One on one individual tuition
- AFA Alumni
- Healthy People
- Post Graduation Study Access

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 & IV in Fitness delivery (delivered in Melbourne & Brisbane only):
AFA Course Manual
AFA Assessment Manual (returned upon completion of your certificate)
12-months online viewing access is granted to all face to face students
- First Aid:
Online – lecture presentations, videos, resources and quizzes.
The online content MUST be completed prior to your attendance at the face to face practical session
- Integrated & Online Study:
Online lecture presentations, course manual, videos and resources.
12-months online access is granted to all Certificate III and Certificate IV students.
Diploma students receive 24-months online access.
Note: Students studying the Certificate III in Fitness fully online via government funding must complete their certificate within 6 months. A further 6 months access is then available for post course support.

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.

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

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. The Academy offers support that continues long after you complete your study with us. From access to the Academy's 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 Student Welfare (P. 10) 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 www.fitnesseducation.edu.au.

Fitness Industry Recruitment:

With over 20-years of experience in delivering fitness certification courses, we are committed to providing students with the best start to a career in the fitness industry. Students who demonstrate an outstanding commitment to their studies will be passed on to our industry partners to be interviewed for employment positions. During the business module of the Certificate IV in Fitness we cover writing your resume and interview techniques & methods.

The Academy is currently in partnership with Fitness First, Goodlife, Genesis, Jetts, On Board Spa, EFM and many more, so it will not be long before you will be able to take the next steps into the industry!

Access to the leaders in staff recruitment – Our students also have access to HealthyPeople and Sports People, two of the leading sports and fitness recruitment organisations in Australia.

Practical Placement Program:

The Practical Placement Program included in all of our courses, links AFA students with mentor Trainers in the workplace. This structured program provides our students with 'hands on' experience in a real work environment. 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 receives 12-months access (or 24-months for Diploma students) to the AFA online learning system. Continue to refresh your fitness knowledge and access this multimedia learning platform long after you have completed your study! Face to face students can also come back and sit in on 3 face to face lectures over a 12-month period!

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

ASSESSMENT PROCEDURES

AFA delivers competency based learning using a variety of assessment methods including written tasks, online quizzes, verbal presentations, practical demonstrations, group and individual activities and workplace simulation (assessment methods may differ with different course modes of delivery).

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 and numeracy, 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 work experience) are completed within allocated assessment timeframes and 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 Competent', 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.

For Online and Integrated 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 will be denied 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 Competent', 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.

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 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 lecturers and authorised AFA personnel.
- Communicate with other students, lecturers and all AFA personnel in a proper manner, not causing distress.
- 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.

For 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 to 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 at all times whilst in the vicinity of the AFA and associated venues.
- Attend classes on time and remain in session until the completion of the session.
- 100% attendance is required for all assessment sessions.
- Participate appropriately during class and other related activities.
- Refrain from talking excessively or at inappropriate times so as to cause disruption to the learning potential of fellow students.
- Turn off mobile phones so as to not distract fellow students and lecturers.
- 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

APPEALS, COMPLAINTS AND GRIEVANCES

Australian Fitness Academy provides appropriate mechanisms and services for students to have their concerns reviewed and addressed where appropriate. Complaints and appeals are addressed efficiently and effectively.

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
- harassment
- treatment of students by other students
- code of conduct breach
- other matters as they arise

A complaint or appeal will be managed initially between the involved parties and an AFA staff member with an attempt to resolve the issue.

Should a satisfactory outcome not result, the student should then submit a complaint or appeal in writing using the appropriate form to the Education Manager (for education related matters) and the Managing Director (for all other matters). Forms can be obtained by calling The Student Administration Officer on (03) 9532 7800. All the complaints will be acknowledged in writing to the student.

The student can appeal to the Managing Director (for education related matters including assessment decision) within 10 working days from receipt of the outcome of complaint made to the Education Manager.

If a satisfactory outcome cannot be reached the Managing Director will approach an independent mediator to intervene depending on the severity of the complaint. If resolution is not reached and the complainant remains dissatisfied, the complainant will be advised to contact the Dispute Settlement Centre of Victoria Ph: 03 9603 8370.

Alternatively, the Managing Director will provide for review by an appropriate party independent of AFA and the complainant, at the request of the individual making the complaint, if the above processes fail to resolve the complaint or appeal. The cost if any shall be paid by both parties in equal portion.

All outcomes arising from complaints will be reported in writing to the complainant. The report will contain reasons for the decision that has been made.

Australian Fitness Academy ensures principles of natural justice and endeavours to resolve all complaints fairly and equitably and within a reasonable timeframe. AFA will respond to all complaints within 10 working days.

