



Learner Guide

Certificate III in Fitness

SIS30313

0714



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How to use this guide

Congratulations on enrolling with Onfit Training College! Learning is a life-long process and to that end we will support you throughout your current training and aim to make your time with us enjoyable and rewarding. Our team of educators and support staff look forward to providing any necessary support and advice throughout your course.

This learner guide supplements your online material, and is designed to help you navigate through your coursework. You should consult each relevant section of the learning guide as you plan your study – it explains how the course is structured, and highlights the recommended timeframes for you to achieve your qualification at your pace. It explains the different types of assessment that you will be required to do as part of your coursework.

The guide also offers some study tips to assist you in developing the skills and techniques of effective learning. To be an effective learner, you need to take control of your own study habits and ensure your own success. You will develop critical thinking and decision making skills by studying effectively. This guide is designed to help you achieve this.

Competency based training

Onfit Training College courses are delivered within a competency based training environment. Competency based training places emphasis on a person's potential as an employee, after completing a program of learning. It is a very flexible method of learning as it is not based on time; as soon as you have demonstrated that you are competent in a unit, you can move on to the next unit.

What is a training package?

A training package is a set of nationally endorsed standards, qualifications and guidelines used to recognise and assess the skills and knowledge people need to have in order to perform effectively in the workplace. The qualification that you are studying for with Onfit Training College sits under the national Sport, Fitness and Recreation Training Package (called SIS10).

Training packages are developed by Industry Skills Councils and are regularly updated to ensure they align with current industry practice. Training providers must ensure the courses that they offer are delivered in accordance with the requirements of the training package. Because of this, you can be assured that you are receiving the most up to date and relevant training available.

Entry requirements

The Cert III in Fitness is an entry level qualification. Literacy and numeracy skills equivalent to Year 10 are required for this course.

Language, Literacy and Numeracy (LLN) entry requirements

A language, literacy and numeracy questionnaire will be found in the learning path of your online Cert III course. It is requested that you complete this questionnaire within the first 7 days of your enrolment.

The information gained from this questionnaire will assist Onfit Training College to ascertain whether you would benefit from additional support from your e-Tutor to help you complete your course. Additional support can be given in a range of ways, including verbal rather than written assessments, opportunity for you to demonstrate knowledge practically, or use of a third party for note taking.

If it is identified from this questionnaire that this course requires higher level LLN skills than you currently have, alternative support services may be recommended and your enrolment may be reviewed to allow you time to improve your skills in these areas before commencing this course.

What is a unit of competency?

Units of competency are the elements of study set out by the training package that combine to create your qualification. They are developed by industry to meet the identified skill needs of industry. Each unit of competency identifies distinct workplace requirements and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy and occupational health and safety requirements. Broadly, each unit of competency describes:

- A specific work outcome
- The conditions under which it is conducted
- The knowledge and skills required to achieve the work outcome to that standard
- The evidence that may be gathered in order to determine whether the activity is being performed in a competent manner.

Units of competency are the smallest component of achievement which can be nationally recognised. Each unit of competency is made up of several elements and performance criteria. Note that it is the unit of competency as a whole, not individual elements or performance criteria, which are recognised.

Packaging Rules

There are 15 units of competency that need to be completed in order to achieve your qualification. Of these, there are 10 core units of competency and 5 elective units. Onfit Training College has selected the elective units for this qualification from the Training Package, based on what industry requires of a qualified gym instructor.

Core Units

HLTAID003 – Provide First Aid

SISFFIT301A – Provide Fitness Orientation and Health Screening

SISFFIT302A – Provide Quality Service in the Fitness Industry

SISFFIT303A – Develop and apply an awareness of specific populations to exercise delivery

SISFFIT305A – Apply anatomy and physiology principles in a fitness context

SISFFIT306A – Provide healthy eating information to clients in accordance with recommended guidelines

SISXFAC207 – Maintain sport, fitness and recreation equipment for activities

SISXIND101A – Work effectively in sport and recreation environments

SISXOHS101A – Follow occupational health and safety policies

SISXRSK301A – Undertake risk analysis of activities

Elective Units

SISFFIT304A – Instruct and monitor fitness programs

SISFFIT307A – Undertake client health assessment

SISFFIT308A – Plan and deliver gym programs

SISFFIT313A – Plan and deliver exercise to apparently healthy children and adolescents

SISFFIT314A – Plan and deliver exercise to older adults with managed conditions

Nominal Hours

Nominal hours are the number of hours anticipated to complete the program of learning by achieving the outcomes of the units of competency. The nominal hours for the SIS30313 qualification are 506 hours.

