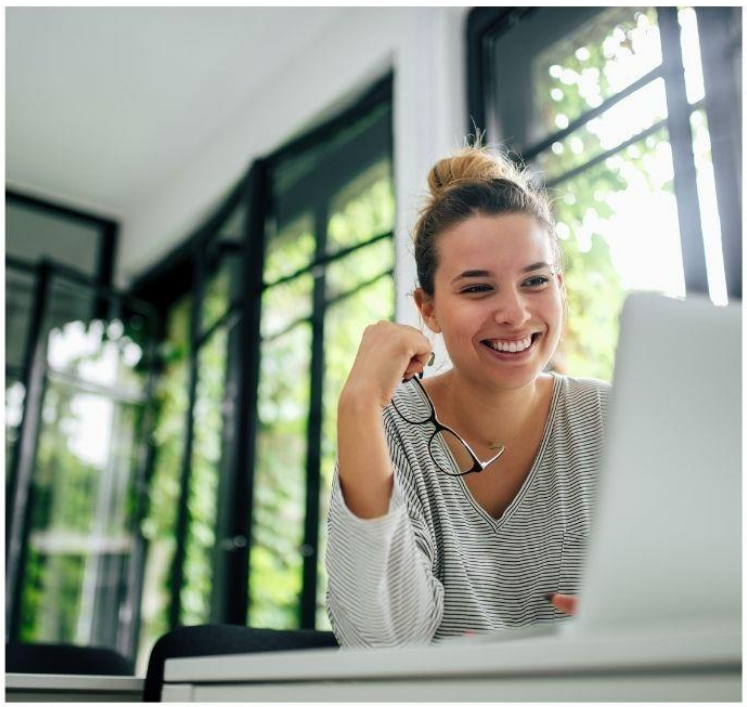




STUDENT HANDBOOK

onfit TRAINING COLLEGE

RTO 32107

"The best way to predict your future is to create it"

onfit.edu.au

1300 557 637

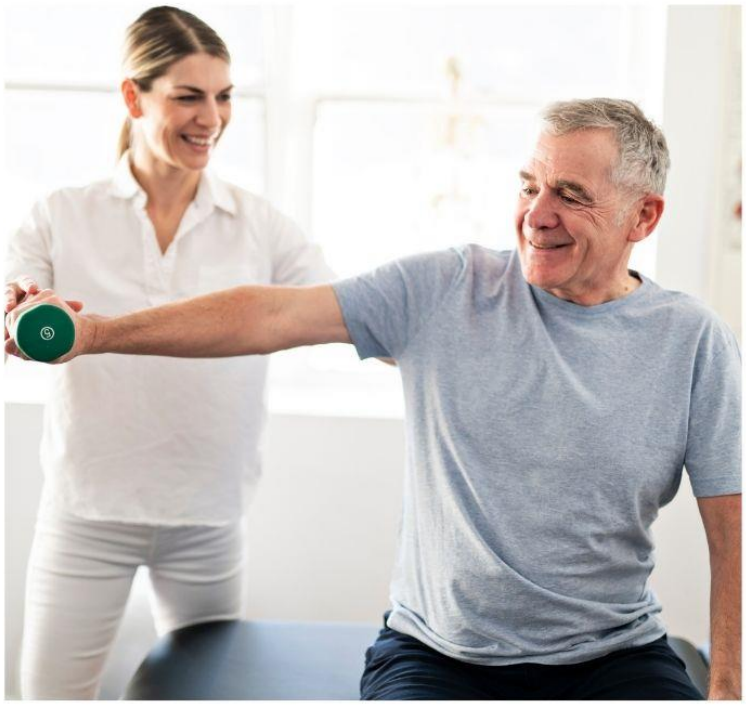




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Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Onfit Training College policy may impact on the currency of information included. Onfit Training College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Onfit Training College. This handbook has been prepared as a resource to assist students to understand their obligations and those of Onfit Training College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Welcome

Congratulations on your choice to undertake a course or qualification with Onfit Training College.

We have been delivering training in the Health, Wellness and Fitness industries since 2008 and we are committed to providing you with the most rewarding educational experience. By putting into practice, the skills and knowledge that your course provides, you will be confident and ready to join the profession you have chosen with a highly reputable qualification backing you.

We are excited to work with you to achieve your goals and welcome any feedback or comments at any time. Please use this handbook to help you make your decision to choose Onfit Training College as your education provider and as an ongoing reference as you complete your studies with us.

About Us

As a Registered Training Organisation (RTO 32107) we deliver the following nationally recognised qualifications:

- SIS30321 Certificate III in Fitness
- SIS40221 Certificate IV in Fitness
- 10859NAT Certificate IV in Weight Management
- 10698NAT Diploma of Weight Management
- HLT43015 Certificate IV in Allied Health Assistance

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 32107 and details about the RTO can be viewed at: https://training.gov.au/Organisation/Details/32107

Further details relating to Nationally Recognised Training can be found at https://training.gov.au

Our course content is delivered online by appropriately qualified and experienced trainers. Work placement and practical requirements are identified for each course in this handbook under 'Assessment Information' and within the Learning Management System.

Contacting Us

Feel free to contact us with any query you may have.

- Contact Onfit via the booking system: https://onfit.edu.au/contact-us to book a call with education, admin, or sales
- See 'Student Support' in this handbook for more information
- Contact Onfit via email for less urgent queries at:
  education@onfit.edu.au - for assistance with your study
  admin@onfit.edu.au - for assistance with any administrative matter or for technical support
- Contact an educator via the Onfit student portal: Onfit (assessapp.com)
- Access www.onfit.edu.au for course or support information
- Phone: 1300 557 637
- Postal address: 124 Phillip Cres, Barellan Point, Brisbane, QLD 4306 (all mail must be directed here)
- Office address**:** Level 19, 10 Eagle Street, Brisbane, QLD 4000

Social media:

Onfit Training College will be closed on National (Australian) Public Holidays. Additional closures between Christmas Day and New Years Day may apply. Reduced staffing may be allocated for state based public holidays.

Legislation

As an RTO, Online Fitness PTY LTD trading as Onfit Training College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*

Additionally, Online Fitness PTY LTD trading as Onfit Training College abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People protection*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity and Employment*
- *Fair Work* (including harassment, victimisation, and bullying)
- *Privacy and Personal Information Protection*
- *Confidentiality*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

These requirements have been incorporated into our products and services and are disseminated to staff, trainers and assessors and faculty members through regular training, our Code of Conduct, and our organisational policies and procedures.

Online Fitness PTY LTD trading as Onfit Training College is dedicated to following the provisions of the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, Onfit Training College follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.
Similarly, Onfit Training College has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Onfit Training College has a code of conduct that provides all employees and contractors with a framework for acceptable conduct and behaviour in the workplace in accordance with its values and

ethical standards. All employees and contractors are expected to uphold this code and commit to its principles as a condition of employment.

Our responsibilities include:

Marketing - Marketing and advertising of Onfit Training College VET qualifications is ethical, accurate and consistent with Onfit Training College's scope of registration and in accordance with current Standards for NVR Registered Training Organisations.

Student Recruitment - Onfit Training College recruits students in an ethical, responsible, and equitable manner. Onfit Training College courses are accessible to all and have been designed and targeted for all members of the community who are interested in pursuing a career in the Health, Wellness and Fitness industries.

Course Information - Prospective students are provided with current and transparent information relative to the curriculum, enrolment requirements, student services, complaints and appeals, policies and procedures, attendance requirements (where applicable), training and assessment requirements and completion requirements.

A copy of the Code of Conduct for employees and contractors can be obtained by contacting Onfit Training College on 1300 557 637 or via email at: admin@onfit.edu.au

Other Policies and Procedures

The following Policies and Procedures underpin Onfit Training College operations.

- Privacy
- Access to your records
- Ethical marketing
- Enrolment
- Fees
- Refunds
- Complaints and appeals
- Course information
- Assessment information
- Student complaints and appeals policy
- Student Conduct
- Student Feedback
- Issuing certificates

Please contact admin@onfit.edu.au if you require more information

Privacy Notice & Policy

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If personal information is not collected, we may not be able to process your enrolment and accept you as a student.

How we use your personal information
We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information
We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

In some instances, we may receive a request to share your personal information with registration bodies outside of Australia, which may include Belgium, Canada, Ireland, New Zealand, Poland, South Africa, United Kingdom, United Arab Emirates & the USA. This request would relate to verifying your qualification/s. Your details will not be shared with these organisations without your consent.

How the NCVER and other bodies handle your personal information
The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

*If you are unable to access the DESE VET Privacy Notice website, please contact Onfit Training College for a downloaded copy of the webpage with details of the Department's Privacy Notice.

Surveys
You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information
At any time, you may contact Onfit Training College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

If you need to Contact Onfit Training College, you can do so using the below contact details.
Phone: 1300 557 637
Email: admin@onfit.edu.au

VET Data Use Statement and RTO Declaration and Understanding
Onfit Training College agrees to and abides by the VET Data Use Statement and RTO Declaration and Understanding. A copy of this document can be provided upon request.

Privacy Policy

Privacy Act 1988 & Australian Privacy Principles
Onfit Training College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988 and Australian Privacy Principles that regulates the collection, use and storage of personal information by private sector organisations.

Onfit Training College does not seek to collect personal information unless that information is necessary for one or more of its functions or activities and is collected from that individual. Onfit Training College will collect personal information only by lawful and fair means and not in unreasonably intrusive ways. We will not give out your information to any person or agency without your permission unless we are required to do so by law.

Onfit Training College may use or disclose personal information:
• that is general and non-specific information e.g., location, sex, age, and results to agencies to inform future funding arrangements and/or statistical data gathering requirements
• when the intended use is related to the primary purpose of collection
• when required for a secondary purpose such as external auditing and/or direct marketing
• to third parties, including supervisors, agencies, and contractors for the purposes of providing information, products, and services to you.

Where Onfit Training College collects personal information from an individual, Onfit Training College will take reasonable steps to ensure that the individual is aware of:
• the identity of Onfit Training College and how to contact us
• the fact that the individual can gain access to the information
• the purposes for which the information is collected

• the organisations or types of organisations to which Onfit Training College usually discloses information of that kind
• any laws that require the particular information to be collected
• the main consequences (if any) for the individual if all or part of the information is not provided

Security
Onfit Training College is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial mechanisms and procedures to safeguard and secure that information, and to protect your sensitive information from misuse, interference, loss and unauthorised access, modification, and disclosure. While no information transmitted via the internet can ever be guaranteed to be secure, therefore the transmission and exchange of information via the internet is at your own risk, we apply every reasonable measure to provide the highest degree of security possible in accordance with this Privacy Policy & Notice, the Australian National VET Data Policy and the Australian Privacy Principles.

Usage of Onfit Training College's Website
Onfit Training College may use Cookies on our website. Cookies are small files that ask permission to be placed on your computer's hard drive. Once you agree, the file is added, and the Cookie helps analyse web traffic or lets you know when you visit a particular website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs and preferences by collecting and remembering information about you. A Cookie does not give us access to your computer or any information about you, other than the data you provide to us. You can choose to accept or decline Cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may, however, prevent you from taking full advantage of the website. Onfit Training College may also use web beacons on its website. Web beacons or clear. gifs are small pieces of code placed on a web page to monitor the behaviour and collect data about the visitors viewing a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

External Links to Other Websites
Onfit Training College's website and learning content may contain links to other websites of interest, however we do not have any control over those websites. We are not responsible for the protection and privacy of any information which you provide whilst visiting external websites.

