



Learner Guide

Certificate IV in Fitness

SIS40210

1014



Table of Contents

How to use this guide	3
Competency based training	3
What is a training package?	3
Entry Requirements.....	3
What is a unit of competency?	4
Packaging Rules	4
Nominal Hours.....	5
What is competency based assessment?	5
How are students assessed?.....	5
Duration of assessments	5
Resources to complete assessments	5
Method of assessments.....	6
Providing film evidence of practical tasks	7
Plagiarism and referencing your work.....	7
Course Content: Subjects.....	8
Applying Exercise Science to Personal Training.....	8
Skills of the Personal Trainer	9
Psychology for Health and Fitness	9
Older Adults Fitness Training	10
Working with Allied Health Professionals.....	9
Operating a Small Fitness Business	10
Strength & Conditioning.....	11
Sports Injury Assessment & Management.....	11
How to work through your course	13
Period of Enrolment.....	13
Study Plan.....	13
SIS40210 – Certificate IV in Fitness 12 month suggested timeframe.....	13
Study Tips	13
How to manage study time	14
Completing Assignments.....	14
Ask for help	14

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 support and advice throughout your course.

This learner guide supplements your online material, and is designed to help you navigate through your coursework. 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 learning 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 being able to perform tasks competently to a workplace standard 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.

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

Entry to this qualification requires completion of the following:

- Current First Aid (either HLTF301C, HLTF311A: Apply first aid or HLTAID003: Provide first aid) and CPR
- 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
- SISXOHS101A Follow occupational health and safety policies
- SISXRSK301A Undertake risk analysis of activities

Any students completing the Certificate IV in Fitness are required to first complete all these units either through Onfit Training College or another accredited provider. A transcript of results showing the provider number and the Nationally Recognised Training (NRT) logo is required at enrolment.

Language, Literacy and Numeracy (LLN) entry requirements

A language, literacy and numeracy questionnaire will be found in the learning path of your online Certificate IV 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 personal trainer.

Core Units

BSBSBM401A – Establish legal and risk management requirements of small business

BSBSMB403A – Market the small business

BSBSMB404A – Undertake small business planning

SISFFIT415A – Work collaboratively with medical and allied health professionals

SISFFIT416A – Apply motivation psychology to provide guidance on exercise behaviour and change to meet health and fitness goals

SISFFIT417A – Undertake long term exercise programming

SISFFIT418A – Undertake appraisals of functional movement

SISFFIT419A – Apply exercise science principles to planning exercise
SISFFIT420A – Plan and deliver exercise programs to support desired body composition outcomes
SISFFIT421A – Plan and deliver personal training

Elective Units

SISFFIT314A - Plan and deliver exercise to older adults with managed conditions
SISSSTC301A - Instruct strength and conditioning techniques
SISSSTC402A - Develop strength and conditioning programs
SISXCAI305A – Conduct individualised long-term training programs
SISFFIT312A – Plan and deliver an endurance training program

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 SIS40210 qualification are 700 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' (not yet competent) and further evidence will have to be submitted.

Duration of assessments

There are no specific timeframes to complete each assessment. 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 timeframe. 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 assessment if you are unable to attend the Brisbane or Gold Coast campus sessions.

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.

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 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 prior to the practical assessment, or sent into Onfit if providing film evidence.

Work Placement: You are required by Onfit to undertake work placement at a fitness facility 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 creating 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 USB or DVD
- Digital Camcorder – these can upload files to a computer, which can then be copied to 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 blackberrys. 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 borrow 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

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 personal trainer.

Units of competency:

SISFFIT312A Plan and deliver an endurance training program

SISFFIT415A Work collaboratively with medical and allied health professionals

SISFFIT416A Apply motivational psychology to provide guidance on exercise behaviour and change to meet health and fitness goals

SISFFIT417A Undertake long term exercise programming

SISFFIT418A Undertake appraisals of functional movement

SISFFIT420A Plan and deliver exercise programs to support desired body composition outcomes

SISFFIT421A Plan and deliver personal training

SISSSTC301A Instruct strength and conditioning techniques

SISSSTC402A Develop strength and conditioning programs

Assessments

Lesson 1: 14 assessment questions

Operating a Small Fitness Business

This subject prepares the student for the potential of running their own business in the fitness industry. It demonstrates all of the critical aspects of business establishment, including business planning, registration, sales and marketing. It introduces the aspiring business owner to the importance of research, and using this information gathered to establish an effective business plan. In the examination of the business plan, the student will learn about how to analyse potential financial, operational and staffing statuses of a business. The subject covers legal and ethical requirements of operating one's own business, and includes information about legal and ethical requirements, including registration and insurance.

