

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!

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 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 (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.

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 (Gym Instructor)

To complete the qualification students need to complete 16 units (9 core + 7 electives). Students must complete all the 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 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: Combination of online and Face to Face
Location: Australian Fitness Academy, 701 Glenhuntly Rd, Caulfield, VIC 3162
Duration: 14 hours

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

Note: All Certificate III in Fitness qualifications require completion of the unit 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 to AFA. They will then receive a Credit Transfer for this unit.

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 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/>.

Equipment requirements:

Students will need access to a facility where they will undertake fitness programs with friends/colleagues. This could either be a home gym or external facility. For students undertaking the SIS40215 Certificate IV in Fitness you will also need access to a public space such as a park or beach where you can undertake personal training programs.

For both qualifications, access to the following equipment is required:

- stop watch
- tape measure
- scales
- sit and reach tools
- heart rate monitor
- blood pressure equipment
- bicycle, treadmill or rowing ergometer
- students are required to have a friend or family member participate as a client in regular fitness activities

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 withdrawn from the course after 45 days if sufficient evidence of participation cannot be demonstrated.

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

Recognition of Prior Learning

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 Course 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 is very detailed and requires submission of a large amount of evidence documentation. It can take several weeks to process the documentation and provide an outcome, so all applications need to be submitted 30-days prior to your course start date.

A standard application fee of \$300 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

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.

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 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.

Credit Transfer

The current Australian Qualifications Framework (AQF) definition of 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>

E.g. HLTAID003 Apply First Aid. If you have completed this unit of competency or any other units that have equivalent content and outcomes, you can apply for credit transfer.

To apply for Credit Transfer you will need to submit a certified statement of results or academic transcript to the AFA Course Consultant. The documents will be verified by Administration or Education department before credit transfer is awarded.

There is no cost associated with applying for credit transfer.

PDHPE teachers:

(PDHPE: personal development, health and physical education)

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) for 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 and outline of duties relating to fitness
- 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.

Orientation / Induction:

Students attending classes on campus in Melbourne are provided with a preliminary tour of Australian Fitness Academy campus facilities by the Course 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 Training and Education Managers 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 it is identified that the client does not have the LLN or technical skills to study the course, the client will be directed to one or more of the following resources:

- Department of Education and Training (Victoria) 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.vic.gov.au/Documents/training/providers/rto/Foundation%20Skills%20List%20as%20updated%20June%202018.pdf> (there is an Oct 2018 updated list but not on google)

For a list of training providers approved to deliver these qualifications, please visit:

<https://training.gov.au>

- FSK10213 - 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:
 - a prevocational pathway to employment and vocational training
 - reading, writing, numeracy, oral communication and learning skills at 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> or <https://www.myskills.gov.au/courses/details?Code=FSK10213>

AFA offers flexible learning and assessment strategies including electronic online and face to face. Support is available for students through their home teacher if undertaking the qualifications at AFA or through student support if an online student. Students are able to change their mode of delivery if they find that one is not suitable. Other support strategies available are one on one tuition, verbal assessments and extended times for completion of assessments.

Additional support requirements are identified through the pre-training review and language, literacy and numeracy (LLN) assessment. 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 Department of 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:
- <https://thebutterflyfoundation.org.au/>

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
- Trainer Mentor Program
- 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):
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 and a further 12 months for Certificate IV students.

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.

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 over 25-years 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, On Board Spa and EFM. 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 Healthy People and Sports People, two of the leading sports and fitness recruitment organisations in Australia.

Please refer to the Job Board on our website (www.fitnesseducation.edu.au).

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 practical skills. 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 receives 12-months access to the AFA online learning system after graduation from their course. 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, 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 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 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.

For 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. Any additional re-assessments beyond this may have an associated fee of \$150 per assessment.

- 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.

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 presenters and authorised AFA personnel.
- Communicate with other students, presenters 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.

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 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.

Practical Placement (work experience):

- All students partaking in practical placement 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.
- Students are to 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 students to have their concerns reviewed and addressed where appropriate. Complaints and appeals are addressed fairly, efficiently and effectively.

Australian Fitness Academy is committed to the principles of negotiation and mediation in dealing with any complaints and appeals 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. Students are offered the opportunity to have a representative with them when undertaking this process

Should a satisfactory outcome not result, the student should then submit a complaint or appeal in writing using the appropriate form to the Training Manager (for education related matters) and the Managing Director (for all other matters). Forms can be obtained by calling Student Administration 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 Training 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: 1300 372 888 <https://www.disputes.vic.gov.au/>

Alternatively, the Managing Director will provide a 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 and appeals 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.

To make a complaint or appeal, please contact AFA on administration@afa.com.au or 1300 232 348.

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.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 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.

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.

Deferment

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 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.

Online delivery:

- (i) Deferment is not available for the Online course delivery methods.
- (ii) 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.
- (iii) The extension period is 3 months and the cost is \$250 per individual qualification (Certificate III in Fitness and Certificate IV in Fitness)
- (iv) Students not completing the course within the specified timeframe have up to 3 months to re-enrol in the course. The re-enrolment fee is 50% of the current course fee. Enrolments occurring after this timeframe will be treated as a new enrolment and full course fees will apply.

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 Pysmart instalments must continue until the full cost of the initial course is received, as outlined in the Pysmart 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. 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.

CANCELLATIONS AND REFUNDS

Face to Face Course enrolments

- The minimum deposit is \$100 (non-refundable)
- No refund will be issued once the course has commenced.
- For students enrolled in a combined Certificate III & IV in Fitness option, there is no refund on the Certificate IV component once the Certificate III has commenced.
- 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).