What is competency based assessment?

Assessment is the process of collecting evidence and making a judgement on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, in accordance with the competency standards, outlined in the training package. Competency is achieved by accumulation of evidence, not on isolated activities or events.

How are students assessed?

Each unit of competency is broken down into several assessments. Some assessments may even cover elements from multiple units of competency. If you have achieved the required standard against an individual assessment, you will be marked 'satisfactory'. If you have not met the required standard, you will be marked 'not yet satisfactory', and you will be required to submit additional evidence to demonstrate your knowledge and understanding of the particular element of the unit of competency.

To complete a unit of competency, you must complete all assessments for the subject, which will be individually marked. At the end of each unit of competency, one of our qualified assessors will review all of your submitted assessments together, to determine if you have achieved competency against the entire unit of competency. If this is the outcome, you will receive a 'C' for competent. If you have been unable to demonstrate competency, you will receive a 'NYC' and further evidence will have to be submitted.

Duration of assessments

There are no specific timeframes to complete your assessments. Our online assessments have been developed with flexibility in mind, enabling you to begin and finish them at a time suitable to you, however we have provided you with a guide to help you allocate appropriate amounts of time to each subject so that you complete your whole course within your twelve month time line. Please use this to help you plan when to start and complete your assessments.

Resources to complete assessments

You will need:

- Access to a gym or health centre with equipment suited to the subject being assessed
- Computer
- Internet Access
- Microsoft Word or similar program
- Access to an iPhone/ iPad / android phone / tablet or video camera or similar to film practical assessments if you are unable to attend the Brisbane campus for practical assessment

Method of assessments

Each subject that you study will contain a number of different assessment types:

Multiple choice: In this method of assessment, you will be asked a series of questions in which you are to select the most appropriate answer from the choices provided. In order for you to be deemed 'satisfactory' you must answer all questions correctly.

True/false questions: In this method of assessment, you will be asked a series of questions in which you are to select the correct answer. In order for you to be deemed 'satisfactory' you must answer all questions correctly.

Drag and drop questions: This method of assessment contains a series of sentences where you are required to fill in the blanks with the correct word to complete the sentence. In order for you to be deemed 'satisfactory', you must enter all words correctly.

Matching questions: This method of assessment contains a series of words, phrases or sentences that you are required to match up correctly. In order for you to be deemed 'satisfactory' you must answer all questions correctly.

Labelling assessment task: In this method of assessment, you will be given diagrams that require you to label the parts correctly. In order for you to be deemed 'satisfactory' you must label all components correctly.

Animated assessment task: This method of assessment requires you to view an animation case study first and answer related questions. These questions will be a mixture of multiple choice, true/false, drag and drop, matching and some typed answers. In order for you to be awarded a 'satisfactory' result you must answer all questions correctly.

Edutainment game: This method of assessment requires you to play a game based on working in a gym environment. Following the game, you are to answer the related questions. In order for you to be awarded a 'satisfactory' result you must answer all questions correctly.

Practical evidence: This assessment requires you to apply your theory to the workplace environment. You have two options for practical assessment, and you must have commenced studying the subject "Skills of the Gym Instructor" before commencing assessment:

- 1) Attend a minimum of two practical assessment sessions (held on Saturdays) at either the Milton or Ashmore campus where an Onfit Assessor will directly assess you performing tasks. Note: bookings are essential.
- 2) Provide film evidence of yourself carrying out the practical tasks, and an Onfit Assessor will assess the film evidence.

The practical evidence also includes a written component (screening forms / programs) which must be submitted at the practical assessment, or sent into Onfit if providing film evidence.

Professional Placement: You are required by Onfit to undertake professional placement at a gymnasium for 25 hours under the supervision of a staff member. This provides the perfect opportunity to see how the industry works and to 'sell' yourself for future employment. Submitting the logbook provides evidence that you have obtained work experience, performing tasks according to workplace and industry standards.

