



STUDENT HANDBOOK



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

onfit.edu.au

1300 557 637



The Benefits of this Handbook

The handbook has been designed to provide you with information about our policies and procedures towards the qualification/course you are enrolling into.

It is your responsibility as a student to read this document **before** enrolling in a course or courses at Onfit Training College, and to sign an acceptance of these terms and conditions prior to course commencement.

It is important that this handbook is kept as a reference guide when you have a question. If you can't find the information you need, please phone our friendly staff at Onfit Training College for assistance on 1300 557 637.



SIS30315 Certificate III in Fitness
SIS40215 Certificate IV in Fitness
SIS50215 Diploma of Fitness
10576NAT Certificate IV in Weight Management
HLT43015 Certificate IV in Allied Health Assistance

Online Fitness Pty Ltd trading as Onfit Training College is a Registered Training Organisation (RTO#32107) and will provide competent students with a nationally recognised Certificate III in Fitness, Certificate IV in Fitness and Diploma of Fitness, Certificate IV in Weight Management and Certificate IV in Allied Health Assistance qualifications.

Contents

The Benefits of this Handbook	2
Welcome	4
Contact and Location	4
Contact Us	4
Brisbane Campus	4
Our Responsibilities	4
Marketing	4
Student Recruitment	4
Course Information	5
Enrolment	5
Enquiry	5
Entry Requirements	5
Enrolling	6
Confirmation of Enrolment	7
Login	7
Student Support Services	7
Circle of Support	8
Language, Literacy and Numeracy	8
Assessments	8
Recognition of Prior Learning (RPL)	9
Credit Transfer	9
Practical Assessments	10
First Aid Requirements	10
Authenticity and Plagiarism	11
Completion	12
Issuing Certificates	12
Student Feedback	12
Partnerships (Further your Fitness)	13
Student Code of Behaviour	13
Disciplinary Action	13
Access to Records	14
Fees and Payment Terms	14
Course Fees	14
Extension to Course Time Fee	14
Deferral	15
Cancellation of Course by Onfit Training College	15
Re-enrolment	15
Additional Fees	15
Policies and Procedures	16
Refund Policy	16
Privacy Policy	16
Student Complaints and Appeals Policy	17
Access and Equity Policy	18
Legislative Compliance	19
National Registration	19
Fitness Registration	19
Allied Health Assistance & Weight Management Registration	20
Onfit Alumni	21

Welcome

Welcome to Onfit Training College and to a new and exciting change in your life! The Onfit Training College Team (and its partners) are thrilled to see you taking the first steps towards developing your skills in the Health, Wellness and Fitness Industries. By putting into practice, the skills that your fitness course provides, you will soon be confident and ready to join the profession you have chosen with a highly reputable qualification backing you.

We are committed to providing you with the most rewarding educational experience we can offer as you complete your qualification with us. We want to work with you to achieve your goals, and welcome any feedback or comments from you as you complete your studies.

Please use this handbook to help you make your decision about joining us in the Health and Fitness Industry and as an ongoing reference as you complete your studies with us.

Contact and Location

Contact Us

Email:

education@onfit.edu.au – for assistance with your study

admin@onfit.edu.au – for assistance with any administrative matter or technical support

Our **website** is www.onfit.edu.au which contains general information about our courses. You can also find information about us by visiting our social media pages: (click on the icons to access)



Phone: 1300 557 637

Postal address: 124 Phillip Cres, Barellan Point QLD 4064

Brisbane Campus

We are located at the Police Citizens Youth Club (PCYC) on Castlemaine St in Milton, Brisbane, which is a short walk from the Milton railway station. **Please note:** Mail cannot be received at this address. Parking is available on campus, or you can get information on bus and train timetables at: www.translink.com.au

Our Responsibilities

Marketing

Marketing and advertising of Onfit's VET qualifications is ethical, accurate and consistent with Onfit'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. Our courses have been designed and targeted for all members of the community who are

interested in pursuing a career in the health / fitness industry. In addition, our courses are accessible for anyone who has an interest in health and fitness.

Course Information

Students are provided with information relative to their curriculum, student services, complaints and appeals procedures, attendance, and assessment requirements.