Controlling your Personal Information
Providing Onfit Training College with your personal information is entirely optional to you. You can choose not to provide personal information; however, this may impact your ability to enrol or effectively complete your studies. When you provide us with your personal information, you consent to the terms in this Privacy Policy & Notice, and to us disclosing or receiving your personal information for the purposes listed herein.

Updating your Personal Information & Permission
If you believe that any of the information that Onfit Training College retains on you, is inaccurate, out of date or incomplete, you may apply in writing at any time to amend or update your details. We rely solely on students/prospective students advising us when their personal information changes and take no responsibility for communications which are missed or not received due to information held on file which is out of date. Any request to update personal information must be received in writing.

You may choose to update permissions previously provided, for us for the collection or use of your personal information. If you have previously agreed to us using your personal information for direct marketing purposes, to third parties including employers or mentors, you may change your mind at any time by contacting us in writing.

Marketing

Onfit Training College may communicate via email with marketing related material and offers. Onfit Training College applies every effort to ensure the material you receive is of interest/ relevant to you. You have the right to unsubscribe or opt out of communications at any time by unsubscribing on marketing emails or by contacting us to update your preferences.

Privacy Concerns or Complaints

If you believe that Onfit Training College has breached the Australian Privacy Principles, the National VET Data Policy, or this Policy & Notice, a breach of privacy notification can be submitted in writing, which will be investigated in full within a reasonable timeframe. Upon completion of the investigation, you will be provided with the investigation outcome, including what action has been taken to remedy the breach. Please address any concerns or compliance to the Quality Manager.

Contact Details

Onfit Training College can be contacted via:

- Phone: 1300 557 637
- Email: admin@onfit.edu.au

Access to Your Records

Onfit Training College are committed to implementing best practice in its records management practices and systems and responding in a timely manner to all requests for information from present and past learners.

Onfit Training College applies the provisions of the *Privacy and Protection of Personal Information Act 1998* and ensures that all relevant records in relation to student enrolment and assessment are current and accurate, and that their integrity and security are maintained.
Where training and assessment is conducted under a government-funded agreement or contract, Onfit Training College abides by the record-keeping requirements of that agreement or contract.

Access by others, apart from Onfit Training College staff, is granted only:

- when the student provides written permission
- for mandatory audits such as those carried out by government agencies e.g., ASQA

If you wish to access your student information file, please direct your enquiry to admin@onfit.edu.au

- completed assessments are retained for a period of 6 months from the date of completion
- records of student results, qualifications and statements of attainment issued, are kept for 30 years

Onfit Training College's Enrolment Process

Prior to enrolment Onfit Training College will provide advice to prospective students about the appropriate training product to ensure that it meets the student's needs, as well as taking into account the individual's existing knowledge, skills, competencies, and current circumstances.

Onfit Training College will provide current and accurate information that enables any prospective student, to make informed decisions about undertaking training with Onfit Training College.

Information is available via an Onfit Training College Career Advisor, within this Student Handbook and on the Onfit Training College website www.onfit.edu.au. Your Career Advisor will ask a range of questions to ensure the course is suitable for your needs, therefore, to assist with the best possible outcome for you please provide honest and accurate information during your course enquiry discussions.

Is This Course for You?

To assist us with ensuring you enrol into a course/s that meet your needs and current circumstances, please review the following to check the course is suitable to you:

- That the course description and outcomes align with your goals
- That the duration, delivery, and study method of your chosen course suits your needs
- That you are able to commit the time to complete the course within the allocated course timeframe including any work placement hours
- That the industry you wish to enter may have additional requirements for you to complete e.g., National police check, working with children check, up to date vaccinations
- That you understand the equipment and resources needed to complete the course
- That you have the ability to complete a variety of assessments including practical placement and either filming, virtual or F2F workshops
- That you are aware you will have up to three resubmits to complete each course unit
- That the support provided by Onfit Training College, aligns with your expectations and needs
- That you fully understand your rights and responsibilities as a student
- That you are aware of all fees, charges, and payment options
- That you understand the requirements to enrol into an Onfit Training College course
- That you understand the eligibility criteria for government funded programs and/or concessions
- That you understand the complaints and appeals process
- That you are clear on the rights and responsibilities of Onfit Training College
- That you feel comfortable that you have all the information to make an informed decision regarding your enrolment.

It is important as a prospective student that you understand and acknowledge what the requirements are to complete the course successfully. If you have any questions or require further clarification, your Onfit Training College Career Advisor is there to assist you.

Course Information Summary

Onfit Training College is a Registered Training Organisation (RTO 32107) who has approval to deliver training and assessment by the Australian Government for the following. Click on the link for each course to obtain more details via the Onfit Training College website.

<table>
<tr><th>Qualifications:</th><th>Course outline:</th><th>Career pathways:</th></tr>
<tr><td rowspan="2">SIS30321 Certificate III in Fitness</td><td>11 core units and 4 elective units
Required to complete the qualification:
• Online theory assessments
• Practical assessments
  ○ Filming, Virtual or F2F workshops
  ○ Work Placement</td><td>• Gym Instructor
• Group Exercise Instructor</td></tr>
<tr><td colspan="2">https://onfit.edu.au/courses/qualifications/gym-instructor-group-fitness-instructor/certificate-iii-in-fitness/</td></tr>
</table>

SIS40221 Certificate IV in Fitness	10 core units and 7 elective units
	Required to complete the qualification:
	• Online theory assessments
	• Practical assessments
	  ○ Filming, Virtual or F2F workshops
	  ○ Work placement
		• Personal Trainer
		• Boot Camp Instructor
		• Business Owner

	https://onfit.edu.au/courses/qualifications/personal-trainer/certificate-iv-in-fitness/	

PT Direct Pathway	9 core units from the SIS30321 Certificate III in Fitness (pre-requisite units to SIS40221) +
	10 core units and 7 elective units, for the SIS40221 Certificate IV in Fitness.
	• Online theory assessments
	• Practical assessments
	  ○ Filming, Virtual or F2F workshops
	  ○ Work placement
		• Gym Instructor
		• Group Exercise Instructor
		• Personal Trainer
		• Boot Camp Instructor
		• Business Owner

	https://onfit.edu.au/courses/qualifications/personal-trainer/pt-direct-pathway/	

HLT43015 Certificate IV in Allied Health Assistance	7 core units and 9 elective units
	Required to complete the qualification:
	• Online theory assessments
	• Workplace logbook (120 hours)
	• Practical assessments
	  ○ Filming, virtual or F2F workshops
	  ○ Work placement
		• Allied Health Assistant
		• Physiotherapy Assistant
		• Community Rehabilitation Assistant

	https://onfit.edu.au/courses/qualifications/allied-health-assistant/certificate-iv-allied-health-assistance/	

Important information regarding First Aid requirements

- HLTAID011 Provide First Aid is required to gain the SIS30321 Certificate III in Fitness qualification. This is an Australian Accredited course, and students need to complete this unit through an accredited training provider. The cost of this external training is not included in any of your course fees.
- HLTAID011 Provide First Aid (or a unit that supersedes this unit) is pre-requisite for those students wanting to enrol in the SIS40221 Certificate IV in Fitness.

If you need assistance with finding a provider, we recommend:

- First Aid Online
- Australia Wide First Aid
- St Johns Queensland

Personal and Professional Development courses

Further your education or career with Onfit Training College's range of Personal and Professional Development Courses. https://onfit.edu.au/courses/personal-and-professional-development/

The courses are accessible to all, whether an experienced health, wellness or fitness professional, or someone who is brand new to an industry, or for those who are wanting to learn more about their own health and wellbeing. Continuing education credits (CECs) and Professional Development Points (PDPs) have been listed where applicable which can assist with Professional Industry Re-registration.

Course name:	Course outline:	Course outcome:
Certificate in Performance Nutrition	12-month course timeline No entry requirements International recognition with the International Institute of Complementary Therapies (IICT). Required to complete the course: • Online theory assessment	This course will qualify you to provide nutrition coaching and meal planning services to your clients. With a specific focus on performance nutrition, to help your clients reach their performance and body composition goals.
Orbital Training Tools	3-month course timeline Entry requirement: Certificate III in Fitness FITREC recognition	This course will reach the foundations to effectively integrate the Orbital Training Tool into your workouts when training clients.
Heart Rate Variability	6-month course timeline No entry requirements 4 CECs with AUSActive Required to complete the course: • Online theory assessment	This course will give you the skills and knowledge to utilise heart rate variability training as a part of a holistic health and wellness approach for all the clients you work with.
Boxing for Fitness	6-month course timeline No entry requirements 12 CECs with AUSActive Required to complete the course: • Online theory assessment • Practical assessment	An entry level boxing course that has been designed to teach you the basics of boxing and pad work techniques, covering a wide range of different punches to give you the skills to create fun, innovative boxing combinations
Kettlebell Fundamentals	6-month course timeline No entry requirements 5 CECs with AUSActive Required to complete the course: • Online theory assessment • Practical assessment	This course will teach you the skills and techniques to deliver a variety of kettlebell exercises safely and with expertise.
Altitude Training	6-month course timeline No entry requirements Required to complete the course: • Online theory assessment • Practical assessment	This unique and innovative course opens up a world of opportunity to add altitude training to your existing business, or build an entirely new business, showcasing your skills and knowledge as an Altitude Training Specialist.

Strength and Conditioning Professional	12-month course timeline No entry requirements Required to complete the course: • Online theory assessment • Practical assessment	This course provides an advanced level of knowledge in strength and conditioning coaching to give you the skills and ability to plan, conduct and design advanced strength and conditioning programs. This course is Internationally Recognised and Accredited through the International Institute for Complementary Therapists (IICT).
Group Exercise Instruction – Units SISFFIT035 SISFFIT036 from SIS30321Certificate III in Fitness	Nationally Accredited 6-month course timeline No entry requirements FITREC recognition AUSActive recognition Required to complete the course: • Online theory assessment • Practical assessment	As a Group Exercise Instructor, you'll increase your employment opportunities, have a career with endless variety and have more options to offer your clients.
Training Children & Adolescents (International)	6-month course timeline Required to complete the course: • Online theory assessment • Practical assessment	This course provides you with the skills and knowledge to train children (aged 5-12 years old) and adolescents effectively and safely (aged 13 – 17 years old).
Business Mastery	6-month course timeline No entry requirements FITREC recognition Required to complete the course: • Online theory assessment	This course provides you with resources, templates, and tools to plan, manage and track your business as a fitness professional. It's designed to be adaptable to suit your individual business goals.