Units of Competency

BSBSMB401A - Establish legal and risk management requirements of small business

BSBSMB403A - Market the small business

BSBSMB404A - Undertake small business planning

Assessments

Lesson 1: 19 assessment questions

Lesson 2: 5 assessment questions

Assessment booklet: 4 assessment tasks

Applying Exercise Science to Personal Training

Students explore the human body and each of the systems at work in it. The lessons include study of bone anatomy, bone formation, bone markings, joint structures, ligament locations, muscle anatomy, muscle fibre types, muscle contraction, cardiovascular system, conduction of the heart, and energy systems. Students will learn how the body responds to exposure to different exercise techniques, intensities and training in different environments.

Unit of Competency

SISFFIT419A Apply exercise science principles to planning exercise

SISFFIT420A Plan and deliver exercise programs to support desired body composition outcomes

SISFFIT421A Plan and deliver personal training

Assessments

Lesson 1: 11 assessment questions

Lesson 2: 6 assessment questions

Lesson 3: 12 assessment questions

Lesson 4: 12 assessment questions

Lesson 5: 4 assessment questions

Labelling task: 25 assessment questions

Animated assessment task with assessment booklet: 11 assessment questions and 2 assessment tasks

Working with Allied Health Professionals

In this module the student will develop an understanding of the importance of allied health professionals and the role they play in the provision of health and fitness information. The subject starts by examining the various types of allied health professionals that a personal trainer may work with, and the role that each of these professionals have in providing information to assist appropriate exercise prescription for moderate or high risk clients. In detail, the subject examines how to ask an allied health professional for help with a moderate or high risk client and what to do with the recommendations and guidance once they have been received. Some of the common conditions or illnesses in the community are

also reviewed here, and exercise recommendations and contraindications of each of these are explained in depth.

Unit of Competency

SISFFIT415A - Work collaboratively with medical and allied health professionals

Assessments

Lesson 1: 23 assessment questions

Animated assessment: 25 assessment questions

Postural Assessment Skills

In this subject students will learn how to conduct basic postural assessments with their clients, enabling them to identify slight and moderate postural deviations. The subject discusses the importance of posture, the role posture plays in exercise and the specific assessment techniques used to determine postural limitations or constraints.

The second part of this subject discusses many of the postural deviations that clients may present with, the causes of these deviations and the exercise recommendations and contraindications for these deviations.

Units of Competency

SISFFIT418A Undertake appraisals of functional movement

Assessments

Lesson 1: 11 assessment questions

Lesson 2: 8 assessment questions

Postural assessment skills quiz: 19 assessment questions

Psychology for Health and Fitness

Students will acquire knowledge of arousal theories, anxiety and stress management techniques, benefits of exercise and stages of change, client readiness indicators, barriers to exercise, models to facilitate change and improving exercise adherence. Students will review goal setting, motivation concepts and client communication.

Unit of Competency

SISFFIT416A Apply motivational psychology to provide guidance on exercise behaviour and change to meet health and fitness goals

Assessments

Lesson 1: 7 assessment questions

Animated assessment: Client 1 – 13 assessment questions; Client 2 – 13 assessment questions

Assessment booklet: 13 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: 14 assessment questions.

Strength & Conditioning

Students are given information and knowledge to allow them to successfully implement strength and conditioning plans and programs for themselves, clients and athletes. The subject builds on the key concepts of *Sports and Exercise Science* and relates them to a more specific strength and conditioning environment. Training for specific sports goals and adaptations is the core of this unit, and at the completion, the personal trainer will be equipped to help an athlete work towards their goals – whatever they may be. This subject also has a practical application, demonstrating some of the key lifts and exercises that are used by world class strength and conditioning coaches, including Olympic lifts, competition power lifts and plyometric training. The subject finishes with an examination of common sporting injuries and methods of managing these injuries, including taping and strapping.