Enrolment

Enquiry

One of our career advisors will provide you with details about course content, pricing and methods of payment. You will be sent information which includes the enrolment form and the Student Handbook. Our team will be happy to answer any questions you may have.

Course Requirements

Once you have enrolled with Onfit Training College, you will be sent a Welcome E-mail with course credentials. Outlined below are a list of requirements to have the best possible learning experience:

- Desktop or Laptop computer
- Internet Access
- [Google Chrome](#) or [Mozilla Firefox](#)
- [Adobe Reader](#)
- Microsoft Word or similar program

Entry Requirements

SIS30315 Certificate III in Fitness

There are no entry requirements for this qualification

HLT43015 Certificate IV in Allied Health Assistance

There are no entry requirements for this qualification

SIS40215 Certificate IV in Fitness

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

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

SIS50215 Diploma of Fitness

Entry to this qualification is open to individuals who hold a current first aid and CPR certificate:

1. Have achieved a Certificate IV in Fitness; and

2. Have at least 1 year post qualification fitness industry experience in the application of the skills and knowledge of the Certificate IV in Fitness.

10576NAT Certificate IV in Weight Management

Entrants to the Certificate IV in Weight Management must:

- be over 18 years of age;
- have achieved a minimum year 10 level of education;
- have a minimum of three years employment or volunteer experience in working within a customer service environment;
- have the ability to use computers, to email, send and write word documents and to use basic spreadsheets

PLEASE NOTE: Before beginning module 4 of the Certificate IV in Weight Management, students must meet the requirements for working with adolescents (13 – 17) in the relevant Australian State/Territory.

NSW: <https://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check/apply>

QLD: <https://www.bluecard.qld.gov.au/>

SA: <https://screening.dcsi.sa.gov.au/>

VIC: <http://www.workingwithchildren.vic.gov.au/>

WA: <https://workingwithchildren.wa.gov.au/>

NT: <https://nt.gov.au/emergency/community-safety/apply-for-a-working-with-children-clearance>

Timelines

Course Code	Course Name	Completion Time
SIS30315	Certificate III in Fitness	12 months
SIS40215	Certificate IV in Fitness	12 months
SIS30315* & SIS40215	PT Direct	20 months
SIS30315 & SIS40215	Certificate III & IV in Fitness Bundle	24 months
SIS50215	Diploma of Fitness	18 months
10576NAT	Certificate IV in Weight Management	12 months
HLT43015	Certificate IV in Allied Health Assistance	18 months
	Personal and Professional Development Courses	6 months

*Statement of Attainment comprising of 8 units required for entry into the Certificate IV in Fitness

Enrolling

Complete all details on the enrolment form. This includes the terms and conditions which you are required to read, agree and acknowledge. Send the enrolment form back to the career advisor with payment details for your enrolment to be processed. You must supply one form of photographic identification with the enrolment form.

Unique Student Identifier (USI) – A USI is simply an ID number, issued through the government website www.usi.gov.au

This is an initiative set by the Federal Government to provide a centralised, life-long record of your training and education. All students studying in Australia will be required to have a USI from 1st January, 2015.

You can apply for your USI by filling out the online form: <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>. Once you have received your USI, you can either enter it in the space on the home page of your course or email it to admin@onfit.edu.au

Note: Onfit will only issue certificates to the student in the name associated with their USI and shown on their identification documents. When any document is in a former name, an official document (e.g. marriage certificate or change of name certificate) showing the change of name must be accompanied with the associated document.

Confirmation of Enrolment

Your enrolment will be confirmed on the receipt of your completed and signed enrolment form and payment of your course fee (or deposit and payment plan documentation).

Login

Once your documentation and payment has been processed, you will receive an enrolment email from our Admin team with your username and password, and instructions on how to access your course/s. The date you receive this email is the commencement date of your course.

Student Support Services

Onfit Training College has a commitment to making education accessible to all, focussing on the strengths and capabilities of the student in order to create low anxiety learning experiences to improve outcomes. Onfit Training College endeavours to assist students to work towards their study goals. This includes students who:

- Have language, literacy and numeracy challenges
- Have physical challenges
- Are from non-English speaking backgrounds

All students have the opportunity to address any issues with an eTutor. The course facilitators will assist where possible, and in the event that further action is required, refer the student to the appropriate agency / personnel. This list of organisations below is a selection only, and has contact phone numbers for Queensland based students. If you are studying outside of Queensland you may need to research these organisations for contact details.