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

Please note, ASQA is not able to act as the independent third party for reviewing complaints.

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 Education Manager. The Australian Fitness Academy assessors have access to the following plagiarism software; www.plagiarismchecker.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 Education Manager must decide whether they believe that plagiarism was likely to have been intentional or unintentional and will meet with the student to explain the situation and provide the student with the opportunity to respond to the allegations.

If the student's failure to acknowledge the ideas of others 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 Education Manager may infer that plagiarism was done with intention to cheat, the matter must be 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.

Other areas of suspected cheating such as during exam conditions or assisting a cheating process are very subjective and circumstantial and will be addressed on an individual process similar to above.

Any decisions in regards to plagiarism and cheating made by the Education 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.

COURSE DEFERMENTS AND 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. Students are not permitted to transfer funds for any enrolled course or delivery method to any other person or entity.

Face to Face delivery:

- (i) The student may apply for deferment by submitting a Request for Change of Course Enrolment Form 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 the previous clause.
- (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 under the Victorian Training Guarantee are only able to defer into the next scheduled Victorian Training Guarantee face to face course, subject to availability of funding and eligibility, at no cost.

Online & Integrated delivery:

- (i) Deferment is not available for the Online & Integrated course delivery methods.
- (ii) Online students may apply for one (1) extension to the initial online LMS access and study period by submitting a Request for Change of Course Enrolment Form. Applications must be received in writing, prior to the course expiry date. Extensions are only available for a 3 month period. A fee of \$150 is applicable for all students to cover the extension period (full fee paying and funded students).

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 Payscale instalments must continue until the full cost of the initial course is received, as outlined in the Payscale 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) In the event of forced closure, AFA will assist eligible individuals to transfer to another RTO in order to continue with their training.

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, provided the student has paid in full for the tuition 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 or statement.

CANCELLATIONS AND REFUNDS

- All applications must be received in writing by submitting a Request for Refund Form within 6 months of enrolment. No refunds will be considered after this period. Only in exceptional circumstances will refunds be considered outside the identified cooling off period (below and in the terms and conditions).
- AFA reserves the right to cancel or postpone courses and workshops due to unforeseen circumstances. In this circumstance a full refund or deferment into the next available course will be offered. Instances where this is not possible will be handled on an individual basis.
- Refunds will be issued up to one (1) day prior to a face to face course start date or the issue of the online log in details. A fee of 50% of the deposit will be deducted.
- No refund will be issued once the course has commenced (face to face). For online and integrated courses there is a 28 day cooling off period from when the log in details have been provided. 50% of the fee paid will be refunded for applications received during the cooling off period. For students enrolled in a combined Certificate III & IV in Fitness option, this means that there is no refund on the Certificate IV component once the Certificate III has commenced and the cooling off period has elapsed.
- For courses delivered under the Victorian Training Guarantee and the Queensland Certificate III Guarantee, there is a 4 week cooling off period and 50% of the tuition fee will be refunded. 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 full refund if the course did not commence.
- No refunds are available on workshops, module enrolments and first aid courses.

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
- Complaints, appeals and grievances
- Enrolments
- Fees paid
- Refund, Deferment or Transfer
- Personal details

Completed student assessments will be retained on location for a period of 12 months and must be accessible for internal and external audit processes. All written assessments will be stored during this period in a locked filing cabinet in the administration office. Online assessments will be stored during this period on the Learning Management System. Where a student has been found not-yet-competent in a qualification, assessments will be retained for 3 years. Following this period, student assessments will follow the AFA disposal process.

Protection of records:

The Student Management System 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.

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.

Archiving of records:

Following the minimum period for assessment record retention, the Student Academic Officer will archive student files in a secure and systematic way that allows for access if required.

PRIVACY

Australian Fitness Academy applies the Principles of the Privacy Policy Act. The Privacy Act provides you with rights, including:

- being told generally what kind of information we are collecting and how we collect it
- being told generally why your personal information is being collected
- your personal information can only be collected for a lawful purpose
- finding out what information we hold about you and have it corrected if it is incorrect, out of date or incomplete, the *Freedom of Information Act 1982* also supports this
- providing that your personal information must be stored securely and protected from interference or misuse

Australian Fitness Academy is required to provide the Australian and Victorian Governments, through the Department of Education and Early Childhood Development, with student and training activity data.

Information is required to be provided in accordance with the AVETMISS and Victorian VET Student Statistical Collection Guidelines (which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>). The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

You may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review. You may also be contacted by ASQA (Australian Skills Quality Authority) and asked to complete an evaluation of AFA as your training provider.

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).

AFA may use your contact information you supply to advertise our other programs and services. All personal information from enquiries, students and graduates is securely stored on AFA's Student Management System. 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 Managing Director on 03 9532 7800 or info@afa.com.au.