Providing film evidence of practical tasks

Students can choose to complete the practical assessment by uploading a video of themselves conducting the assessment tasks with client/s. There are 3 modes that can be used to complete video filming:

Mode 1: Students can use a portable video camera device, and film the tasks as required. Once filmed, the video should be uploaded to a computer and copied onto a USB or DVD for submission. The USB or DVD should be sent to Onfit Training College for Assessment.

Examples of portable video camera devices may include:

- Digital SLR camera – most have very good quality video capturing features
- Pocket video camera – these usually allow filming to be recorded straight to a USB or DVD

- Digital camcorder – these can upload files to a computer, which can then be copied to a USB or DVD

Mode 2: Students can use a smart phone device with filming capabilities. Examples of smart phones with filming capabilities include iPhones, android phones and blackberry phones. Please note that this filming can then be uploaded to a computer, and copied to a USB or DVD, however, this may require additional internet use and/or memory use. This method is only recommended should Mode 1 not be suitable.

Mode 3: Students can loan a video camera from the Onfit Training College Office. Loans of cameras require a \$200 security deposit to be paid, which will be refunded in full (minus postage and handling of the device) upon return of the camera in the same condition as it was received. Please be aware, that as there are limited cameras available, they will be issued on a first come first served basis, and the loan period must not exceed 7 days.

Note: When submitting your USB / DVD, please ensure that it only contains information relating to your assessments, and no other personal documentation. Onfit Training College will retain the USB / DVD after it has been marked, as evidence of assessment.

Plagiarism and referencing your work

Referencing means acknowledging someone else's work or ideas, which you have used as a source for your own answer in an assessment. In order 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 give 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.

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.cqu.edu.au/data/assets/pdf_file/0010/14032/Abridged-Harvard-Referencing-guide-2013.pdf

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 Director, requesting re-enrolment after withdrawal for unsatisfactory performance. The 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 subject at the time of the finding, plus a \$50 admin fee. The result you obtain under your new enrolment will be the final result tabled for that subject.

Course content - subjects

The SIS30313 Certificate III in Fitness is a nationally recognised course aimed at delivering the basic skills needed for people wishing to begin working in the fitness industry. The outcome of this course is a qualification which allows graduates to work on the gym floor in the capacity of a gym instructor. General programming, floor supervision and program updates can be performed by the graduate upon successful completion of this course.

An additional general assessment has been added to the course to assess student's knowledge on legislation, policies and procedures and industry standards. This assessment is based on a workplace induction and helps the student prepare for work in the Fitness Industry.

The 15 units of competency that make up this course have been clustered together into 10 subjects:

Induction

This subject is focussed on the legislation, industry standards and organisational policies and procedures relating to the fitness industry. It has been written to be similar to a workplace induction for a gym instructor.

Units of competency:

- SISFFIT301A - Provide fitness orientation and health screening
- SISFFIT302A - Provide quality service in the fitness industry
- SISFFIT303A - Develop and apply an awareness of specific populations to exercise delivery
- SISFFIT304A - Instruct and monitor fitness programs
- SISFFIT305A - Apply anatomy and physiology principles in a fitness context
- SISFFIT306A - Provide healthy eating information to clients in accordance with recommended guidelines
- SISFFIT307A - Undertake client health assessment
- SISFFIT308A - Plan and deliver gym programs
- SISFFIT313A - Plan and deliver exercise to apparently healthy children and adolescents
- SISFFIT314A - Plan and deliver exercise to older clients with managed conditions
- SISXIND101A - Work effectively in sport and recreation environments
- SISXOHS101A - Follow occupational health and safety policies
- SISXRSK301A - Undertake risk analysis of activities

Assessments

Lesson 1: 24 assessment questions

The Science of Health and Fitness

In this subject, you will have the opportunity to explore the human body and each of the systems that are at work within it. Starting with the bones and muscles (knowledge of which is fundamental to being a great fitness trainer) you will learn about the anatomy and physiology of each of these tissues and how they work together to help the body move efficiently and effectively.