Agency	Contact
English Language & Literacy Services	Your nearest TAFE Institute on 1300 308 233
Learning Disability	SPELD: 07 3391 7900 The Independent Living Centre: 1300 885 886 Brisbane Dyslexia Support: 0408 501 842
Hearing Impairment	Deaf Services Queensland: 07 3892 8500
Vision Impairment	Queensland Blind Association: 3848 8888 Vision Australia: 1300 847 466
Physical Impairment	The Independent Living Centre: 1300 885 886 Cerebral Palsey League: 1800 941 069
Intellectual Impairment	The Independent Living Centre: 1300 885 886
Psychiatric Difficulty	Mental Health Social Support: 1800 657 667 Queensland Mental Health: 1300 642 255

You should discuss the matter with Onfit Training College if you have any special needs or questions. If you do have a disability or special needs, it is important to let us know at the time of enrolment so we have time to prepare the learning support services. Please contact us via e-mail at admin@onfit.edu.au.

Circle of Support

Onfit have created a Circle of Support around you, the student. This means that the whole Onfit team is here to assist you in completing your studies.

We have a number of different ways to receive assistance from an eTutor:

- 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.
- Skypetutorials. If you're stuck on a lesson and need some further explanation or if you just prefer to see who you are speaking with you can schedule a Skype chat.
- Phone calls (during office hours). If you have a quick question, phone the Onfit office and press 2 for Education. If you are stuck on a few different questions, book a time to have a longer chat with an eTutor.
- After-hours service. This service is available until 7pm AEST during the week and on weekends between 9am – 5pm AEST by calling Onfit on 1300 557 637.
- Email for help. Email your question and any screen shots to education@onfit.edu.au

Language, Literacy and Numeracy

When you start your course, you will be asked to complete a short language, literacy and numeracy activity. This is designed to identify students who may need extra help.

If you have been identified as needing extra help, an eTutor will discuss how they can help you complete your course (for example, a written examination may be conducted verbally).

If you need more help than we can deliver, Onfit will provide a list of support services for you on request. For more information please refer to Student Support Services in this handbook, contact Education at education@onfit.edu.au or call 1300 557 637 Option 2.

Assessments

When you enrol with Onfit, you will be provided with a Learner Guide which details the assessments that you will be required to complete during your course.

You should keep in mind that the assessments reflect specific requirements of the career you have selected. If you do not understand what is expected in each of the assessment tasks, you should contact education@onfit.edu.au for further information.

All assessments will be marked within 2-3 weeks of submission.

You have the opportunity to attempt each of your assessments 3 times. If you are deemed 'NYS' (not yet satisfactory) after 3 attempts, you will need to discuss the assessment with an eTutor before being able to make another attempt.

In addition to online assessments, you may be required to:

1. complete the appropriate number of work placement hours for your course
2. complete practical assessment
3. complete the relevant first aid certificate for your course (if applicable)

Recognition of Prior Learning (RPL)

Onfit Training College recognises that at times an applicant may be able to identify they are competent in a number of subjects for courses they wish to complete.

Recognition of Prior Learning (RPL) provides students with the opportunity to have existing competencies recognised and credited towards their selected course or qualification. These competencies may have been achieved through workplace experience or prior study.

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.

Onfit Training College provides a kit to guide students through this process. RPL can be undertaken in one of two ways.

- (1) Included as part of your enrolment. Enrolling in the full qualification, allows students to have instant access to the full course. Subjects that are not being assessed for RPL can be accessed and started, even while evidence is being gathered and RPL is being processed.
- (2) Prior to enrolment,: Upon receipt of the application fee, RPL can be completed . The outcome will be given to the student, within 2-3 weeks. Any 'Gap training' (units that will need to be completed) will be identified. Enrolment into the Gap Training will then be needed, with pricing calculated on a per unit / module basis.

N.B. Please speak to a Career Advisor for more detail on the per unit / module pricing,as these fees vary depending on the course and payment option chosen.

Credit Transfer

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 another course, which would eliminate the need for you to re-complete this requirement. 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.

Work Placement

For many students work placement is the highlight of their course – as it gives you a chance to put all of 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.