UNIQUE STUDENT IDENTIFIER

Students are required to provide their Unique Student Identifier (USI) number at the time of enrolment and give permission to RTO to verify the USI.

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. A USI is a reference number that gives you access to your USI account. A 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.

Your USI will stay with you for life and be recorded with any nationally recognised VET course that you complete after 1st January 2015. You will need to obtain the USI and provide to AFA for verification. Please note, we are prohibited from issuing certificates, statements of attainment of nationally recognised qualifications to students who have not provided their USI.

Therefore, your application to enrol in one of our courses implies consent for the RTO to use personal information provided by you during the enrolment process to verify your USI provided by you. Obtaining your USI is a convenient, online process and you should be able to obtain your USI within a few minutes.

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

1. Driver's Licence
2. Medicare Card
3. Australian Passport
4. Visa (with Non-Australian Passport) for international students
5. Birth Certificate (Australian)
6. Certificate of Registration by Descent
7. Citizenship certificate
8. Immi card

- Have your contact details ready (eg email address or mobile number and address)

- Follow the link below 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>

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:
<http://usi.gov.au/Students/Pages/default.aspx>

or contact the USI Office directly:

Email: usi@industry.gov.au

Phone: Skilling Australia Information line-
13 38 73 (within Australia)

+61 3 5454 5280 (International enquiries)

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:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses
 - to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - 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 USI Registrar to assist in the performance of his or her functions in the administration of the USI system; and
 - will not otherwise be disclosed without your consent unless authorised or required by or under law.

Policy: 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 a mix of students from minority groups that have traditionally been under represented. 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 relevant Commonwealth, State or Territory legislations and regulatory requirements that are relevant to the training organisation's operations and scope of registration.

Procedure:

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

- 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 2007 (Vic)
- Workplace Health and Safety Act 2011 (Cth)
- Vocational Education and Training Act 1996
- Working with Children Act 2005
- Disability Act 2006
- Charter of Human Rights and Responsibilities Act 2006
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)
- Standards for NVR Registered Training Organisations
- Occupational Safety and Health Act 1984 (W.A.)
- Occupational Safety and Health Regulations 1996 (W.A.)
- Vocational Education and Training (VET) Quality Framework
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014

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.

1. 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 fortnightly 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.
- (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.
- (c) **PaySmart instalment payments**
 - (i) PaySmart is an independent credit facility utilised by AFA to provide instalment payments via direct debit.
 - (ii) All payments for course fees over \$1000 must be on a PaySmart contract.
 - (iii) 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 \$5.50 and administration fees of \$1.30 (weekly instalments), \$1.95 (fortnightly instalments), \$2.95 (monthly instalments) or \$3.95 (quarterly instalments) and any other associated fees.
 - (iv) 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.
 - (v) Default of a fortnightly instalment permits AFA to disable student access to the online LMS and/or to terminate the student's enrolment.
 - (vi) You are required to pay the full contract amount of your course outside of the cooling off period.

2. Cancellations & Refunds

- (a) All applications must be received in writing by submitting a Request for Refund Form within 6 months of enrolment. No refunds will be considered after this period. Only in exceptional circumstances will refunds be considered outside the identified cooling off period (below and in the terms and conditions).
- (b) AFA reserves the right to cancel or postpone courses and workshops due to unforeseen circumstances. In this circumstance a full refund or deferment into the next available course will be offered. Instances where this is not possible will be handled on an individual basis.
- (c) Refunds will be issued up to one (1) day prior to a face to face course start date or the issue of the online log in details. A fee of 50% of the deposit will be deducted.
- (d) No refund will be issued once the course has commenced (face to face). For online and integrated courses there is a 28 day cooling off period from when the log in details have been provided. 50% of the fee paid will be refunded for applications received during the cooling off period. For students enrolled in a combined Certificate III & IV in Fitness option, this means that there is no refund on the Certificate IV component once the Certificate III has commenced and the cooling off period has elapsed.
- (e) For courses delivered under the Victorian Training Guarantee and the Queensland Certificate III Guarantee, there is a 4 week cooling off period and 50% of the tuition fee will be refunded.
- (f) No refunds are available on workshops, module enrolments and first aid courses.