Unit of Competency:

SISFFIT305A - Apply anatomy and physiology principles in a fitness context

Assessments

Lesson 1: 20 assessment questions

Lesson 2: 9 assessment questions

Lesson 3: 21 assessment questions

Lesson 4: 13 assessment questions

Labelling assessment task: you should keep a copy of all answered questions as you work your way through this assessment.

Animated assessment tasks: There are 2 animated assessment tasks which relate to this subject. One of these will be completed within the Skills of the Gym Instructor subject.*

- *Applying science to fitness instruction – 25 assessment question*
- **Conducting a program review – 9 assessment questions.*

Healthy Eating for a Healthy Life

The study of food and nutrition is a complex phenomenon that is often changing, with new research being presented almost daily. This subject provides the most up to date information for the fitness trainer, discussing the entire range of key ingredients that make up nutrition in today's society.

Unit of competency:

SISFFIT306A - Provide healthy eating information to clients in accordance with recommended guidelines

Assessments

Lesson 1: 13 assessment questions

Lesson 2: 18 assessment questions

Lesson 3: 13 assessment questions

Animated assessment task: Conducting nutritional consultations with clients – 10 assessment questions

Skills of the Gym Instructor

In this subject, the student will be introduced to each of the important skills that will make them a world class fitness trainer. The subject is almost like a virtual gym appointment, as the student starts by understanding their client and the different client groups that they may be asked to work with. From this point the students will learn the necessary skills to conduct pre-exercise screening sessions, health testing and fitness appraisals. Training guidelines for different client goals will be discussed, and the student will be taught how to add variation and excitement to these guidelines to give their client a greater exercise experience.

Units of competency:

SISFFIT301A - Provide fitness orientation and health screening

SISFFIT304A - Instruct and monitor fitness programs

SISFFIT307A - Undertake client health assessment

SISFFIT308A - Plan and deliver gym programs

Assessments

Lesson 1: 6 assessment questions

Lesson 2: 12 assessment questions

Lesson 3: 6 assessment questions

Lesson 4: 12 assessment questions

Lesson 5: 5 assessment questions

Animated assessment tasks: There are 2 animated assessment tasks which relate to this subject. One of these will be completed within The Science of Health and Fitness subject.*

- *Conducting gym orientation and health screening – 9 assessment questions*
- **Conducting a program review – 9 assessment questions.*

Edutainment game: Lesson 1: Game (no assessment questions)

Lesson 2: 12 assessment questions

Maintaining Sport and Recreation Equipment

This subject introduces the student into basic maintenance procedures and provides demonstrations on how to perform the maintenance safely and effectively. This is a great unit for the student who wishes to know about the workings of the equipment that can be found in a fitness centre or health club.

Units of competency:

SISXFAC207- Maintain sport, fitness and recreation equipment activities

Assessments

Lesson 1: 22 assessment questions

Animated assessment tasks: There are 2 animated assessment tasks which relate to this subject. Both assessment tasks will be completed within this subject.

- *Checking and maintaining fitness equipment – 19 assessment questions*
- *Checking the serviceability of emergency equipment – 4 assessment questions.*

Population Awareness in the Community

This subject exposes students to some of the more common health concerns or conditions that are prevalent in today's community. The student will examine the benefits of exercise in the management of the condition and specific exercise and programming guidelines for the population group.

Unit of competency:

SISFFIT303A - Develop and apply an awareness of specific populations to exercise delivery

Assessments

Lesson 1: 8 assessment questions

Lesson 2: 6 assessment questions

Lesson 3: 6 assessment questions

Lesson 4: 15 assessment questions

Animated assessment task: Working with different population groups – 38 assessment questions.

Children's Fitness Training

This subject gives the aspiring fitness trainer and opportunity to learn about the skills required in training younger clients. You will examine the key psychological differences between adults and children, and look at how to use the understanding of these differences to provide quality fitness advice. Many of the common injuries associated with children will

be discussed, and both the effects that these injuries have on exercise and the role exercise can play in the injury management are studied in depth.

Note: If you intend to work with children and young people when you finish your qualification, you will be required to obtain a 'Positive Notice Blue Card for Child Related Employment' (for Queensland), or your state's equivalent. To find out more about this, the National Crime Check [website](#) links you to all Australian state and territory's information.