The health and fitness industry strongly supports the use of work placements in the health and fitness sector for a number of reasons:

Additionally, work placement is used

- to strengthen the individual's experience of the workplace to support expectations of performance in the workplace
- to practise skills and apply knowledge within the workplace, which promotes stronger embedding of learning
- to provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation.

Students are required to locate a suitable fitness or health facility (course dependant) with qualified staff to complete the work placement requirements of your course. For Certificate III and IV in Fitness students, the supervisor must have at least the qualification level that they are supervising. E.g. Certificate IV in Fitness students must be supervised by a personal trainer with a minimum Certificate IV in Fitness qualification. Onfit staff are able to assist students if they have difficulty in finding a location.

Allied Health Assistance students will complete their work placement hours with a practicing allied health professional (AHP). Onfit assessors may coordinate times with the AHP to assess you or may assess you on campus. The specialisation the student is enrolled in will dictate which AHP's can supervise them.

The number of work placement hours required for each qualification are listed below:

Qualification Code	Qualification Title	Work Placement
SIS30315	Certificate III in Fitness	30 hours
SIS40215	Certificate IV in Fitness	40 hours
SIS50215	Diploma of Fitness	50 hours
HLT43015	Certificate IV in Allied Health Assistance	120 hours

Practical Assessments

These assessments require you to apply your theory to workplace situations. You have two options:

- 1) Attend the relevant practical assessment sessions 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
- 2) 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.

Once you have successfully completed all tasks for a unit of competency, your result will be recorded as 'C' for competent. If you have been unable to demonstrate competency, you will receive a 'NYC' and further evidence will have to be submitted.

First Aid Requirements

In order to gain the Certificate III in Fitness qualification, you must supply a Statement of Attainment for the (Australian) First Aid and CPR unit of competency (Codes: HLTAID001 and HLTAID003) specified in the Certificate III Fitness Training Package.

In order to gain the Diploma of Fitness, you must supply the (Australian) Advanced First Aid unit of competency specified in the Diploma of Fitness Training Package.

First Aid, although not part of our Certificate IV in Allied Health Assistance course content is highly recommended as an additional course for students to complete to work in the health industry.

The cost of these courses are not included in your Onfit fees. You will need to complete the relevant course with an external provider and pay them directly for this course.

Authenticity and Plagiarism

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 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. 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: <https://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 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 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. **Please note there may be more than 1 unit of competency in a subject.**

Continuous Improvement

Onfit Training College embraces a continuous improvement strategy with all its courses developed in consultation with industry. As a result there may be adaptations made available to students throughout their study to ensure they are getting the most current skill development to meet industry standards. Students are also encouraged to give feedback on the course which may assist us in making improvements to course content or the student experience.

Completion

You will be supplied with a Learner Guide which will help you understand the requirements of your course. You must complete each subject in the order they appear on your learning path before moving on to the next one. The order of subjects allows you to build your knowledge throughout the course.

Issuing Certificates

Once you have successfully complete all course requirements for your Nationally Recognised Qualification, Onfit Training College will issue you with an academic transcript, as well as the official qualification. If you have not completed all of the units of competency for the qualification, you will be issued with a Statement of Attainment for the units that you have successfully completed.

Onfit Training College reserves the right to withhold academic transcripts, statements of attainment or qualifications until all course fees are paid in full. Once all requirements are met, your qualification will be released within 3 weeks.

We recommend that you keep your certificate and transcript in a safe place, and do not give the original to your employer. If you require a certificate to be re-issued, you will need to supply one form of photographic identification. A fee of \$25 applies for each certificate that is re-issued (or \$50 if overseas) which will be supplied as a hard-copy document. An email copy can be sent free of charge if issued within the last three years. Any certificates issued outside of this timeframe will incur a \$25 fee. If you require the certificate to be reissued because of a name change, you will need to supply evidence of this and update your USI information (e.g. change of name certificate or marriage certificate).

Student Feedback

You are welcome to provide feedback at any time to Onfit Training College. You are encouraged to bring any issues of concern that you have to the attention of appropriate staff as soon as possible. This allows us to address any immediate areas of concern, plus contributes to our commitment to continuous improvement.