Entry Requirements

Course:	Entry requirements:
SIS30321 Certificate III in Fitness	Nil
SIS40221 Certificate IV in Fitness	HLTAID011 Provide First Aid and CPR statement plus units from Certificate III in Fitness. For the list of units refer to: https://onfit.edu.au/courses/qualifications/personal-trainer/certificate-iv-in-fitness/ A working with children check will need to be undertaken prior to completing: SISFFIT045 Develop and instruct personalised exercise programs for adolescents

SIS30321 / SIS40221 Bundle	Nil for SIS30321. Entry Requirements for SIS40221 are listed above
PT Direct Pathway (Pre-requisites + SIS40221 Certificate IV in Fitness)	Nil for the SIS30321 units in this course. Entry Requirements for SIS40221 are listed above
HLT43015 Certificate IV in Allied Health Assistance	There are no formal entry requirements for this qualification, however, it is important that you recognise that there is a mandatory 120 hours of work placement required during the course. As your placement is undertaken in the health sector, you will be required to meet the vaccination requirements of your state and placement organisation, and these will include any government requirements in relation to COVID-19 vaccinations. You will also be required to obtain a Police Check and a Working with Children Check. Onfit can assist you in the processes required to obtain these clearances. Mandatory vaccinations remain the responsibility of each student and evidence of these may be requested prior to placement.
Personal and Professional Development courses	Nil

Course Requirements

The following requirements will also need to be accessed for course completion. Onfit Training College will support the students where required:

- A computer/laptop with the following software/programs:
  - Adobe PDF Reader
  - Google Chrome or Mozilla Firefox Internet Browser
  - Microsoft Word
- Access to an internet connection with sufficient capacity to upload/download course material.
- A direct email address and account
- A mobile or landline phone
- levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and for effective performance in the workplace in the specific job-role
- access to a relevant workplace and job-role where the required competencies can be learned and practiced
- access to a computer/laptop that has appropriate software and capacity to access learning and assessment materials including email, Adobe, Google Chrome or Mozilla Firefox, Microsoft Word
- access to an internet connection with sufficient capacity to upload/download course materials and assessment.
- a mobile or landline phone
- a device with video recording capabilities

- the facility and or service provider of Work Placement may indicate specific requirements before commencement e.g., current First Aid and/or CPR statement, working with children check, immunisations, national police check

This is dependent on the policies & procedures of your selected facility. If any of these are required of you, and you do not have these already, obtaining these additional requirements will be at your own cost.

Note: these additional requirements are common for working within the health sector and are often required for obtaining work as an Allied Health Assistant. If you have issue with, or are unable to attain any of these requirements, please notify your Course Advisor prior to enrolment.

Types of Enrolments

Enrolment Type: Fee for Service/Self-Funded	**Details**	**Fee and evidence requirements**
Fees are not subsidised by the Government	An Onfit Training College Course Advisor will provide a quote for the course fee which covers your enrolment, training and assessment, support, and certification.	• Payment options available • Submit I.D.
Enrolment Type: Government Funded	**Details**	**Co-contribution and evidence requirements**
Onfit Training College is a Skills Assure Supplier (SAS) approved to deliver the following qualification/s under State Government funded programs.		
Certificate 3 Guarantee for SIS30321 Certificate III in Fitness	To be eligible to access the C3G program you must: • be an Australian or New Zealand citizen, or an Australian permanent resident (including humanitarian entrants), or a temporary resident with an eligible visa subclass • be 15 years old or over • live in Queensland and have left school • not already have, or be enrolled in, a certificate III level or higher qualification	Eligible students are required: • to pay a co-contribution fee • to submit eligibility evidence • Submit I.D. If you believe you are eligible to take part in either of these programs or are interested in learning more, speak to an Onfit Training College Course Advisor. Ph: 1300 557 637
Higher Level Skills for HLT43015 Certificate IV in Allied Health Assistance. Click here for more information from the Queensland Government: ○ Higher Level Skills information page	To be eligible to access the Higher-Level Skills program you must: • be an Australian or New Zealand citizen, or an Australian permanent resident (including humanitarian entrants), or a temporary resident with an eligible visa subclass • be 15 years old or over	

○ Student Fact Sheet	• live in Queensland and have left school • not already have, or be enrolled in, a certificate IV level or higher qualification	

Course Timelines and Enrolment Dates

Course:	Course timeline:	Enrolment dates:
SIS30321 Certificate III in Fitness	12 months	Enrol anytime (monthly intakes)
SIS40221 Certificate IV in Fitness	12 months	Enrol anytime (monthly intakes)
PT Direct Pathway	20 months (8 for Pre-requisites and 12 for Certificate IV in Fitness)	Enrol anytime (monthly intakes)
HLT43015 Certificate IV in Allied Health Assistance	12 months	Enrolments closed. Assessments must be submitted by December 1, 2024
Personal and Professional Development	Between 3-12 months	Enrol anytime
10859NAT Certificate IV in Weight Management	12 months	Enrolments closed. Assessments must be submitted by 1 Sept 2024
10698NAT Diploma of Weight Management	18 months	Enrolments closed. Assessments must be submitted by 20 Feb, 2024

When you enrol in more than one course, your timeframes are managed consecutively (one after the other). This is done to ensure you are completing your courses in the order that best supports your learning and ensures any pre-requisites held within courses are completed prior to course content relying on that knowledge.

If you are enrolled into both Nationally Accredited courses and professional development courses, you will be given access to your Nationally Accredited courses first. This encourages completion of qualifications as quickly as possible, increasing job opportunities. You will have access to one Nationally Accredited course at a time and on completion of your first course, your next course will be added to your profile. Course access timeframes are non-transferable.

In instances where you have enrolled in more than one qualification (e.g., Certificate III in Fitness and Certificate IV in Fitness) we will, by default give access to the lower-level qualification first (in this example Certificate III in Fitness).
If you have a specific wish to start with a qualification, other than the one we have given access to, you may apply to request a variation in our standard course access process. Your request must be submitted to admin@onfit.edu.au will be reviewed based on required pre-requisites, overall timeframes, and currency of knowledge requirements.

Should you enrol into multiple Personal and Professional Development courses, you will be provided with access to all courses and timeframes at the one time.

Training Package Changes

Certificate III & IV in Fitness

The following qualifications have been superseded:

SIS30315 Certificate III in Fitness
SIS40215 Certificate IV in Fitness

SIS30321 Certificate III in Fitness and SIS40221 Certificate IV in Fitness replaced these qualifications as of 10 May 2023.

Units of competency successfully completed in SIS30315 Certificate III in Fitness can be used to meet entry requirements for SIS40221 Certificate IV in Fitness.

Any entry requirements not completed in SIS30315 will need to be completed in SIS30321 prior to entry to SIS40221 being granted.

Certificate IV in Allied Health Assistance

The following qualification has been superseded:
HLT43015 Certificate IV in Allied Health Assistance

Until the 31st of December 2024, this qualifications remains current and Onfit will continue to deliver training and assessment to enrolled students.

Students must submit their final assessment by the 1 December 2024, to enable qualifications to be issued by the 24th of November 2023.

Diploma of Weight management

The following course has been superseded:
10698NAT Diploma of Weight management

Until 8f March 2024, this qualifications remains current and Onfit will continue to deliver training and assessment to enrolled students

Students must submit their final assessment by the 15 February 2024, to enable qualifications to be issued by the 8th of March 2024.

Enrolment Process

When you are ready to enrol, and have met the pre-enrolment requirements, you will be provided with an enrolment form by your Course Advisor.
You are required to ensure you fully understand and agree to all aspects of your enrolment before you enrol and commence your studies.
As part of the conditions of enrolment, students need to:

- complete the enrolment form in full
- read, agree, and acknowledge the terms and conditions
- read and agree to all of Onfit Training College's policies and procedures
- provide your Unique Student Identifier (USI)
- provide clear photo identification

If you're unsure about anything relating to your enrolment, ensure that you ask your Course Advisor for clarification or contact Onfit Training College on 1300 557 637 or admin@onfit.edu.au

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Onfit Training College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

Note: Certificates will only be issued in the name associated with the USI and the name shown on your identification documents. When any document is in a former name, an official document e.g. marriage certificate or change of name certificate must be accompanied with your enrolment.

Photo identification

You are required to provide the Onfit Training College Course Advisor 1 x copy of photographic identification, as part of your enrolment.
Acceptable forms of ID include:

- Driver's licence – front and back
- Passport – photo and signature pages
- Proof of age card – front and back

Confirmation of enrolment

Your enrolment will be confirmed by the Onfit Training College Administration team via email on the receipt of your completed and signed enrolment form, acknowledgment of the terms and conditions, your USI number, your Photo identification, and payment of your course fee (or deposit and payment plan documentation).
Note: course access will be granted once fees have been paid as agreed and the enrolment process has been completed.

Welcome email

Once your documentation and payment has been processed, you will receive an enrolment email from the Onfit Training College Administration team with:

- your username and password
- instructions on how to access your course/s on the Onfit Training College online learning platform

The date you receive this email is the commencement date of your course.

Commencing your Course

Prior to commencement of an accredited qualification, you will be required to complete the following two activities within your course.

Pre-Course Activity (Language, Literacy & Numeracy Quiz)

As part of your overall enrolment process, you will be provided with a Pre-Course Language, Literacy & Numeracy Quiz, which will allow the Onfit Training College team to determine any support needs, particularly in relation to language, literacy, and numeracy. This activity combined with the enrolment process will also assist to identify if the course level you are enrolling in is appropriate. Please ensure you complete this activity within your orientation period (within your first 7 days of enrolment).

Student Declaration

You will be required to complete the following declaration, to confirm your understanding & agreement with the following:

- I declare that I will read all assessment instructions and requirements
- I am aware that there is a limit to the number of submissions that can be made for each assessment
- I am aware that I must achieve a 100% pass mark on my assessments, to achieve a satisfactory result
- I am aware of how to seek assistance regarding the course assessments
- I declare that the work I submit will be completely my own individual work and will not be plagiarised from any sources or completed by any other person
- I understand that I can contact Onfit Training College for assistance throughout my course. Contact and support details for Onfit have been communicated to me during my enrolment

Planning your studies

We will provide guidance throughout your course to keep you on track for your studies, including dates we recommend you complete your course requirements by. The dates (due dates) are designed to help you manage your studies and complete by your overall course timeline. References to 'due dates' are guidelines only, not required completion dates.

Course Information

Course delivery

Onfit Training College course content is delivered online. Due to the very practical nature of the industry outcomes from our nationally recognised courses, enrolments into all qualifications and some professional development courses will require workshops, practical assessments and/or work placement. Please read' Assessment information' in this handbook and consult with your Career Advisor regarding requirements and delivery for your specific course enrolment prior to enrolment. You will have access to your course and all the resources, lessons, and assessments from the time your enrolment is activated. Your course content will be available 24/7. Please see 'Support Services' in this handbook for details on how to access support weekdays, after hours and on weekends.

Orientation and cooling off period

Students enrolled into a Nationally Accredited Qualification have a 7-day orientation period from the agreed course commencement date (date online access details are provided).

This orientation period is in place for two reasons:

1. It provides you with a cooling off period, in which you are automatically eligible for a withdrawal (see Withdrawal from Course by Student for more details).
2. Within the 7-day orientation period, you are required to complete your pre-course entry questionnaire. You should also familiarise yourself with the online learning platform, layout and navigation of the course and support processes.

If you have purchased a package, such as Certificate III and IV in Fitness, your orientation period for the entire package will be the first 7 days of your enrolment period. Withdrawals for either / both courses will not result in a reduction in your course fees or a refund for courses or course segments not completed.

There is no orientation period for any personal or professional development courses.

Duration

How long your course will take depends on several factors. All qualifications come with a 12-month timeline. Factors that may affect individual progress and timelines, include:

- your own efforts and commitment to submitting assessments regularly and on time
- your study load (i.e., full- or part-time)
- how many units (if any) are eligible for credit transfer
- recognition of previous experience and qualifications

Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at that level.