Online enrolments

- The minimum deposit is \$100 (non-refundable)
- There is a 28 day cooling off period from the course commencement date (either the 1st or 15th of each month)
- No refund will be issued once the 28 day cooling off period has elapsed.
- For students enrolled in a combined Certificate III & IV in Fitness option, there is no refund on the Certificate IV component once the Certificate III has commenced and the cooling off period has elapsed.
- Refunds will be issued prior to the 28 day cooling off period. The minimum deposit (\$100) will be forfeited. Students will be refunded 50% of any additional payments (not including the minimum deposit).

Workshops and First Aid courses

- No refunds are available on workshops, module enrolments and first aid courses.

Other information

- 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.
- 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.
- 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).

Exceptional Circumstances

- Students who do not meet the refund eligibility requirements may apply for consideration of exceptional circumstances
- Details of the exceptional circumstances, along with supporting documentation, should be submitted to our Customer Care representative for consideration. If exceptional circumstances are granted there will be no refund.
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; \$2100 minimum payment for students who complete the Certificate III and withdraw from the Certificate IV; \$1950 minimum payment for students who withdraw from both the Certificate III and IV.

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

All student assessments will be retained on the Learner Management System (LMS) for a minimum period of 12 months and are accessible for internal and external audit processes. Assessments graded as NYS are also stored along with feedback from assessors.

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 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
- secure storage of personal information and protection from interference or misuse

Australian Fitness Academy is required to provide the Australian and the relevant state governments- Victoria, Queensland and Tasmania with student and training activity data.

Information is required to be provided in accordance with the National Centre for Vocational Education Research NCVER Australian Vocational Education and Training Management Information (AVETMISS) Statistical Collection Guidelines (which are available at <https://www.ncver.edu.au/rto-hub/statistical-standard-software/avetmiss-vet-provider-collection-specifications-release-8.0>)

The Australian Fitness Academy is required to submit data sourced from your enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on your enrolment form and your training activity data may be used or disclosed by Australian Fitness Academy for statistical, regulatory and research purposes. AFA may disclose your personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer– if I am enrolled in training paid by my employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys.
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- 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 an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. 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 VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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).

With your permission, AFA may use your contact information to advertise to you 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

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.

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 (e.g. 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>

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:

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

Your USI 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
- Registered Training Organisations to enable them to deliver VET courses; 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

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:

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

or contact the USI Office directly:

Email: usi@industry.gov.au or complete the email form on their website

<https://www.usi.gov.au/contact/students>

Phone: USI office:

1300 857 536 (within Australia)

+61 2 6240 8740 (International enquiries)

Open Monday to Friday 9-5 pm 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 relevant 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.

- 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)
- Standards for Registered Training Organisations (RTOS) 2015
- Vocational Education and Training (VET) Quality Framework
- Student Identifiers Act 2014 (Cth)
- 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 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**
 - (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.
 - (ii) 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) or \$2.95 (monthly instalments) and payment default fees (\$15).
 - (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 an 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. Payment is irrespective of commencing or completing the Certificate III and/or Certificate IV in Fitness.

- (d) Upfront Payments.** AFA 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.

2. 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 a combined Certificate III & IV in Fitness option, there is no refund on the Certificate IV component once the 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 28 day cooling off period from the course commencement date (either the 1st or 15th of each month)
- (iii) No refund will be issued once the 28 day cooling off period has elapsed.
- (iv) For students enrolled in a combined Certificate III & IV in Fitness option, there is no refund on the Certificate IV component once the Certificate III has commenced and the cooling off period has elapsed.
- (v) Refunds will be issued prior to the 28 day cooling off period. The minimum deposit (\$100) will be forfeited. Students will be refunded 50% of any additional payments (not including the minimum deposit).

(c) Workshops and First Aid courses

- (i) No refunds are available on workshops, module enrolments and first aid courses.

(d) 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 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.
- (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).

(e) 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 our Customer Care representative for consideration. 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; \$2100 minimum payment for students who complete the Certificate III and withdraw from the Certificate IV; \$1950 minimum payment for students who withdraw from both the Certificate III and IV.

3. Course Pre-Requisites & Confirmation of Enrolment

- (a)** Applications by the student will be confirmed upon payment of the deposit or full course fee (for short courses), and all successful applicants will receive a confirmation letter after receipt of enrolment.
- (b)** Completion of 8 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 HLTAID003 Provide First Aid and HLTAID001 Provide Cardiopulmonary Resuscitation (CPR) certificates are 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 and CPR certificates.
- (d)** Current First Aid and CPR certificates are pre-requisites for entry into the Certificate IV in Fitness. Students who obtained these certificates at another RTO must present a certified copy of the certificates and/ or a Statement of Attainment with the Certificate IV application.
- (e)** Access to the AFA LMS online delivery will expire 12 months for both Cert III & IV from the date of Username and Password issue.
- (f)** Students enrolled onto the Certificate III and IV 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.
- (g)** In the event that a training package qualification expires and is replaced by an updated qualification, students enrolled in the expired qualification will be transitioned by AFA into 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, practical demonstrations, group and individual activities and workplace simulation.

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 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.
- (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 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 for the submission of assessments will be closed 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 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.

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.

Deferment

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.

Online delivery:

- (i) Deferment is not available for the Online course delivery methods.

- (ii) 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.
- (iii) The extension period is 3 months and the cost is \$250 per individual qualification (Certificate III in Fitness and Certificate IV in Fitness)
- (iv) Students not completing the course within the specified timeframe have up to 3 months to re-enrol in the course. The re-enrolment fee is 50% of the current course fee. Enrolments occurring after this timeframe will be treated as a new enrolment and full course fees will apply.

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.

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

6. **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 withdrawn from the course after 45 days 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 Course 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 access and equity policy see the Student Handbook.
9. **Complaints & Appeals.** 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 seven (7) days of the assessment result. All other complaints appeals 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.** 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.