Upon completion of your qualification, you will be asked (as a government requirement) to provide feedback on your course of study. This is an evaluation which requests feedback across a range of aspects including:

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

Partnerships (Further your Fitness)

Further your Fitness has partnered with Onfit Training College, to deliver the following units of competency:

- HLTAID003 - Provide first aid
- HLTAID001 - Provide cardiopulmonary resuscitation

Onfit Training College & Further your Fitness have entered into a Third-Party Agreement, in which Further your Fitness delivers these two units of competency on behalf of Onfit Training College. Once a student meets all training and assessment requirements, Onfit Training College will issue the Statement of Attainment. All aspects of this Student Handbook are relevant to students who enrol into the above mentioned units with Further your Fitness, as Onfit Training College is responsible for the training, assessment, delivery & support requirements.

Student Code of Behaviour

Onfit Training College endeavours to provide a learning environment that is supportive of group and individual learning. Students are expected to 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.
- Achieve a successful result in every subject to meet the Onfit Training College academic benchmark.
- 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' academic benchmarks.
- 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 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. Any student found to be under the influence of alcohol or drugs will not be permitted to attend class or use any fitness equipment.
- Not wilfully damage or steal any item, private, public or belonging to Onfit Training College or partnering facilities as this is a serious offence.
- Submit only your own work (see plagiarism p12).

Disciplinary Action

For any breaches of behaviour or where individual behaviour impacts negatively on Onfit Training College, management has the right to action the following steps:

1. Give a verbal warning – The appropriate staff member will speak to the student,

identifying the issues that are of concern and this will be recorded on the student file.

2. If the behaviour continues - The student concerned may be asked to withdraw from the course (under these circumstances the student will not be eligible for a refund).

Access to Records

Onfit Training College ensures that all relevant records in relation to student enrolment and assessment are current and accurate, and that their integrity is maintained. Students may have access to their own records if prior arrangements with the college have been made.

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. These records are secured by the college to ensure confidentiality.

Access by other people, apart from administration staff, is granted only when the student provides written permission, or for mandatory audits such as those carried out by government agencies. Access is also granted under the rights of the Privacy Act 1988.

N.B. Where training and assessment is conducted under a government-funded agreement or contract, Onfit abides by the record-keeping requirements of that agreement or contract.

Fees and Payment Terms

Fees quoted for Onfit Training College courses upon inquiry, are valid for a period of 14 days, unless specified otherwise. Onfit Training College reserves the right to vary fees, curriculum, assessments and dates without notice and liability.

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 Director’s discretion.

Course Fees

The following options are available for payment of course fees:

- Payment in full (maximum of \$1500 initial deposit and the remaining balance to be paid on course commencement)
- Zip money payment plan
- Payment of deposit and the balance on a Ezidebit payment plan

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.

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 incur a \$10.00 service fee.

Extension to Course Time Fee

If you find for some reason you require longer than the nominated year to complete your course, you can apply for an extension. The cost for this is:

- \$180 – 1 month
- \$495 – 3 months
- \$695 – 6 months

Applications to extend the time on a course completion cannot exceed a total of 6 months. Contact the Admin team by emailing admin@onfit.edu.au to be sent an application form.

Deferral

You may apply in writing for deferral from your studies. Deferrals are usually only given for medical reasons. Deferral applications will incur a \$25 administration fee per month for a deferment of up to six months. Recommencement at a later date will be accepted upon confirmation of a new enrolment application. Please note that upon return, you will be required to meet the training package requirements that are current at the time of return to studies and recommence payment on any outstanding fees. This may mean a change to the units of competency that you study (if a change in the training package takes place during the period of deferral). Contact the Admin team by emailing admin@onfit.edu.au to be sent an application form.

In cases where a student is suffering from a medical condition and seeks to defer their enrolment for a certain period of time, they must put their request in writing, and provide adequate supporting documentation. Upon application, the student's enrolment may be deferred for a period no greater than 6 months. No refund of course fees will apply and the student will be liable for all payments due under an agreed payment plan (if applicable).

Withdrawal from Course by Student

Withdrawal requests received by students during the orientation period, will result in a full refund of course fees paid minus a withdrawal fee of \$250 per certificate. This will be withheld to cover trainer and/or administration costs. 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. **No refunds will apply to withdrawals after the orientation period, and the student will be liable for all payments as per their contract.**

Cancellation of Course by Onfit Training College

Should Onfit Training College be unable to provide all units to meet the student's course completion schedule, the following will apply:

- Course fees paid on any unavailable unit will be refunded and a Statement of Attainment will be issued for satisfactorily completed units.