All courses offered by Onfit are designed for adult learners. As such, there is an expectation that each student will play an active role in their own learning and will allocate regular time to their study. Some courses incorporate prompts for assessment completion to assist with this. Study planners are on offer for all qualifications to assist you to set up your schedule and position yourself for success. If you cannot locate a study planner for your course, please check your online learning portal and/or contact our administration team to provide one, at admin@onfit.edu.au or 1300 557 637 (line 3).

*In rare circumstances, students under the age of 18 will be approved for enrolment. In these instances, support from a school and/or parent will be required, and a commitment from the student prior to acceptance, as an assurance of the student's intent to actively commit to their study obligations.

Volume of Learning

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice, and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years

(Taken from: https://www.aqf.edu.au/sites/aqf/files/aqf-2nd-edition-january-2013.pdf)

More information on Volume of Learning can be accessed at:
https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf

Competency Based Training

Onfit Training College delivers qualifications in the VET (Vocational Education Training) sector. Used in the VET sector is Competency Based Training (CBT), which is an approach to training and assessment that focuses on allowing a student to demonstrate their ability to do something. CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge… or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Onfit Training College has a Training and Assessment Strategy (TAS) for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies. These TAS's are reviewed regularly to ensure they remain industry relevant and support student outcomes.

Training and Assessment Strategies

Onfit Training College staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Foundation Skills

All training and assessment delivered by Onfit Training College contain Foundation Skills.

Foundation Skills are embedded into Units of Competency.
They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Recognition Processes

Onfit Training College recognises that at times an applicant may be able to identify they are competent in one or more subjects for courses they wish to complete. Onfit Training College offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

These are:

- **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e., from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Prior learning can include skills and knowledge gained through:

- paid work experience - full-time, part-time, or casual in Australia or overseas
- voluntary work
- hobbies or leisure activities
- being coached or mentored (or coaching and mentoring others)
- attending and participating in seminars, conferences, and workshops
- short courses
- private study and research
- any other life experiences that have given you competencies that match those in the relevant courses

Recognition of Prior Learning is only available for Nationally recognised training. You may be eligible to apply for RPL on one or more Units of Competency in your course and Onfit Training College provides a kit to guide students through this process. Speak to your Onfit Training College Career Advisor about obtaining an RPL kit.

- **Credit Transfer (CT)**

If you have completed a formal qualification that has covered any of the same unit/s of study as one of our courses, then your successful result can be transferred to our course(s). This will eliminate the need for you to re-complete this unit as a requirement of your course. This process is completed by matching competencies between qualifications and ensuring that their outcomes are equivalent.

Onfit Training College may provide credit transfer for formal learning that a student has already undertaken. Onfit Training College will recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements) or your verifiable USI Transcript.

Speak to your Onfit Training College Career Advisor at time of enrolment about formal qualifications you have previously completed.

Assessment Information

Theory Assessments

The theory component for the course will be comprised of (but not limited to):

- Multiple Choice, Drop and Drag, True and False Online Quizzes (automatically marked online)
- Short Answer Online Quizzes (marked by an assessor)
- Case studies (marked by an assessor)

Practical Assessments

These assessments require you to apply your theory to workplace situations.
You have three options available for how to complete this assessment requirement:

1. Attend a scheduled Onfit Training College Workshop held at the Brisbane Campus where an Onfit Assessor will assess you. Students have access to a fully equipped gymnasium (for fitness courses) during assessment hours (on campus assessments only) when accompanied by an Onfit staff member. To complete your practical assessment via this method, you will need to have a friend, colleague, or family member available for the role-play scenarios.
2. Attend a scheduled virtual assessment session via Zoom. Dates and requirements for these sessions will be communicated to you in advance, and bookings will be essential.
3. Provide film evidence of yourself carrying out the tasks, and an Onfit assessor will assess the film evidence. Details on what to provide and how to submit the assessment are provided within the course (this option is compulsory for those students enrolled in the Assist with Activity Sessions unit).
   To complete your assessment via film evidence, you will need the following:
   a. A device capable of recording video & audio
   b. Friends, colleagues, or family members available for the role-play scenario/s.
   c. A device to upload the assessments for viewing

First Aid Unit of Competency (for students accessing government subsidised funding programs)

Certificate 3 Guarantee program:
The nationally recognised Unit of Competency, HLTAID011 Provide first aid, will be required for the completion of the Certificate III in Fitness. This unit of competency is not delivered by Onfit Training College. Under the Certificate 3 Guarantee program, Onfit Training College do not charge a co-

contribution fee for this unit of competency, and students are required to complete their First Aid certificate through an external, nationally recognised provider, at the own cost. Once you have completed your First Aid course you are required to submit a copy of your Statement of Attainment to Onfit, via your learning profile, prior to the completion of your Certificate III in Fitness course.

Please note: Only Australian Nationally Recognized First Aid courses will be accepted to meet the requirements of any qualification you complete with Onfit. Training that has not been approved by the Australian government, is referred to as *non – accredited training*, and will not be accepted. A statement of Attainment from a Nationally Recognised Training Provider confirming completion of the unit HLTAID011 Provide First Aid will be required.
If you need assistance with finding a provider, we recommend:

- First Aid Online
- Australia Wide First Aid
- St Johns Queensland

Work Placement

For many students work placement is the highlight of their course, as it gives you a chance to put all your new knowledge and skills into practice, doing what you love! We also find that many of our students receive job offers as a result of their work placement.

Fitness Industry Placement:
There are endless benefits to attending work placement. The Fitness and Health industries strongly supports the use of work placements in the health and fitness sector for the following reasons:

- to provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation.
- most obviously, it is the perfect opportunity to put your knowledge and skills to the test and receive expert advice and feedback from industry experts – to make you truly 'job-ready.'
- many students receive job offers when doing placement and others identify an absolute passion for working with specific client groups through the interactions they have during placement.

In addition, attending placement will

- *dramatically reduce the amount of role plays and filming* you need to do to complete your qualification.

Please Note:

Industry *cannot* formally assess you against the qualification requirements

- Industry *can* confirm your ability to meet their organisation's workplace standards
- This means that even with work placement, *some* practical assessments will still need to be viewed and assessed by Onfit qualified assessors

While work placement is strongly recommended, we acknowledge it is not possible for all students, including some rural students, students who are shift workers, and students with transport issues.

- Alternatives to work placement are available on request to ensure flexibility in how students can successfully meet all course requirements. Please speak to your course advisor or an Onfit educator if you wish to explore that option. We remind you that the filmed assessment

component of this course will, by necessity, be much higher than course options that include placement.

Allied Health Industry Placement:

HLT43015 Certificate IV in Allied Health Assistance has a mandatory requirement of 120 hours of industry placement. This is not only essential for the development of skills and knowledge, but also brings with it the opportunity to gain first-hand experience of the workings of the health industry, and the privilege of working with industry experts and real clients. For most students this is the highlight of their course: it is the time your study and career goals are brought to life!

Certificate IV in Allied Health Assistants students will complete their work placement hours with a practicing allied health professional (AHP). Onfit Training College will assist you in gaining work placement where possible. Onfit Training College has a dedicated work placement officer for allied health placements, but it is important to understand that Onfit Training College does not guarantee securement of placement and does not hold sole responsibility for this. Many factors are at play which sit outside of Onfit Training College's control. Variations in access to supervisors based on location, hours of availability from students, and government requirements such as lockdowns can impact placement opportunities and access. Placement opportunities must fit with the business needs of industry supervisors, who will always make the final decision in determining whether a placement is on offer, and whether a student is a good fit for their needs.

We emphasize that securing placement is a joint responsibility for Onfit and students. Students are encouraged to play an active role in sourcing opportunities.
Onfit will support placement and communicate with supervisors to ensure all paperwork required for placement is in place prior to the commencement of placement.
Please note: In instances where a student does not abide by the Codes of Conduct, or terms and conditions of placement agreed to, Onfit will not actively pursue alternate placement options.

Please note: Our assessors may coordinate times with the AHP to assess you and may provide opportunities for simulated assessments on campus. A range of AHP's can supervise the community rehabilitation hours, provided they work in this area. The physiotherapy specialisation will require either a physiotherapist or an occupational therapist as a supervisor.

Please note: You must complete and be deemed Satisfactory for the simulated (role play) assessment within the following units, prior to commencing your work placement.

Community Rehabilitation Specialisation:
HLTAHA001 Assist with an allied health program
HLTAHA009 Assist in the rehabilitation of clients
HLTAHA004 Support client independence and community participation
HLTAHA024 Work within a community rehabilitation environment

Physiotherapy Specialisation:
HLTAHA001 Assist with an allied health program
HLTAHA009 Assist in the rehabilitation of clients
HLTAHA003 Deliver and monitor a client-specific physiotherapy program
HLTAHA005 Support the delivery and monitoring of physiotherapy programs for mobility

Hours of placement:

Qualification Code	Qualification Title	Work Placement
SIS30321	Certificate III in Fitness	Approximately 30 hours
SIS40221	Certificate IV in Fitness	Approximately 30 hours
HLT43015	Certificate IV in Allied Health Assistance	120 hours minimum

*Work placement is optional and as such there are no minimum hours allocated for SIS30321 Certificate III in Fitness and SIS40221 Certificate IV in Fitness.

Onfit does offer a course version without work placement. Please be advised that the practical video requirements are substantially higher in this course version.

Work Placement Working with Children and Vulnerable People Clearance Requirements
There are requirements in some states and territories for students (volunteers) undertaking work placement to have a 'working with children and vulnerable people' clearance.

The government aims to reduce the risk of harm or neglect to vulnerable people in Australia. It requires those who work or volunteer with vulnerable people to have a background check to determine their suitability to be registered under the scheme. Background checking involves a thorough assessment of information about the applicant that may be relevant to determining the possible risk that they may pose to vulnerable people while engaging in a work or volunteer activities.

Each state has its own policy for this and in many instances different names for the check. For more information on requirements for your state, please visit the Pre-employment Screening Working with Children Checks information page .

If you are enrolling into a qualification that involves work placement with children, you must ensure you are able to abide by the Working with Children requirements of your state. If this is a mandatory requirement in your state, you MUST apply for your clearance well before you are due to begin placement, to allow for processing time.

Queensland Students ('No Card, No Start' Blue Card Policy):
Queensland is the first state to instigate the 'No card, no start' policy. Under new laws in QLD, holding a current Blue Card (QLD's working with children clearance) is a mandatory requirement for all students prior to the commencement of work placement. As a student of Onfit Training College you will need to be linked to our college when setting up your Blue Card; this will ensure the fee for your application is waived. Please visit the Blue Card Applications page for more information.
If you have any questions regarding the requirements or process relating to working with children clearances, please contact admin@onfit.edu.au for assistance.

Work Placement Police Check requirement

For Certificate IV in Allied Health Assistance work placement, you will also be required to obtain a Police Check and provide this to Onfit Training College prior to commencing your placement. For Fitness placement, your work placement facility may require a Police Check. Onfit can assist you in the processes required and further information will be provided within your course.

Work Placement Vaccination requirements

Work Placement for the Certificate IV in Allied Health Assistance is undertaken in the health sector, and you will be required to meet the vaccination requirements of your state and placement organisation, and these will include any government requirements in relation to COVID-19 vaccinations. Mandatory vaccinations remain the responsibility of each student and evidence of these may be requested prior to placement.