Units of competency:

SISFFIT313A - Plan and deliver exercise to apparently healthy children and adolescents

Assessments

Lesson 1: 27 assessment questions

Lesson 2: 14 assessment questions

Lesson 3: 6 assessment questions

Animated assessment task: Conducting children's fitness sessions – 22 assessment questions.

Older Adults Fitness Training

Students will learn the key factors in training clients from an older demographic. This includes information about common injuries and illness that affect older adults, as well as physiological and psychological changes, and how to use this knowledge to provide quality fitness advice. Students will learn about nutritional requirements and fitness testing requirements of the older adult as well as correct methods of exercise selection and prescription.

Unit of Competency

SISFFIT314A - Plan and deliver exercise to older clients with managed conditions

Assessments

Lesson 1: 17 assessment questions

Lesson 2: 7 assessment questions

Animated assessment task: Consulting with older adults – 14 assessment questions.

Essential Workplace Skills

For any student who has experienced employment in the past, they will know that each organisation or company has its own policies and procedures which must be followed in order to maintain company standards. In this unit, the student will have the opportunity to examine specific laws, legislation, policies and procedures that apply to the fitness industry and specific health clubs in the industry today. The essential skills of customer service, client management and conflict resolution all form an integral part of this subject. The examination and understanding of different personality and behavioural types that a colleague or client may have in the workplace will also be studied. This subject is designed for the student with the goal of preparing them for the fitness industry and the many roles and responsibilities that they will have in it.

Units of competency:

SISFFIT302A - Provide quality service in the fitness industry

SISXIND101A - Work effectively in sport and recreation environments

SISXOHS101A - Follow occupational health and safety policies

SISXRSK301A - Undertake risk analysis of activities

Assessments

Lesson 1: 10 assessment questions

Lesson 2: 12 assessment questions

Lesson 3: 9 assessment questions

Lesson 4: 31 assessment questions

Animated assessment tasks: There are 3 animated assessment tasks which relate to this subject. One of these will be completed within Fitness Equipment Use and Maintenance subject*

- *Conducting a risk analysis – 27 assessment questions,*
- *Managing client and customer complaints – 6 assessment questions*
- **Maintaining sport and recreation equipment – 19 assessment questions.*

Edutainment game: Lesson 1: Game (no assessment questions)

Lesson 2: 12 assessment questions

Apply First Aid

The Apply First Aid unit of competency describes the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance. This course was previously known as Senior First Aid, Workplace Level 2 or Level 2 qualification. There are NO pre-requisites or co-requisites for this competency unit

Units of competency:

HLTAID003 Provide first aid

HLTAID001 Provide cardiopulmonary resuscitation

In order to gain the Certificate III qualification, you must have a current First Aid and CPR (Cardio Pulmonary Resuscitation) certificate that is equivalent to the current First Aid and CPR qualification in the Fitness Training Package. This is an additional course which you will need to undertake from an external provider at your own cost.

If the First Aid and CPR certificate that you supply is not equivalent to the one in the Fitness Training Package, an Onfit Trainer and Assessor will contact you to discuss any gaps in the qualification.

First Aid needs to have been completed within the last three (3) years and is due for renewal every three (3) years. CPR needs to have been completed within the last twelve (12) months and needs to be renewed every twelve (12) months. The CPR component is usually included as part of the First Aid course, but you will need to confirm this with the course provider.

Assessments

Assessment methods will vary depending on how the First Aid provider chooses to deliver their course. This course cannot be completed in a correspondence format and must be delivered and assessed in a face to face format. Course length can vary from a half day (with pre-learning) up to two full days depending on the course provider.

How to work through your course

- Study each theory session
- Complete the related assessments (including both online and practical assessments)
- Work your way through the subjects
- Complete a First Aid and CPR Certificate with another provider of your choice (if you don't have a current first aid certificate)
- In addition to your workplace practical experience, you are required to attend the relevant practical sessions at Onfit Training College, OR submit video evidence.

Period of Enrolment

You have 12 months from when you receive your log-in details to complete your Certificate III qualification, and a further 12 months to complete the Certificate IV qualification. You have 18 months to complete the Diploma qualification.

Study Plan

SIS30313 – Certificate III in Fitness 6 month suggested timeframe:

- Induction: ½ week
- Science of Health and Fitness: 5 weeks
- Healthy Eating for a Healthy Life: 2 weeks
- Skills of the Gym Instructor: 6 ½ weeks
- Maintaining Sport and Recreation Equipment: 1 ½ weeks
- Population Awareness in the Community: 4 ½ weeks
- Children's Fitness Training: 1 week
- Older Adult's Fitness Training: 1 week
- Workplace Essentials for the Fitness Industry: 1 week

SIS30313 – Certificate III in Fitness 12 month suggested timeframe:

- Induction: 1 week
- Science of health and fitness: 10 weeks
- Healthy Eating for a Healthy Life: 4 weeks
- Skills of the Gym Instructor: 13 weeks
- Maintaining Sport and Recreation Equipment: 3 weeks
- Population Awareness in the Community: 9 weeks
- Children's Fitness Training: 3 weeks
- Older Adult's Fitness Training: 3 weeks
- Workplace Essentials for the Fitness Industry: 2 weeks

Study Tips

- Be prepared to study hard and avoid interruptions and distractions while you are working on your course.
- Don't assume that your course is easy no matter whether you are studying face to face, online or by correspondence.
- Keep up with assignments! Don't let yourself fall behind.
- Read, read, read! Read all the materials and access additional sources, such as libraries and the internet for additional information.
- Use more than one of your senses to study. Where possible access audio, visual and a hands-on approach to your theory; e.g. when studying anatomy, get up and move the body part to help connect it to the theory that you are learning. Studies have proven this method of learning - combining the senses - dramatically improves comprehension of course materials.
- Study where it is comfortable and free from distractions. Take stretch breaks every 40 to 50 minutes; get up and have a walk around. Drink plenty of water to keep your brain hydrated!
- Be focused, organized, dedicated, patient, consistent, determined, and have fun!
- Allow a minimum of 24 hours to lapse if re-sitting an assessment. Use this time wisely – study, study, study!

How to manage study time

- Study regularly. While you may not "attend" class, you do need to establish a routine which includes time to work on your course. What time works best for you: early in the morning when you are fresh from sleeping; or late at night, when the house (and phone) is quiet?
- Keep a calendar of your study habits. Note what elements of the course you have covered set and mark deadlines and test dates. Mark items off as you complete and submit them.
- Set your own goals and deadlines as many aspects of your course rely on self-paced learning and do not have specific due dates. To ensure you can finish your course in the allocated timeline, set target dates for yourself with specific days or times for you to complete your assessments.
- Keep established and recommended deadlines as it is much easier to stay on schedule than to catch up if you fall behind.
- Don't procrastinate, and don't wait until the last minute to do assessment pieces. When studying online, allow time for technical difficulties--the web may be slow at times. If you get your work done ahead of schedule, you'll have time to try again if problems arise.
- Communicate often! Information and study support tips can be emailed to you. If you are having difficulty with any element of your course, do not panic. Contact your e-Tutor who will help you out.

Completing Assessments

- Read all the instructions carefully, and when in doubt, ask questions. This helps you get to know what your assessor expects.
- You will have a mix of theory and practical assessments to complete for most subjects.
- All theory assessments must be completed online, unless you have enrolled as a correspondence student.
- Results for submitted assessments will be shown at the end of each lesson in most instances. For the animated case studies however, the results will be shown at the end of the assessment.
- If any questions are deemed incorrect, all questions in that lesson or case study will need to be resubmitted.
- You will be given three opportunities to submit any assessment. Should your submissions be found Not Yet Satisfactory after three attempts, you will be required to re-enrol in that subject. Fees will be applied.
- Be prepared to apply critical thinking and decision making skills. Rather than reciting facts, your online instructor may ask you to make decisions based on information you have gathered and processed.

Ask for help

- Remember that our instructors are there to help.
- Allow a reasonable amount of time for e-Tutors to respond to emails. Most will try to respond as soon as possible or at least within 48 hours.
- Ask for help as soon as communication difficulties surface. Do not wait until you have fallen behind or until the end of the course to share concerns.