NB. Please also read the Refund Policy below.

Re-enrolment

If your course expires before you complete and you wish to re-enrol, a fee of \$795 per qualification will apply for re-enrolment. You will receive a full 12 months from the date of re-enrolment to complete your qualification.

NB. Any re-enrolments requested three years after the original commencement date will be required to complete a brand new enrolment at the current price.

Additional Fees

You have the opportunity to sit your assessment a total of 3 times. If you are deemed 'Not Satisfactory' after your 3rd attempt, a result of 'Not Competent' will be recorded and you will be required to re-sit the assessment.

Course materials can be provided via Dropbox at no additional charge. Hardcopy (printed) course materials can be provided at a cost of \$295 per certificate.

A current First Aid and CPR certificate (Codes: HLTAID001 and HLTAID003) is required to gain the Certificate III in Fitness qualification. If you are completing the Diploma of Fitness qualification, you will need an Advanced First Aid certificate (Code: HLTAID006). These are

additional courses which you will need to undertake with an external provider at your own cost and supply a statement of attainment to Onfit. A current First Aid and CPR certificate is also required for those wishing to commence Certificate IV in Fitness.

One-on-one tutorials are available for a fee of \$50 for one hour of personal tuition. Times for one-on-one tutorials are negotiated between an eTutor and the student. The fee for the one-on-one tutorial must be paid before the session commences.

We also offer a service for urgent marking requests within 48 working hours for an assessment (limited to four assessments per student, per course), for a fee of \$40 per assessment. You will be notified in writing of your results by email and you can also be provided with a formal letter outlining results on request.

Policies and Procedures

You must read and agree to all of Onfit Training College's policies as a condition of enrolment.

Refund Policy

Students enrolled into a Nationally Accredited Qualification have a 7 day orientation period from the agreed course commencement date (being enrolment form completed and signed and submitted) in which to access the course and ensure that the course meets their requirements. There is no orientation period for any personal or professional development courses.

Privacy Policy

Onfit Training College abides by the privacy principles of the relevant and current Government Acts that regulate the collection, use and storage of personal information by private sector organisations. This policy outlines how personal information of individuals is managed by Onfit Training College.

Personal information includes:

- name
- address
- telephone/fax number
- email address
- postal address
- other information that may identify an individual e.g. a photograph
- other information about an individual whose identity can be ascertained from that information

Onfit Training College does not seek to collect personal information unless that information is necessary for one or more of its functions or activities;

1. Onfit Training College will seek to collect personal information about an individual from that individual;
2. Onfit Training College will collect personal information only by lawful and fair means and not in unreasonably intrusive ways;
3. 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 is able to 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.

Onfit Training College may use or disclose personal information when:

- The intended use is related to the primary purpose of collection
- The use or disclosure of the information is for a secondary purpose such as external auditing
- The individual has consented to the use or disclosure
- The information is not sensitive information and is used for the secondary purpose of direct marketing

Where Onfit Training College holds personal information about an individual, it will provide the individual with access to that information on request by the individual or when Onfit Training College receives a written authorisation from the individual allowing another person access to their personal information.

Recovery Action

If you enter into a finance agreement and fall into arrears, for the first 45 days you will be given the opportunity to address your payments and bring them up to date. Failure to do so will be considered to be in breach of your finance agreement and will therefore be 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.

Student Complaints and Appeals Policy

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 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. Our policy is governed by the following values and principles:

- All students will have a clear opportunity to express their view on their learning experience, whether positive or negative.
- The process will be transparent and no student will receive any disadvantage by expressing their views.
- High-risk complaints, including allegations of sexual harassment, discrimination and bullying will be directed to the company's Director.
- Student feedback will be dealt with in a timely, confidential and open manner and students will be kept informed of all progress. All complaints will be acknowledged within two working days of receipt. Onfit aims to address any complaints within fourteen days, however if a complaint is complex, it may take longer.

- All feedback will be analysed and trends built into the company's continuous improvement process so that all students benefit from the learning of the feedback.