You are expected to complete assessments for all units in your qualification. Each assessment will have more than one piece of evidence that is required for you to be deemed competent e.g., most units will have a combination of theory, observation, and workplace logbook assessment methods. You will need to submit all assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose within each assessment method; ensure you contact an Onfit Training College trainer and assessor to clarify anything that is not clear to you. Contact can be via phone on 1300 557 637 or via education@onfit.edu.au

Marking Timelines

Marking timelines. Onfit endeavours to mark student assessments as soon as possible and in order of receipt. Marking timelines may reach a 2–4-week turnaround time, when the marking load is exceptionally high. We appreciate your patience when this is the case.

The option for 'urgent marking 'exists for up to four assessments per student per course. Fees are applied for this service. For details on timelines and fees, see "Urgent marking request fee' in this handbook.

Assessment Feedback

You will receive feedback from the Onfit Training College Education team regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Resubmissions

If you receive feedback to say your assessment submission was 'Not satisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.
Students have 3 attempts to submit their assessments for each unit within the course. If deemed 'Not Yet Satisfactory' after a 3rd attempt, a result of 'Not Yet Competent' will be recorded and you will be required to re-sit the assessment.
Students are encouraged to contact education@onfit.edu.au to discuss any concerns and obtain tutorial assistance before re-sitting the assessment.

Authenticity and Plagiarism

When answering assessment questions, you will find content in your course and on websites that assist you in formulating your answers. It is important that you do not simply copy and paste that information. Copying and pasting shows us that you have been able to locate relevant information, but it does not demonstrate that you understand it. It is important that you take the time to formulate your answers into your own words so that you demonstrate your understanding of the content.

Referencing: When undertaking research assignments, you may include or ideas from other writers in your work. In these instances, you will be expected to reference. Referencing means acknowledging someone else's work or ideas, which you have used as a source for your own answer in an assessment. To acknowledge the source correctly, it is important to 'cite' the particular point

that you are using, by documenting the source. It is mandatory by law for all students to cite or acknowledge information that has come from other sources. Without appropriate referencing, students are in effect "stealing" the work of others - this is tantamount to academic fraud.

Collusion: In situations where work is being completed in a group setting, it is acceptable that as students you share ideas and give collective input, but each of you must formulate your answers in your own words and submit your individual answers to all questions, unless otherwise indicated by your Onfit assessor. In instances where approval has been given for you to submit a group project including specific work from individual group members, acknowledgement of each group member's work must be cited in your submission.

Plagiarism: It is neither acceptable, nor permitted for you to lodge plagiarised work as your own for any assessments. Forms of plagiarism can include:

- turning in someone else's work as your own
- copying words or ideas from someone else without giving credit
- failing to put a quote into quotation marks
- giving incorrect information about the source of a quotation
- changing words but copying the sentence structure of a source without giving credit
- copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not

Most cases of plagiarism can be avoided however, by citing sources. By referencing your work, acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source is usually enough to prevent plagiarism.
There are a number of websites that show you how to correctly reference your work, for example: www.usq.edu.au/library/referencing/apa-referencing-guide

If the action was not intended to deceive, you have committed the academic misdemeanour of failing to reference a source correctly.
In instances where plagiarism or cheating is identified in your work:

- we will notify you and you will be given the opportunity to explain your actions
- if there is no indication or evidence that plagiarism was accidental or unintentional, plagiarism will be treated as cheating
- you will have your enrolment in that subject withdrawn and a result of 'Not Competent' lodged for the unit(s) of competency the plagiarised work was submitted for
- you may apply in writing to the Onfit Training College Director, requesting re-enrolment after withdrawal for unsatisfactory performance
- the Onfit Training College Director will make a final determination on your application
- Re-admission is not an automatic entitlement
- if successful, your re-enrolment will incur the full fee for that unit of competency at the time of the finding, plus a $50 admin fee

The result you obtain under your new enrolment will be the result tabled for that unit of competency.
***Note**: there may be more than 1 unit of competency in a subject*

Access and Equity

Onfit Training College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. Onfit Training College will facilitate equitable access to all programs for clients irrespective of their gender, age, marital status, sexual orientation, ethnicity, culture, linguistic background, religious background, race, location, socio-economic background, parental status, or disability.

Onfit Training College incorporates the principles of equity into all programs. Every student who meets the entry requirements (if applicable) as prescribed by the appropriate training package will be accepted into any training and/or assessment program.
Our admission procedures are free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action. This includes support within reason, and which is practical for students.

Onfit Training College staff are required to uphold our commitment to access and equity principles and implement the following strategies:

- make contact with students who have self-identified that they have a special need and discuss special arrangements and requirements
- maintain confidentiality regarding the student's special needs and requirements
- use appropriate language
- modify activities to support the learning process of the student within the training package and fully accommodate student needs if appropriate to do so
- modify assessments to accommodate student needs and requirements if appropriate to do so
- include flexible delivery and assessment arrangements where necessary

If you have any special needs, questions or concerns, Onfit Training College encourages you to discuss with the Onfit Training College Course Advisor at time of enrolment to enable a support plan to be implemented. If any needs, questions, or concerns arise throughout your studies please contact Onfit Training College on 1300 557 637 or email: admin@onfit.edu.au

Support Services

Onfit Training College is at all times concerned for the welfare of its students.

Counselling or personal support

If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.
The following is a selection only and you may need to research these or similar organisations in your area. You are welcome to contact Onfit Training College to request assistance with educational support. Please email: education@onfit.edu.au or phone 1300 557 637 and request educational support.

Agency	Contact Details
English Language and Literacy Services	For your nearest TAFE Institute: 1300 308 233 Adult Migrant English Program: https://www.education.gov.au/adult-migrant-english-program-0 Skills for Education and Employment program: https://www.employment.gov.au/skills-education-and-employment
Learning assistance	SPELD: 07 3391 7900 https://www.speld.org.au/
Hearing Impairment	Deaf Services Queensland: 07 3892 8500 https://www.deafservices.org.au/
Vision Impairment	Vision Australia: 1300 847 466 https://www.visionaustralia.org/
Physical Impairment	Cerebral Palsy League: 1800 941 069 https://cpaustralia.com.au/
Psychiatric assistance	Mental Health Australia: 1800 657 667 https://mhaustralia.org/need-help

Personal support	Lifeline: 13 11 14 or www.lifeline.org.au Beyond Blue: 1300 22 4636 or www.beyondblue.org.au Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Student Support Booking System

Onfit Training College is passionate and experienced about helping students reach their goals. Our team loves being able to educate health, wellness and fitness professionals who will make their mark in their respective industry.

Onfit Training College offers a booking system for educational support, to improve your student experience. Bookings are available between 8am and 6:30pm weekdays. By scheduling calls in advance, we can ensure that our support team is fully prepared to address your enquiries promptly and effectively. Bookings are mad for 20-minute increments.

Benefits for Students:

1. **Predictability**: You can schedule support calls at times that best suit your schedule, providing predictability and convenience.
2. **Personalised Assistance**: Scheduled appointments allow us to tailor our support to your needs, ensuring you receive focused and personalised attention from our support team.
3. **Reduced Wait Times**: Booking calls in advance helps minimise wait times and ensures prompt attention to your inquiries.
4. **Enhanced Service Quality**: With scheduled appointments, our support team can allocate sufficient time and resources to address your concerns comprehensively, resulting in higher service quality.

How to Book a Support Call:

To schedule a support call, please follow these simple steps:

1. Visit our website Contact Us page.
2. Enter your contact details
3. Select the relevant support type (e.g., **"Education Support**") and choose your course domain
4. Choose a date and time from the available slots that works best for you.
5. Briefly describe the topic you would like to discuss during the call.
6. You will receive a confirmation email with details of your scheduled appointment.
7. Your Onfit trainer and assessor will call you at the designated time for your scheduled appointment.

- **E-tutor email support**: Priority will be given to students who book a support session through the booking system, so we encourage you to use this as your first option. For email queries, you can expect a reply within 24-48 hours. Email education@onfit.edu.au
- Bookings for screen share sessions, virtual (Zoom etc) assessment session, and phone call assessments can also be made using this system.
- **Screen share sessions**: Share the screen with a Tutor and they can direct you to an area of the course or a specific resource you need help locating.

- **After hours and weekend support**: Support is available in the evenings, with the last booking taken at 6:30pm AEST. Bookings are allocated in 20-minute time slots to give ample time to address your queries.
  Support is available on weekends with bookings taken between 9am and 10am and 3:30pm to 5pm on Saturday and Sunday AEST. See https://onfit.edu.au/contact-us for booking options and select your preferred time. You can add a booking up to an hour before the timeslot you choose. Alternatively, you can call 1300 557 637 and leave a message for Education or email education@onfit.edu.au for a response on the next business day.
- **Admin and IT support**: for questions or issues about the course timelines, fees, requested changes to payment plans or course access call 1300 557 637 or email admin@onfit.edu.au Monday to Friday between 8am and 5pm.

Fees

Information about fees and charges can be obtained by contacting an Onfit Training College Course Advisor on 1300 557 637 or via the Onfit Training College website https://onfit.edu.au/contact-us/

Several factors will determine how much your course(s) will cost. This may include:

- Which course(s) you will study
- Course duration
- Study mode
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or government support

For the Certificate 3 Guarantee or Higher-Level Skills Program, concessional student status applies if:

- you hold a Health Care or Pensioner Concession Card issued under Commonwealth law, or you are the partner or a dependant of a person who holds a Health Care or Pensioner Concession Card and are named on the card
- you provide Onfit with an official form under Commonwealth law confirming that you, your partner, or the person of whom you are a dependant is entitled to concessions under a Health Care or Pensioner Concession Card
- you are an Aboriginal or Torres Strait Islander
- you have a disability
- you are an adult prisoner

For concessional status, it is Onfit Training College's responsibility to verify at enrolment and hold evidence of your eligibility.

Costs will be discussed prior to enrolment with you. All fees are correct upon enquiry and are valid for 14 days unless specified otherwise. Onfit Training College reserves the right to vary fees, curriculum, assessments, and dates without notice and liability.

Fees must be paid in accordance with the payment terms recorded and agreed to on your enrolment form.

Once funds are paid by a student for training (including deposits and all other fees payable), the training or fees paid are not transferrable to any other person or entity except by special arrangement (at the discretion of the Onfit Training College Director).

Payment options

The following options are available for payment of course fees:

- Payment in Full
- Zip Money payment plan
- Payment of a deposit as agreed with the Onfit Training College Course Advisor with the balance on a 'Ezidebit' payment plan (deducted weekly or fortnightly) *

For all payment options, no more than $1500 can be taken upfront, in relation to accredited training.

*** Note**: Students who choose the payment plan option are to ensure they have sufficient cleared funds in their nominated account. Onfit Training College may under certain provisions of the Privacy Act 1988 provide information about you to a credit reporting agency if requested.