Units of Competency

SISSSTC301A Instruct strength and conditioning techniques

SISSSTC402A Develop strength and conditioning programs

SISXCAI305A Conduct individualised long-term training programs

Assessments

Lesson 1: 7 assessment questions

Lesson 2: 3 assessment questions

Lesson 3: 4 assessment questions

Animated assessment: 23 assessment questions

Specialised Exercise Programming

In this subject the student is shown how to apply their general program writing skills to the design of more specialised exercise programming. This includes how to design exercise programs for designated time periods, sporting seasons or long term exercise goals.

The students will be (re) introduced to the concepts of periodization, and be shown how to determine the needs, training goals and training phases of individual clients at specific times in their training life.

This subject expands on many of the skills learnt in both Certificate III and (the initial subject of) Certificate IV and brings them together as a collective whole, giving students a new found approach and understanding into what makes specialised exercise programming.

Units of Competency

SISFFIT417A Undertake long term exercise programming

Assessments

Lesson 1: 7 assessment questions

Lesson 2: 4 assessment questions

Lesson 3: no assessment questions

Animated assessment with assessment booklet: 2 assessment questions

Endurance Training

In this subject, the student will be exposed to training techniques and methodology when programming for clients with specific endurance training needs. Included in this subject is a detailed look at different modes of endurance training, different intensities that can be implemented with clients and how to set up short and long term endurance training programs. This is a great subject for students who are interested in designing endurance training programs for themselves or their potential clients.

Units of Competency

SISFFIT312A Plan and deliver an endurance training program

Assessments

Lesson 1: 21 assessment questions

Animated assessment: 11 assessment questions

How to work through your course

- You will need to have successfully completed the pre-requisite Units of Competency of a Certificate III in Fitness before you can commence studying a Certificate IV
- Study each theory session
- Complete the related assessments (including both online and practical assessments)
- Work your way through the subjects
- In addition to your workplace practical assessments, you are required to attend the practical assessment session 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 IV qualification. The flexibility of competency based training allows you to move through the course as fast or as slow as you like. We have provided suggested timeframes if you would like to accelerate your learning and complete the course in 6 months. Or, if you have a very busy schedule and need the entire 12 month enrolment period to complete, we have also provided a suggested 12 month timeframe.

Study Plan

SIS40210 Certificate IV in Fitness 6 month suggested timeframe

- Induction: ½ week
- Operating a Small Fitness Business: 2 ½ weeks
- Applying Exercise Science and to Personal Training: 5 weeks
- Working with Allied Health Professionals: 2 weeks
- Postural Assessment: 2 week
- Psychology for Health and Fitness: 2 weeks
- Older Adults Fitness Training: 2 ½ weeks
- Strength and Conditioning: 3 ½ weeks
- Specialised Exercise Training: 3 weeks
- Endurance Training: 2 weeks
- Practical Assessment: 1 day

SIS40210 – Certificate IV in Fitness 12 month suggested timeframe

- Induction: 1 week
- Operating a Small Fitness Business: 5 weeks
- Applying Exercise Science and to Personal Training: 10 weeks
- Working with Allied Health Professionals: 4 weeks
- Postural Assessment: 4 week
- Psychology for Health and Fitness: 4 weeks
- Older Adults Fitness Training: 5 weeks
- Strength and Conditioning: 7 weeks
- Specialised Exercise Training: 6 weeks
- Endurance Training: 4 weeks
- Practical Assessment: 1 day

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 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, waiting 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.
- Make sure that you communicate often with Onfit. If you are having difficulty with any element of your course, please contact your e-Tutor who will help you out.

Completing Assignments

- Read all the instructions carefully, and when in doubt, ask questions. This helps you get to know what your instructor expects.
- 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

- Once enrolled, your e-Tutor will introduce themselves to you via email. You will then be able to communicate directly with your e-Tutor throughout your study.
- Our e-Tutors love to help – so do not hesitate to contact them at any stage!
- You can contact our Education support team after hours on 1300 557 637 or by emailing education@onfit.com.au.
- Our team are committed to responding to you as soon as possible and will always endeavour to answer you within a 48 hour time frame or less
- Please feel very welcome to ask for help as soon as you need to. Do not wait until you have fallen behind or until the end of the course to share concerns.