Complaints

Students are able to submit a complaint in writing to Onfit Training College relating to any concern they may have. We will conduct an investigation, assess the situation and take appropriate action. Complaints should be emailed to the Director at admin@onfit.edu.au or by post to: 124 Phillip Crescent, Barellan Point, QLD 4306

- Complaints will be investigated openly and as quickly as possible to resolve the issue.
- Onfit Training College will do everything possible to address complaints in an unbiased and professional manner. If the complaint is related to training, we will arrange a meeting with the trainer and student to discuss the issue and seek resolution.
- Students are given the opportunity to escalate the complaint if they feel it has not been adequately addressed.
- In the event of a complaint against Onfit Training College trainers and/or assessors involving an alleged breach of civil law, the matter should be reported to the Director of Onfit Training College so that the appropriate action may be taken. If the issue is not resolved to the satisfaction of the complainant, the matter will be referred to the appropriate authority.

Please note: Students have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the student's costs unless otherwise authorised.

Appeals

A student may also appeal a decision made by Onfit Training College in regards to an assessment outcome. Please note that assessment appeals must be raised within two weeks of receiving your results. If you feel you have been unfairly judged and assessed on a specified task, project or assessment, you may have the assessment reviewed by submitting a request in writing.

- You must provide supporting evidence or explanations as to why you feel the assessment is unfair and why you should be given further opportunity to be assessed.
- The assessment will be moderated by another Trainer and Assessor, and you will be advised of the outcome.
- You can escalate the appeal to Onfit Training College Management if you feel the outcome is still unsatisfactory.
- If still unsuccessful, you may request the assistance of an independent mediator at your own expense in an attempt to reach an equitable and reasonable solution.

If you go through the complaints and appeals process and still feel that your complaint or appeal has not been satisfactorily addressed, you can contact the Office of Fair Trading to register details of your complaint: <http://www.fairtrading.qld.gov.au/complaint-process-for-business.htm>

Access and Equity Policy

The purpose of this policy is to facilitate equitable access to all programs for clients irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. This includes support within reason and which is practical for students with a literacy and/or numeracy impairment through:

- Assistance or modification of training programs such as a slower pace in teaching, extra tutorial sessions, a learning buddy, or a peer note taker.
- Assistance or modification of assessment activities such as extended assessment time, verbal assessments, extra tutorials prior to assessment, extra opportunities for practice and the opportunity to re-sit assessments.

Onfit Training College incorporates the principles of equity into all programs. Every client 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.

Onfit Training College uses the following strategies to implement this policy: Students are asked to self-identify through the enrolment process and by the completion of a Language, Literacy and Numeracy activity

- If they have a literacy or numeracy impairment
- If English is a second language spoken at home
- If assistance or modification is required to complete the training program they have registered for

Onfit Training College staff are required to:

- 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 and fully accommodate student needs if appropriate to do so
- Modify assessments to accommodate student needs and requirements if appropriate to do so

Legislative Compliance

Onfit Training College undertakes to observe all relevant State and Commonwealth legislative and regulatory requirements including those relating to:

- Occupational Health and Safety
- Anti-Discrimination
- Equal Employment and Opportunity
- Workplace Harassment, Victimisation and Bullying
- Confidentiality and Privacy
- Vocational Education and Training
- Protection of the rights of children and young people

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.

All staff at Onfit Training College have a responsibility to ensure compliance in these areas.

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

Physical Activity Australia, Fitrec & Fitness 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.

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 SportsCover 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

FITNESS AUSTRALIA

The Fitness Australia 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. Fitness Australia 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 Fitness Australia in association with Guild Insurance. This service has been introduced to assist businesses to continue to offer effective programs to the broader community.

Contact Fitness Australia: 1300 211 311 or www.fitness.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 if points. Do the learning that fires you up and wear it on your FITREC profile like a badge of honour.

All courses, workshops, seminars, etc. 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 on <https://fitrec.com.au/> or phone 03 9021 0836

Allied Health Assistance & 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 actually 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://www.iict.com.au/membership/iict-membership/student-membership>

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 on with your Onfit education in Fitness, Weight Management or Allied Health, so please don't hesitate to give us a call on 1300 557 637 or send us an email at education@onfit.edu.au.

We also have short courses on offer to assist with professional development and to enhance your career.