***Note**: the following fees will apply for your payment plan with EziDebit:*
An Administration Fee of $1.80 will be added to the first payment only
Direct Debit from Bank Account - 80c per transaction
Direct Debit from Visa/ Mastercard - 1.80% per transaction
Direct Debit from Amex - 1.90% per transaction
Failed Payment Fee - $8.00
Po Box 3327 Newstead, QLD 4006 Ph: (07) 3124 5500 Fax: (07) 3124 5555

Information regarding the Ezidebit company can be viewed at: https://www.ezidebit.com/en-au/frequently-asked-questions

Other Fees

- **Original payment arrangement alterations**: Students on an agreed payment plan who require alterations to the original payment arrangements must do so in writing to admin@onfit.edu.au two business days prior to their next payment.
  Payment alterations service fees apply: $10.00

- **Co-contribution fees**: Students who enrolled under Certificate 3 Guarantee, Higher-Level Skills or JobTrainer funding options, will be required to pay a mandatory co-contribution towards their study. These fees are due payable once enrolment is confirmed.
  Co-contribution fees are as follows:

Certificate III in Fitness (Certificate 3 Guarantee program) 15 units of competency		
Concession fee	$350.00 total	$25 per unit (x14). Co-contribution fees are not charged for HLTAID011. See 'Assessment' section for more information.
Non-concessional fee	$490.00 total	$35.00 per unit (x14). Co-contribution fees are not charged for HLTAID011. See 'Assessment' section for more information.

Certificate IV in Allied Health Assistance (Higher Level Skills program) 16 units of competency		
Concession fee	$290.00 total	$18.12 per unit (X16)
Non-concessional fee	$580.00 total	$36.25 per unit (x16)

Your Onfit Training College Course Advisor is available to further discuss the eligibility requirements and the applicable co-contribution fee.

- **Document and Records Fees**
  Certificates, Records of Results, and Statements of Attainment will be issued electronically in all instances. Should you wish to obtain a hard copy a fee of $40 will be charged.

  All fees must be paid in full by course completion or enrolment expiry, whichever comes first. No AQF Certification documentation will be issued until fees are paid in full.

  An application can be made for the reissuing of previous qualifications and/or statement of attainment. Submit a request to admin@onfit.edu.au, and supply one form of photographic identification.
  - An administration fee of $**40** applies for Onfit Training College to re-issue a copy of your Certificate and Academic Transcripts
  - An administration fee of **$25** applies for Onfit Training College to re-issue a copy of your Statement of Attainment

  Note: If you require a reissue because of a name change, you will need to update your USI information on the USI website and supply evidence of your name change (e.g. change of name certificate or marriage certificate) along with your application.

- **Late Submission of Assessment Fee**
  Students are provided with a reminder notification when their course expiry is approaching (1 month prior to expiry). In cases where assessments have not been submitted within the course timeframe, you will be required to extend your course timeframe to allow for submission. Similarly, if you re-submit an assessment previously marked 'Not Yet Satisfactory' (NYS) outside of the agreed training contract time, you will need to extend your course via an extension request, to allow for this to be marked. Please see Course Extension Fees for more detail.

- **Course Extension Fees**
  If your course is due to expire and you require additional time to complete your course requirements, you can purchase an extension of your course timeline. Extensions can be purchased for a maximum of 6 months for any 12-month course enrolment. Course extension fees apply at $85 per month and are payable before the extension is applied.

  To apply for an extension, please email admin@onfit.edu.au to request the extension form.

  If you require an extension of more than 6 months a re-enrolment will be required. Please contact our administration team at admin@onfit.edu.au so your individual circumstances can be reviewed.

  The course extension fee applies to course enrolments under the Certificate 3 Guarantee, Higher Level Skills, Professional Development courses & Standard Fee for Service enrolments.

  Onfit Training College may reject a course extension request, on the basis that it jeopardises its ability to meet the requirements of a Registered Training Organisation or negatively impact a student. In these cases, the course extension fee relating to this request will be refunded, if paid.

- **Re-enrolment Fee**
  Re-enrolment is an option presented to students, in cases where an extension is no longer suitable. A re-enrolment provides you with a renewed course enrolment, with a new course

timeframe, at a discounted cost. At the point of re-enrolment any existing Satisfactory assessment will be reviewed and applied to your new enrolment, if applicable and obtained within the previous 18 months.

The following circumstances may be reasons for a re-enrolment:

a) If your course timeline has expired and you have actively logged in to your course, from within the last 12-18 months.
b) You require more than 6 months to complete your studies/ have not made substantial progress with your studies and are nearing your course timeline expiry.
c) Where enrolled into a government funded course and the funding contract/ timeline has ended.

A student can contact admin@onfit.edu.au to discuss re-enrolment options and suitability.

For accepted re-enrolments, the following conditions apply:

- You will receive the full timeline for the course you are re-enrolling in, from the commencement date of your re-enrolment. (refer to course timelines for specific course timelines)
- Upon re-enrolment, you will be required to meet the training package requirements current at the time of your return (this means that if the government makes changes to a unit or units that are in the qualification you want to re-enrol in and you may be required to complete those revised units)

For Fee-for Service re-enrolments, the fee is $845.00.

For Certificate 3 Guarantee & Higher-Level Skills re-enrolments, for active government funded programs, eligibility criteria will be reviewed and if eligible, the current co-contribution fee will be applied for units not successfully completed within the first enrolment timeline.

For re-enrolments that are required after termination of the government funded programs Certificate 3 Guarantee & Higher-Level Skills, the re-enrolment will result in all Competent units being credited to your new Fee for Service enrolment and a per unit fee applied:

- Certificate III in Fitness re-enrolments will incur a fee of $165/per required unit
- Certificate IV Allied Health Assistance re-enrolments will incur a fee of $311/ per required unit

For re-enrolments into Professional development courses, students will be required to complete a brand-new enrolment at the current price.

- **Course Withdrawal fees**
  - **Within the cooling off period**

Withdrawal requests received by students during the orientation (cooling off) period will result in a full refund of course fees paid less a withdrawal fee of:

- $250.00 per certificate for Fee for Service enrolments into Nationally Accredited Qualifications/Courses.
- Up to $250 for students enrolled in Government subsidised training

The withdrawal fee will be withheld to cover trainer and administration costs associated with setting up student records and providing materials. This fee is payable in all circumstances

including payment plan options when the fee has not yet been collected, and fees will still be deducted until the withdrawal fee has been paid. *See 'Refunds' for more information.

- **After the cooling off period (7 days)**

Students may withdraw from study at any stage of their enrolment. Notification of withdrawal must be received in writing. No refunds apply to withdrawals received after the cooling off period and any unpaid portions of the financial contract agreed to will remain due and owing in accordance with the payment plan until paid in full.

- **Enrolment Transfer Fee**

Should an enrolment transfer be granted at the discretion of the Onfit Training College Director, a transfer fee of $250 will apply to cover the administration and enrolment costs.

- **Deferral Fee**

An application can be made to defer your course timeline and/or payments.
You can request your deferral by completing a Deferral Application form. To request this form please email admin@onfit.edu.au.

The following conditions apply:

- The maximum deferral timeframe per course enrolment is 25% of the total course timeline. For example, a course / qualification with a 12-month time frame will supply a maximum deferral option of 3 months.
- Deferrals are not available for courses with a 6-month timeline or less.
- If additional time is required, you will be required to apply for an extension
- Recommencement will initiate access to your course for any time remaining that was unused prior to your deferment
- Upon recommencement of studies, you will be required to meet the training package requirements current at the time of your return (this means that if the government makes changes to a unit or units that are in the qualification you are enrolled in you may be required to complete those units)
- A fee of $30 per month will be charged for a deferral
- The deferral will take effect upon receipt of payment
- Special considerations for circumstances such as medical, family emergencies and deployments will be considered at the discretion of the CEO. In these instances, an application and supporting evidence for special consideration will be required before an outcome is decided.

Onfit Training College may reject a deferral request, on the basis that it jeopardises its ability to meet the requirements of a Registered Training Organisation or negatively impact a student. In these cases, the deferral fee relating to this request will be refunded, if paid.

- **Re-sit Fees**

Students have 3 attempts to submit their assessments for each unit within the course. If deemed 'Not Yet Satisfactory' after a 3rd attempt, a result of 'Not Yet Competent' may be recorded and you will be required to re-sit the assessment.
Students are encouraged to contact education@onfit.edu.au to discuss any concerns and obtain tutorial assistance before re-sitting the assessment.
A re-sit and tutorial fee may apply: $60.00

- **Tutorial Fee**
  Personal tuition is available for students face to face with an Onfit Training College Trainer and Assessor. Tutorial sessions are booked in advanced with the assessor and cover topics the student requires assessment assistance with e.g., tutorial sessions usually cover full assessments helping students understand the questions and re-wording and/or the practical assessment requirements.
  Tutorial fees apply: $60.00 per hour and must be paid prior to the tutorial session. Fees are non-refundable. Session dates may be rescheduled at the discretion of Onfit Training College.

- **Recognition of prior learning (RPL) Fees**
  Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. An application can be requested for an RPL kit. Supporting evidence is required for each unit that you are requesting RPL for. RPL is included in the course fee but if students would like RPL prior to enrolling or separately, the fees are as follows:

Certificate III qualification	$250.00
Certificate IV qualification	$250.00

  Recognition of Prior Learning is only available for nationally recognised training.

- **Plagiarism Fee**
  Refer to the assessment information section for full details. If plagiarism is identified in your submitted work and your application is successful for re-enrolment the fees that apply are the full fee for that unit of competency at the time of the finding, plus a $50 administration fee.

- **Course Materials Fee**
  Students are provided with online access to all the course materials and assessments via the Onfit Training College learning management system. No additional 'materials' fee is required. Students can access downloadable course materials from the 'resources' tab for each course subject.

- **Urgent marking request Fee**
  Students can request that an assessment(s) be fast-tracked for marking (marked within 48 working hours). Requests for urgent marking will be approved at Onfit Training College's discretion, based on availability. You will be notified in writing of your results by email. If you require a formal result (e.g., if a potential employer requests to view your results) you can submit a request to admin@onfit.edu.au
  ***Note**: urgent marking requests are limited to four (4) assessments per student, per course)*
  Urgent marking fees apply: $40.00 per assessment.

Special Consideration

- In cases where a student is suffering from a medical condition, course deferrals and extensions are available. In these instances, the student must put their request in writing, and provide satisfactory evidence, for their case to be reviewed. Fees for extensions or deferrals may be waived or reduced at the discretion of the Director and will be determined on an individual basis.

In cases where a student is suffering from extreme hardship or extenuating circumstances, a request can be submitted, for fees to be waived, reduced, or deferred for a period of time. Students must put their request in writing, and provide satisfactory supporting evidence, which is able to be validated and allows for review on an individual basis. Any consideration of fees will only be granted at the CEOs discretion.

Fees will not be waived, in instances in which students do not provide adequate evidence to support their request. Refunds will not be granted for fees already paid.

Please put your request for a special consideration in writing to admin@onfit.edu.au.

Failure to Make Payment

Students are notified by both Ezidebit and by Onfit Training College when a payment defaults. Onfit Training College will inform the student firstly via text and then follow up by email.

Information regarding the Ezidebit company can be viewed at:
https://www.ezidebit.com/en-au/frequently-asked-questions

Failure to make a payment against your course, may result in access to your course being de-activated. Course access will be re-activated once payment has been made.
For the first 45 days you will be given the opportunity to address your payments and bring them up to date. Failure to bring the payments up to date will be in breach of your finance agreement and will result in you being required to pay the outstanding balance in full within 15 days.

Failure to pay the outstanding balance will result in your default information (as permitted under the Privacy Act and other relevant Laws) being provided to a Debt Collection Agency for recovery and legal action. A cost of 22% (plus GST) will be incurred for any balances referred on. If no payment arrangements are made with the Debt Collection Agency to pay the outstanding balance, your default information (as permitted under the Privacy Act and other relevant Laws) will be provided to a Default Reporting Agency to list the default debt against your credit file.
If you experience any financial difficulty, please contact us immediately on 1300 557 637 to discuss available options.