3. Course Pre-Requisites & Confirmation of Enrolment

- (a) Applications by the student will be confirmed upon payment of the deposit or full course fee, and all successful applicants will receive a confirmation letter after receipt of enrolment.
- (b) Completion of specific units from the Certificate III in Fitness is a prerequisite for entry into the Certificate IV in Fitness. Applicants 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) A current Provide First Aid and CPR qualification is a co-requisite for Certificate III in Fitness. Certificate III in Fitness will only be issued upon receipt of a certified copy of the relevant First Aid qualification.
- (d) Certificate IV in Fitness and extensive vocational experience are the prerequisite for entry into the Diploma of Fitness. Applicants must provide AFA with a certified copy of a completed Certificate IV in Fitness, Statement of Attainment and evidence of vocational experience with the Diploma of Fitness enrolment application.
- (e) Access to the AFA LMS online delivery will expire 12 months (Cert III & IV) and 24 months (Diploma) from the date of Username and Password issue.
- (f) Online students enrolling onto the Certificate III and IV in Fitness course through the Victorian Training Guarantee must complete an eligibility criteria check on completion of the Certificate III course, before enrolment and commencement in the Certificate IV in Fitness. Any student no longer eligible for the funding will not receive the subsidised fee and must organise payments as a full fee student.
- (g) For students enrolled in a combination course for Certificate III & IV in Fitness who are studying and still eligible under the Victorian Training Guarantee with a Health Care Card, a valid health care card must be given upon commencing the Certificate IV in Fitness or increased fees will apply.
- (h) Students enrolled onto the Certificate III and IV, or Diploma of Fitness 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.
- (i) In the event that a training package qualification expires and is replaced by an updated qualification, students enrolled in the expired qualification must transition their enrolment to the updated qualification within required timeframes. Additional gap training may be required for students who have completed expired qualifications in order to meet entry requirements for pathway qualifications or to obtain the updated qualification.

4. Assessments

AFA delivers competency based learning using a variety of assessment methods including written tasks, online quizzes, verbal presentations, practical demonstrations, group and individual activities and workplace simulation (assessment methods may differ with different course modes of delivery).

Face to Face delivery:

- (a) 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).
- (b) It is expected all assessments (including practical work experience) are completed within allocated assessment timeframes and final course completion date as outlined in the Training Plan.
- (c) 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).
- (d) If an assessment is required outside the scheduled class time, a fee of \$150 per assessment may apply.
- (e) Where an assessment attempt has been deemed 'Not Yet Competent', 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.
- (f) 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.

For Online and Integrated delivery:

- (g) It is expected all assessments (including practical work experience) are completed prior to the course end date and within the course timeframes outlined in the Training Plan.
- (h) Upon expiration of the training period, access to the AFA LMS will be denied and no further assessments will be accepted.
- (i) 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.
- (j) Where an online or practical assessment attempt has been deemed 'Not Yet Competent', 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.

5. **Deferment & 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. Students are not permitted to transfer funds for any enrolled course or delivery method to any other person or entity.

(a) Face to Face delivery:

- (i) The student may apply for deferment by submitting a Request for Change of Course Enrolment Form 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 under the Victorian Training Guarantee are only able to defer into the next scheduled Victorian Training Guarantee face to face course, subject to availability of funding and eligibility, at no cost.
- (b) Online delivery:**
- (i) Deferment is not available for the Online course delivery method.
 - (ii) Online students may apply for one (1) extension to the initial online LMS access and study period by submitting a Request for Change of Course Enrolment Form. Applications must be received in writing, prior to the course expiry date. Extensions are only available for a 3 month period. A fee of \$150 is applicable for all students to cover the extension period (full fee paying and funded students).
- (c) 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 Payscale instalments must continue until the full cost of the initial course is received, as outlined in the Payscale 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.
 - (v) Students are only permitted to transfer once for the qualification.
- 6. Evidence of Participation:** Online students receiving funding for their course via the Victorian Training Guarantee or the Queensland Certificate III Guarantee are required to access the online learning system on a regular basis in order to demonstrate evidence of participation. Students who do not access the online resources for more than 30 days will be notified by AFA and withdrawn from the course if sufficient evidence of participation cannot be demonstrated.
- 7. 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 Careers Consultant and submit for evaluation 30 days prior to course commencement. For further information on the RPL process see the Student Handbook.
- 8. 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 A & E policy see the Student Handbook.
- 9. Appeals, Complaints & Grievances.** All students have the right to lodge an appeal against assessment results. As the first step, students must discuss the matter directly with the assessor or write to the Education Manager within seven (7) days of the assessment result. All other complaints and grievances should be submitted in writing to the Managing Director of the Australian Fitness Academy. For further information on this policy see the Student Handbook.
- 10. 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.
- 11. Release.** I hereby give permission for Australian Fitness Academy to take photos/footage of me or photos/footage in which I may be involved with others for the purpose of Australian Fitness Academy promotional materials and publications. I hereby release and discharge Australian Fitness Academy from any and all claims arising out of the use of these images/footage, waiving any rights of compensation or ownership thereto.