Refunds and Withdrawals

Information below outlines some of the circumstances under which a refund may or may not be granted.

Refund request within the orientation period

For fee for service students, requests for withdrawal and refund within the orientation period (if applicable will result in an automatic approval and full refund less the $250.00 withdrawal fee (per certificate).

For students accessing government funded programs the non-refundable withdrawal fee is capped at $250.00.

The non-refundable fees cover trainer and administration costs that are incurred by Onfit Training College in relation to the processing of enrolment and course access.

Refund Requests outside of the cooling off period

Refunds and/or waiver of future fees do not apply to withdrawals made after the respective cooling off period. Students may withdraw from their studies at any stage of their enrolment via written communication to admin@onfit.edu.au. All outstanding fees and charges will remain due and enforceable. Students who have opted to pay their course off by payment plan or instalments are bound by the terms and conditions of that agreement. All outstanding fees and charges apply and must be finalised as per the terms of the financial contract agreed to at the time of enrolment. Extenuating circumstances which can be evidenced and verified may lead to 'Special consideration' are made solely at the discretion of the RTO CEO or Delegated Authority. (See 'Special Consideration' for details_.

- The following reasons are not considered legitimate for consideration of extenuating circumstances and
- Change of mind towards your chosen qualification
- The online learning delivery mode
- Not wishing to fulfil the practical course requirements
- Preference for another training provider
- Change of your career path
- Change in your employment status
- Changes to your personal circumstances relating to your financial situation
- Pregnancy
- Changes on the time you have available to study
- Changes to your accommodation
- Your lack of progression through the course

Cancellation of Course by Onfit Training College

Should Onfit Training College be unable to provide all units to meet the student's course enrolment the student will be advised as soon as possible via the contact details provided by the student upon enrolment.
Alternative units may be offered, with clear explanations on any variations to course outcomes this could result in. Any changes to the student's enrolment must be approved by the Student and Onfit Training College collectively, unless the change made, is the result of a government directive. (e.g., a unit may be superseded during the life of a student's enrolment, and a replacement unit(s) dictated by the government. In these instances, Onfit is obligated to provide the updated content and advise the student of the substitution.

If Onfit Training College is unable to provide an alternative that the student is satisfied with, the course fees paid on any undelivered unit will be refunded and a Statement of Attainment will be issued for satisfactorily completed units.

Each module of the course is considered to have been delivered if (1) the course content and assessments have been made available to a student and (2) the portion of time allocated to that module has been given. For example, if a course with a 12-month timeline has been made available to a student, and the course is cancelled after 10 months, with no replacement course offered, then a refund of course fees will only be considered for modules that would be reasonably expected to be completed within the last two months of the enrolment. Onfit will not consider a refund of fees if content is delivered under this definition, but students do not progress through the course content at a rate that coincides with their original enrolment timelines.

Other refund requests

The following circumstances are grounds for a refund:

- **Where the student feels and can evidence that Onfit Training College has failed to provide the agreed services.**
  In this circumstance a refund, partial or full, may be permitted following an investigation of a formal complaint or appeal, where it is determined that Onfit Training College have not provided an agreed service or services. A review of the complaint or appeal will be made, as per the Complaints and Appeals policy & procedure.

- **Extenuating student circumstances**
  A partial refund may be provided for training that has not commenced, based on extenuating circumstances. Applications for a refund based on extenuating circumstances will be reviewed on an individual basis and will require evidence to support the application.
  To request an application contact admin@onfit.edu.au
  ***Note**: No refund will be permitted for training that has commenced. Refunds approved for extenuating circumstances are provided at Onfit Training College's discretion.*
  No refund will be permitted purely based on a change in student circumstances (e.g., moved location, changed job or work requirements, lost interest) unless within the orientation period.

Processing of refunds

All refund requests must be made in writing and sent to the Onfit Training College administration department at admin@onfit.edu.au

- following your request, you will be sent an application form to complete and return to the administration department
- the application will then be reviewed by an authorised Onfit Training College Manager
- the decision made will take into account other options available to a student e.g., deferral, change of course
- Onfit Training College will notify the student of the outcome in writing

Refunds, because of an error or change by Onfit Training College will be reviewed and processed within 10 business days.
All other refund requests will be reviewed and processed within 30 business days.

This refund policy does not remove the rights of a student to take further action under Australia's consumer protection laws. Onfit Training College's Complaints and Appeals policy does not circumscribe the student's right to pursue other legal remedies.

If you are unsure of who to contact externally a great place to start is with the Australian Competition and Consumer Commission (ACCC) at https://www.accc.gov.au/consumers/consumer-protection/where-to-go-for-consumer-help

Third Party Arrangements

Onfit Training College has Third Party Arrangements with the following organisations. These organisations assist in the enrolment and / or recruitment of students on behalf of Onfit Training College. Details regarding each relationship are included below. Onfit Training College, RTO 32107, is

responsible for the quality assurance of all Nationally Accredited Training included within these arrangements. For more information, please contact Onfit Training College on 1300 557 637 or admin@onfit.edu.au

F45 (Australia)
Qualifications within arrangement: Certificate III in Fitness, Certificate IV in Fitness.
F45 provide the following services on behalf of Onfit Training College:

- Advertising and Marketing

As F45's preferred education provider in Australian, F45 advertise study pathways for members and staff.
Onfit Training College is responsible for the quality assurance and issuance of the Nationally Accredited Qualifications.

Online Courses Australia
Qualification within arrangement: Certificate III in Fitness, Certificate IV in Fitness.
Online Courses Australia provide the following services on behalf of Onfit Training College:

- Marketing and recruitment
- Enrolment

Online Courses Australia will market, recruit, and enrol students into nationally Recognised Training on behalf of Onfit Training College. All training and assessment services will be provided by Onfit Training College. Onfit Training College is responsible for the quality assurance and issuance of the Nationally Recognised Qualifications and Statements of Attainment.

Complaints and Appeals Policy & Procedure

Complaints and Appeals Policy

The purpose of this policy is to:

- To provide a clear and transparent policy that enables students and relevant parties to freely raise any concerns regarding the course or service provided by Onfit Training College or its representatives
- Demonstrate a fair, equitable and confidential means of resolving complaints and appeals
- Standard 6 (Clause 6.1 - 6.6) must be considered in conjunction with this policy.

The complaints and appeals policy and procedure will manage allegations involving the conduct of:

- Onfit Training College, its trainers, assessors, and other staff
- Stakeholders and others
- A third-party providing services on the RTO's behalf, its trainers, assessors, or other staff (where this may be relevant to its operations)
- A student of Onfit Training College

Onfit Training College actively encourages feedback and dialogue with our students and trainers as part of its continuous improvement philosophy. Students have the right to complain or appeal if they feel that they have been unfairly treated in some way.

Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

We have established an equitable and transparent process for encouraging and dealing with feedback, complaints, grievances and appeals which is documented in our Complaints and Appeals Procedure.

This Policy supported by the accompanying procedures which outlines in detail the steps undertaken in submitting a complaint and appeal and having that responded to, can be accessed via the following link: https://onfit.edu.au/complaints-and-appeals-policy-and-procedure/

Our policy is governed by the following values and principles:

a. All students will have a clear opportunity to express their view on their learning experience, whether positive or negative
b. The process will be transparent, and no student will receive any disadvantage by expressing their views
c. High-risk complaints, including allegations of sexual harassment, discrimination and bullying will be directed to the Onfit Training College Director and / or to legal bodies where appropriate
d. Student feedback will be dealt with in a timely, confidential, and open manner and students will be kept informed of all progress
e. If the complaint is related to training, we will arrange a meeting with the trainer and student to discuss the issue and seek resolution
f. All complaints will be acknowledged within five working days of receipt
g. The Onfit Training College representative handling a complaint or appeal will be independent of the decision being reviewed (e.g., an assessor will not consider or decide an appeal against an assessment decision they made).
h. Students are given the opportunity to escalate the complaint if they feel it has not been adequately addressed
i. In the event of a complaint against an Onfit Training College trainer and assessor involved in an alleged breach of civil law, the matter should be reported directly to the CEO of Onfit Training College so that the appropriate action may be taken
j. Onfit aims to address any complaints within 14 days, however if a complaint is complex, it may take longer
k. If more than 60 calendar days are required to process and finalise the complaint or appeal, Onfit Training College will inform the complainant or appellant in writing and include the reasons why this timeframe is required. Throughout this period, Onfit Training College will regularly update the complainant or appellant on the progress of the matter
l. If the issue is not resolved to the satisfaction of the complainant, the matter may will be referred to the appropriate authority
m. All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

ROLE	RESPONSIBILITY
All Onfit Representatives	To be guided by this policy in all instances of grievance, complaint & appeal

All Onfit Representatives	To implement the complaints and appeals policy whenever it is appropriate
Students and Stakeholders	To be guided by this policy and its associated procedures when communicating a grievance, complaint, or appeal

Definitions

Grievance – A grievance is an expression of dissatisfaction by an individual about an issue related to an individual associated with Onfit Training College, or an issue with a course or qualification delivered by Onfit Training College. A grievance may not require investigation and can be handled in an informal and direct manner. The goal of dealing with a grievance is to de-escalate the issue and find a mutually agreeable resolution within Onfit Training College's processes. Grievances can be made by students, parents/guardians, employers, schools, external partners, prospective students, or other relevant parties. If a grievance cannot be resolved, it would be escalated to a complaint.

Complaint - A complaint is an expression of dissatisfaction by an individual (hereafter referenced as the complainant) about an issue related to an individual associated with Onfit Training College, or an issue with a course or qualification delivered by Onfit Training College, which warrants the need for review, investigation, and action.
Complaints can be made by students, parents/guardians, employers, schools, external partners, prospective students, or other relevant parties.

All parties are entitled to access the complaints process. Activities which may give rise to academic and or non-academic complaints covered by this policy are listed below:

- Academic programs/courses content, structure, materials, resources, access, quality
- Administrative or Training Officer customer service, action/inaction, procedure, or decision
- Subject enrolment, training delivery, assessment, and feedback, learning environment and resources and outcomes
- Student services, support, processes, and communication
- Individuals who believe that they have been treated unfairly, harassed, or discriminated against on the grounds of access and equity
- Occupational health and safety concerns related to subject delivery and/or assessment

Appeal - An appeal is a process whereby the complainant may wish to dispute a decision made by Onfit Training College. The complainant may appeal decisions such as:

- An RPL decision
- An assessment or feedback decision
- A penalty imposed due to plagiarism / cheating
- A penalty imposed due to an act of misconduct and breach of code of ethics
- A refund decision
- A course extension decision

The complainant has the right to appeal any decision made by Onfit Training College and must follow the appropriate appeals procedure.

Natural Justice - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias

- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

Complaints and Appeals Procedure

The purpose of this procedure is to:

• Detail the process for review and investigation of complaints and appeals

• Demonstrate a fair, equitable and confidential means of resolving complaints and appeals

• To ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015, Standard 6 (Clause 6.1 - 6.6) must be considered in conjunction with this policy.

The complaints and appeals procedure, will address allegations involving the conduct of:

- Onfit Training College, its trainers, assessors, and other staff
- Stakeholders
- Any third-party providing services on Onfit's behalf
- A student of Onfit Training College

Grievance, Complaint or Appeal

Should a person have a grievance, complaint or appeal, the following steps are to be followed:

Lodging a grievance

- Communicate the grievance directly with the person(s) involved to try and resolve it.
- All staff have access to management personnel to assist with resolution of any concerns.
- Wherever possible, grievances should be resolved by a process of discussion, cooperation, and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to an ongoing relationships.
- If there is no resolution to a grievance, it should be escalated as a complaint or appeal.

Lodging an Informal complaint or appeal

- Informal complaints can be made verbally or in writing

- Any complaint about the conduct of a staff member should be raised directly with Upper Management and not with the staff member in question. Please contact admin@onfit.edu.au and request contact from upper management, or ph.: 1300 557 637 and ask to speak to upper management.

- Issues relating to products or services can be raised with any staff member; the complainant or appellant can request the matter be dealt with by management at any stage, as can staff.
- Any complaint that is related to illegal activity e.g., theft, assault, will be immediately referred to the appropriate authority.

- The College will seek to resolve complaints informally where possible but acknowledges that in some cases a person may wish to make a formal complaint. An informal complaint may be raised verbally or in writing and will be addressed by management.

- Management will aim to resolve the complaint in a timely manner (less than two weeks), having considered both the complainant's and Onfit's positions, rights, and responsibilities.
- Should an accepted outcome not be reached within two weeks, the complainant has the right to escalate the matter to a formal complaint or appeal.

Lodging a formal complaint or appeal

- In the interests of ensuring complainants are accurately represented and understood, **a formal complaint or appeal must be received in writing** via:
    a. Email (Subject heading: Formal Complaint) sent to admin@onfit.edu.au
    b. Formal letter (Addressed to Upper Management)
    Postal Address: 124 Phillip Cres, Barellan Point Qld 4306
    OR
    c. Use of 'Form 01 - Complaints and Appeals', and email to admin@onfit.edu.au

- Details for a formal complaint or appeal must include:
    - A description of the complaint or appeal
    - A statement about whether the person wishes to formally discuss their case
    - Information about any prior steps taken to deal with the complaint or appeal
    - What they would like to happen to fix the problem and prevent it from happening again

- Assessment appeals must be submitted within two weeks of receiving the result(s) being appealed.

Processing of a formal complaint or appeal

- A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant or appellant within five working days. By admin@onfit.edu.au
- The written complaint will be sent to Upper management at the time of confirmation of receipt.

- Upper Management members will manage the issue personally or in a collective with the relevant department manager. The management representative(s) will be independent of the concern being reviewed (e.g., an assessor will not consider or decide an appeal against an assessment decision they have made).
- Management will:
    - Undertake a preliminary enquiry to determine nature of the complaint/appeal

    - Inform other relevant parties (if necessary)

- Provide, as required, all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
- Discuss with the parties any resolution and any arrangements required by the RTO
- Record the outcome in the student's file and on the Complaints and Appeals Register
- Provide the outcome in writing to the person (and other parties if relevant)
- Action the outcome determined

- The review process is generally completed within 14 days and a response/resolution presented during that timeline.
- * If Onfit Training College expects more than 60 calendar days are required to process and finalise the complaint or appeal, the person will be notified in writing of the reason for the delay and kept informed of all progress.
- All parties involved will receive a written statement of the outcomes, including reasons for the decision upon completion of the review.
- From any substantiated complaints and appeals, the causes will be reviewed as part of Onfit's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence. Actions will be recorded on the Continuous Improvement Register

Exceptions: Issue not resolved

- Should the issue not be resolved to the complainant's satisfaction, Onfit supports their right to seek an independent review of the case

  Where suitable, the independent party selected to review complaints and appeals will be the Queensland Training Ombudsman, in which no cost will be incurred by the complainant or appellant. https://trainingombudsman.qld.gov.au.

  The time frame for this process will be determined by the third party facilitating the independent review. Details regarding timeframes will be shared with all parties.

  In all other instances costs that may be incurred by the complainant will be outlined to the student prior to commencement of the review providing opportunity for an informed decision.

- If the person is still not satisfied with outcomes from the independent process, they may take their complaint to the VET Regulator - the Australian Skills Quality Authority. Information about the process can be found at https://www.asqa.gov.au/complaints/complaints-about-training-providers or National Complaints Hotline at https://www.dese.gov.au/national-training-complaints-hotline.

Student Code of Conduct

Just as Onfit Training College has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and

behave in a manner that does not contravene workplace health and safety or the principle of respect for others, take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment.

This requires support from all students, and it is therefore expected that you will:

- Respect the rights of other students
- Be respectful of Onfit Training College staff and representatives
- Comply with Onfit Training College policies. Discrimination, bullying behaviour or harassment of any form will not be tolerated
- Follow guidance in relation to safety instructions and report any safety non- compliance to staff, as workplace health and safety is a priority for staff and students
- Refrain from behaviour that is disruptive, childish, offensive or which may undermine Onfit's or your professionalism
- Avoid language that is offensive, insensitive or involves the use of profanity, when dealing with Onfit Training College staff, students or when in an environment in which you are representing Onfit Training College
- Be honest in providing Onfit Training College with information regarding any medical conditions and learning needs that may impact on you meeting Onfit Training College's course requirement
- Spend an average of between 4 to 6 hours per week on your course to complete all requirements in the allocated time
- Represent Onfit Training College with professionalism and integrity when attending work placement
- Be aware that smoking is not permitted inside the Onfit Training College premises. In compliance with legislation, students are not to smoke in front of the campus building
- Not partake in the consumption of alcohol or drugs before or during a practical assessment. Alcohol is not to be brought to or consumed on the campus or to any location associated with completing course requirements. Any student found to be under the influence of alcohol or drugs will not be permitted to attend class, use any fitness equipment, or attend work placement
- Not wilfully damage or thieve any item, private, public, or belonging to Onfit Training College or partnering facilities as this is a serious offence
- Submit only your own work

Student misconduct

Onfit Training College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO.

Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Onfit Training College and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, (but are not limited to):

- Verbal warning
- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Note: Any misconduct will be recorded on the student file. Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals policy.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Onfit Training College. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately to the Onfit Training College administration team.

Smoking, Drugs and Alcohol

Onfit Training College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance. Any student under the influence of drugs and/or alcohol is not permitted on Onfit Training College premises, to use Onfit Training College facilities or equipment, or to engage in any Onfit Training College activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Visa and Change of Visa

Students on a Student VISA (500) cannot enrol in a qualification with Onfit Training College and are advised to seek out a CRICOS registered organisation. For holders of other VISA types, it is the responsibility of the student, to ensure they hold the appropriate study rights for the duration of their enrolment. Should a student's visa status change at any point during the enrolment, the student must inform Onfit Training College of that change within 7 days by emailing admin@onfit.edu.au. Students acknowledge that should their study rights in Australia change they may have their enrolment cancelled with no refund.

Student Feedback

Onfit Training College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Government Feedback Requirements

Nationally Accredited Training

As a student enrolled into a Nationally Accredited course, qualification or unit of competency, Onfit Training College may send you a Learner Feedback Survey.

This is a government issued evaluation which requests feedback across a range of aspects including:

- Course content
- Course assessment
- Facilities
- Course delivery
- Training staff
- Resources

Certificate 3 Guarantee & Higher-Level Skills
If enrolled into funded training program, you may receive a survey from the Department seeking information on your training experience.

Issuing of Certificates

Upon successful completion of your coursework and provided all fees are paid, a copy of your Certificate or Statement of Attainment will be issued to you within 30 calendar days of you as being assessed as meeting all requirements for the course following our completion process.

This meets the compliance requirements as set for Onfit Training College and other RTOs under the Standards for RTOs 2015.

If for some reason Onfit Training College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements (refer to section 'Cancellation of Course by Onfit Training College').

National Registration

Onfit Training College supports and encourages students working as a Gym Instructor, Personal Trainer, Weight Management Practitioner or Allied Health Assistant, to maintain national registration with a nationally recognised peak body.

Fitness Registration

AUSActive, FITREC & Physical Activity Australia offer FREE membership for students while studying, and paid membership thereafter. This membership includes insurance cover.
Onfit Training College strongly supports this initiative and encourages students to take advantage of this membership offer.

- **AUSActive (previously Fitness Australia)**

The AusActive registration scheme is based on the National Fitness Industry Training Package, a set of nationally endorsed standards and qualifications for recognising and assessing the skills of people in the fitness industry. The qualifications are aligned with the federal government's Australian Qualifications Framework and the Training Package is endorsed by the National Training Quality Council. AUSActive actively contributes to the development and review of these standards.
A cost-effective insurance program is offered to fitness and leisure centres and personal training businesses throughout Australia by AUSActive in association with Guild Insurance. This service has been introduced to assist businesses to continue to offer effective programs to the broader community.
Contact AUSActive: 1300 211 311 or http://www.ausactive.org.au

- **FITREC**

FITREC is about seeing fitness professionals recognised for their efforts, encouraged in their development, and supported in their careers.
As a new registering body in the fitness landscape, FITREC have a different approach to registration. Their positioning statement is:
"Funding professional development is hard enough without having to pick up points from 'approved' providers along the way, so scrap the currency of points. Do the learning that fires you up and wear it on your FITREC profile like a badge of honour.
All courses, workshops, seminars can be added to your profile. Those that we assign a Level A or B to will add to your FITREC rating. FITREC have negotiated Industry Insurance at excellent rates for personal Trainers through Marsh Insurance. This is EXCLUSIVE to Personal Trainers and Instructors with FITREC Recognition.

Contact FITREC: (03) 9021 0836 or https://fitrec.org/

- **Physical Activity Australia**

Physical Activity Australia continues to provide registration for fitness personnel throughout Australia who have achieved the required competencies for the delivery of safe and effective programs and services to the community. Registration provides access to a range of benefits including low-cost insurance and on-going professional development opportunities. A cost-effective insurance program is offered to fitness and leisure centres and personal training businesses throughout Australia by Physical Activity Australia in association with JLT and Sports Cover Australia. This service has been introduced to assist businesses to continue to offer effective programs to the broader community.
Contact Physical Activity Australia: 1300 784 467 or www.physicalactivityaustralia.org.au

Allied Health Assistance, Nutrition & Weight Management Registration

- **International Institute for Complementary Therapies**

Unlike many associations who dictate what therapists must do, IICT innovates and creates services and provides resources based on what members identify they need. The focus for IICT starts with 'why' rather than on 'what' they do. Because IICT operates outside the structure of associations, they are truly responsive to industry needs and use that flexibility to deliver outstanding products to their members. Community, and collaboration is the starting point and that makes IICT unique from the outset.
IICT is the best fit for therapists who offer many modalities without the need of joining associations for each modality practiced. IICT is also the largest modality list in all the world (1,200+ and counting), so you can be sure that if you practice it, we cover it.
Student membership can be taken for just $1 for a year and costs remain very affordable for graduates. Contact IICT through: https://myiict.com/

Onfit Alumni

On completion of your studies, please know that as part of our Onfit Alumni, we consider you part of the Onfit family for life. Our team is here to answer any questions as you enter the industry, or continue with your Onfit education in Fitness, Nutrition or Allied Health.
We also have short courses on offer to assist with professional development and to enhance your career and maintain your industry registration.

Feel free to contact us with any query you may have:

education@onfit.edu.au - for assistance with your study
admin@onfit.edu.au - for assistance with any administrative matter or technical support
https://onfit.edu.au - which contains general information about our courses
Phone: 1300 557 637

Social media:

