



Australian fitness
network

STUDENT HANDBOOK



Student Handbook

Contents

About Us	3
Message from the Managing Director	3
Australian Fitness Network- Who are we?	3
About the Student Handbook	3
Our Code of Practice.....	4
Our Staff	4
Admissions and Enrolment	5
Confirmation of Registration	5
Course Fees	5
Cancellation, Default and Refund Policy (For Certificate III and Certificate IV in Fitness)	5
Course Induction.....	7
Student Agreement	7
Accreditation and Articulation	7
Vocational Education and Training Act.....	7
What are VET courses?.....	7
Competency-Based Training	8
Recognition of Prior Learning.....	8
Fee for Recognition of Prior Learning	8
Mutual Recognition.....	8
Assessment	9
Informal Assessment	9
Appeal Procedure and Policy	9
Withdrawal	9
Marketing of Education and Training Services	9
Change of Contact Details	9
Cheating and Plagiarism.....	10

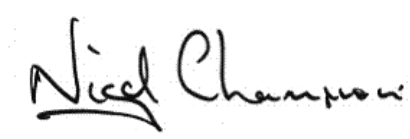
Our Responsibilities to You	111
Duty of Care.....	11
Occupational Health and Safety.....	11
Student Services	13
Student Access to their File	13
Record Keeping	13
Quality Assurance	13
Course Evaluation	14
Language, Literacy, Numeracy Support	14
Special Needs	14
HIV/AIDS, Alcohol and Related Issues	15
Grievance and Student Complaint Policy	15
Complaints	15
Contact List	166

About Us

Message from the Managing Director

Welcome to Australian Fitness Network! Our mission is to help you achieve results.

We hope that studying with us is a positive experience and that this Student Handbook provides you with some information about studying with us. Do not hesitate to speak to one of our team members anytime if you have any questions.

A handwritten signature in black ink that reads "Nigel Champion". The signature is written in a cursive, flowing style.

Nigel Champion
Executive Director

The Australian Fitness Network- Who are we?

Australian Fitness Network is the pre-eminent member-based fitness organisation in Australia. With around 10,000 members across Australia and New Zealand, Network (as it is known in the industry) is the leading source for information, education and events in fitness. Through its fitness leader education and training courses, cutting-edge magazines and newsletters, interactive web site and conventions, Network provides its members with the tools to advance their fitness careers.

About the Student Handbook

We have developed this Student Handbook to assist on your journey and provide you with the conditions and requirements of studying with Australian Fitness Network.

Admissions and Enrolment

Our Code of Practice

Australian Fitness Network strives to provide quality training which meets the highest standards.

We are committed to:

- Maintaining high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of our students.
- Delivering and assessing the Vocational Qualifications, for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of our students.
- Continually monitoring and assessing the performance and progress of our students.
- Recognising access and equity principles and processes in the delivery of our services.

Our Staff

Nigel Champion **Executive Director**

Alisha Smith **Education Manager**

Ph: (02) 8412 7411

alisha.smith@fitnessnetwork.com.au

Jessica Champion **Education Coordinator**

Ph: (02) 8412 7480

jessica.champion@fitnessnetwork.com.au

Kathryn Weiher **Online Trainer**

Ph: (02) 8412 7410

kathryn.weiher@fitnessnetwork.com.au

Chris Dounis **Online Trainer**

Ph: (02) 8412 7482

chris.dounis@fitnessnetwork.com.au

Confirmation of Registration

Confirmation of registration will be sent out within two (2) working days of receipt of your application.

Course Fees

See the enrolment form for the course that you are interested in for current fees or, alternatively, speak with a Career Consultant for fee information. A deposit is required to secure a position in the course of your choice.

- A Tax Invoice will be sent to you once enrolment is confirmed.
- Certificates will **not** be awarded if fees are outstanding.
- Please see the terms and conditions on your enrolment form for fee information.

Cancellation, Default and Refund Policy (For Certificate III and Certificate IV in Fitness)

All cancellation requests must be submitted in writing to the Network Education Coordinator at Australian Fitness Network. Note: Without written notification, cancellations will not be processed.

- Please note: the use of the term 'course' refers to any combination of complete certificates or part thereof purchased at any one time. As such, multiple courses purchased together will be treated as a single course for the purposes of cancellation and refund.
- Course fees paid in full: A \$500 cancellation fee will be incurred if you wish to cancel within thirty (30) days of Australian Fitness Network issuing your course login details.

The remaining balance of your course payment will be refunded to your nominated bank account. Upon receipt of your cancellation request, written notification of the outcome will be forwarded to you via the contact details supplied to Australian Fitness Network upon enrolment. Please allow up to seven (7) working days for your cancellation request to be processed.

After 30 days has passed from the date of Australian Fitness Network issuing your course login details, no refund will be granted for any cancellations.

Course fees paid in instalments: A \$500 cancellation fee plus the additional cancellation fee specified by EZYPAY will be incurred if you wish to cancel within

thirty (30) days of Australian Fitness Network issuing your course login details. Your cancellation request will not be processed until such time as the specified cancellation fee has been received by Australian Fitness Network. Upon receipt of your cancellation request, written notification of the outcome will be forwarded to you via the contact details supplied to Australian Fitness Network upon enrolment. Please allow up to seven (7) working days from this date for your cancellation request to be processed.

After 30 days has passed from the date of Australian Fitness Network issuing your course login details, you will still be bound to fulfil your contractual financial obligations should you wish to cancel.

For students paying in instalments, if you default past 4 weeks your course access and any related services will be suspended until the financial situation has been rectified. Australian Fitness Network reserves the right to refer students who default **on 3 or more occasions to EC Credit.**

Course Induction

Your Online Learning System provides you with an Online Learning Tutorial which shows you how to use and move around the system.

Student Agreement

A Student Agreement must be signed by all students before training can commence, as proof that you have read and understood the terms and conditions outlined in the Student Policy Handbook and Code of Practice.

Accreditation and Articulation

Australian Fitness Network is an accredited and recognised provider of vocational training. Both courses (Certificate III in Fitness and Certificate IV in Fitness) offered by Network are accredited through the Australian Skills Quality Authority (ASQA) and may articulate into courses offered at other educational institutions.

Vocational Education and Training Act

The Vocational Education and Training Act 2005 is the New South Wales legislation that establishes the NSW Vocational Education and Training Board (VETAB). Australian Fitness Network operates under the Australian Qualifications Training Framework.

The Australian Qualifications Framework is a unified system of national qualifications in schools, vocational education and training (TAFE and private providers) and the higher education sector (mainly universities). This national system of educational recognition promotes lifelong learning and a seamless and a diverse education and training system.

The qualifications and statements of attainment offered by Network are nationally recognised.

What are VET courses?

Vocational Education and Training (VET) courses have the following characteristics that distinguish them from any other courses:

- designed to meet industry training needs
- supported by industry in curriculum design and course delivery
- derived from national training packages or designed to address industry needs (accredited courses)
- designed to provide clearly defined pathways to further education, training and employment

Competency-Based Training

Student structured training is delivered based on competency standards set by the industry. Student competency, for each component of their course (modules) will be assessed by qualified staff using strict assessment criteria.

When a student can demonstrate competency for the required number of units of competency specified for their course, full qualification is approved and a Certificate and Testamur will be issued.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) acknowledges skills and knowledge obtained through:

- Formal training, conducted by industry or educational institutions either in Australia or overseas
- Work experience
- Life experience

Students applying for RPL are required to gather evidence of competence against a module's learning outcomes either by presenting a portfolio of work or by providing an academic transcript of a course or module completed with another training provider.

Application forms for RPL are available from the Education Coordinator and must be forwarded to Australian Fitness Network with the appropriate documentation and payment of the relevant application fee four weeks prior to course commencement.

Fee for Recognition of Prior Learning

There is a fee for Australian Fitness Network to assess you for RPL. Ask the Education Manager for more information.

Mutual Recognition

Australian Fitness Network recognises qualifications or statements of attainment issued by other Registered Training Organisations. If you wish to apply for mutual recognition you will need to send us a copy, verified by a Justice of the Peace, of your certificate.

Assessment

On commencement of each Module, students are advised about formal assessments tasks that will take place. Criteria and guidelines are provided for each assessment. You must pass all assessment activities to complete the course.

Students who are deemed not yet competent are able to resubmit assignments, prior to a final result being recorded.

Informal Assessment

This may include participation in forums and discussions. Informal assessment does not count towards the qualification.

Appeal Procedure and Policy

You may request a failed assessment result to be reviewed within five working days of receipt of the result. Requests for review must be made in writing to the Education Coordinator.

Withdrawal

Students risk withdrawal from a program of study if they are found to be partaking in unfair actions such as:

- Completing work on behalf of other students
- Copying other student's work
- Plagiarising another author's work
- Non payment of fees

Marketing of Education and Training Services

Australian Fitness Network will ensure that the marketing of its courses is conducted with integrity, accuracy and professionalism in accordance with government regulations and in accordance with Network's high standards of presentation and design.

Change of Contact Details

Please notify the Education Coordinator immediately of any changes to your contact details. This can be done by calling 02 8412 7400 or emailing student.support@fitnessnetwork.com.au

Cheating/ Plagiarism

Cheating means to take an examination or test in a dishonest way, as by improper access to answers. A student shall not cheat, attempt to cheat, or incite or assist another student to cheat in any assessment item.

The unauthorised use or close imitation of the language and thoughts of another author and the representation of them as one's own original work (plagiarising) infringes Network rules, breaks criminal law and incurs liabilities at civil law.

You must not:

- Copy the work of another student
- Directly copy any part of another person's work
- Summarise another person's work
- Use or develop an idea or thesis derived from another person's work

Our Responsibilities to You

Australian Fitness Network aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you have rights and responsibilities.

Under the Anti-Discrimination Act 1977, it is against the law in NSW to discriminate against people on the grounds of;

- sex (including sexual harassment or pregnancy)
- age
- disability (includes past, present or possible future disability)
- race, colour, ethnic or ethno-religious background, descent or nationality
- marital status
- homosexuality
- gender identification

If you feel you have been discriminated against, speak to your Online Trainer, or Education Manager.

If your complaint is not resolved you can seek advice from the Anti-Discrimination Board on (02) 9268 5555.

Duty of Care

Australian Fitness Network will adopt a high level of Duty of Care for all students. The physical welfare of students will be a priority.

All Australian Fitness Network staff and students will be made aware of their responsibility under relevant legislation and company policy in relation to Duty of Care.

Accident/incident prevention will be a priority during any face to face practical assessments developed and implemented by Australian Fitness Network. If you have an accident, please report it to a staff member immediately and complete an incident form.

Occupational Health and Safety

The safety of both staff and students is of primary concern to us.

Australian Fitness Network training facilities, including amenities, shall be consistent with high occupational health and safety standards as required by the NSW Occupational Health and Safety Act 1983.

All accidents occurring within Australian Fitness Network (NSW) facilities will be reported and acted upon in accordance with the requirements of the NSW Workers Compensation Act 1987 and NSW Workplace Injury Management and Compensation Act 1998.

Student Services

Australian Fitness Network follows sound management practices to ensure effective student service. In particular, it has established standards to ensure timely issue of assessment results and qualifications.

Student Access to their File

Students will be able to view their file upon making a written request to Australian Fitness Network.

Record Keeping

Australian Fitness Network keeps complete and accurate records of the admission, progress and graduation of our students, including financial records that reflect payments.

In accordance with the Privacy Amendment Act 2000, all student records are kept in confidential files.

No student information will be provided to a third party without the express written consent of the student. The only exception to this is the release of student information for required government reporting that takes place at the request of organisations such as VETAB.

Quality Assurance

Australian Fitness Network will adopt and maintain a quality assurance system for managing and monitoring all education and training operations and for reviewing client and staff satisfaction.

Course Evaluation

To enable us to continually improve our course content and delivery, we request that you complete a course evaluation at the end of the course. This information is confidential.

Language, Literacy, Numeracy Support

Australian Fitness Network provides access only to specialist assistance for students who require support with language, literacy or numeracy.

Prior to commencement of training, students identified as having language, literacy and numeracy difficulties that could affect their ability to complete their studies will be provided with access to external specialist services to assist them.

Australian Fitness Network will work in cooperation with the external specialist service to ensure successful outcomes.

Students who require language, literacy or numeracy assistance should indicate this by ticking the special needs component of their Enrolment Form and/ or Student Agreement.

Special Needs

Australian Fitness Network provides access only to specialist support for students who identify special needs, including:

- Indigenous people
- Persons from non-English speaking backgrounds
- People with-out adequate social skills
- People with disabilities
- Rural and isolated people
- Other

Processes are implemented to identify, counsel and provide access to appropriate assistance for students with special needs.

Assistance will be administered to students identified with special needs in the form of information, advice, counseling and/or referral to external specialist services / agencies / counselors as required.

Students with special needs should indicate this by ticking the special needs component of their Enrolment Form and/ or Student Agreement.

HIV/AIDS, Alcohol and Related Issues

If you need information about HIV/ AIDS, hepatitis, sexual health you can ask for advice and referral from the following organisations.

ACON (AIDS Council of NSW) - (02) 9206 2000

ADIS (Alcohol and Drug Information Service) - (02) 9361 2111

CEIDA (Centre for Education and Info on Drugs and Alcohol) - www.ceida.net.au

Smoking Quit-Line Telephone Counselling - 131 848

Sydney Sexual Health Centre - (02) 9382 7440

Grievance and Student Complaint Policy

Grievance is a complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups.

If you have a complaint please speak to your Online Trainer. If your complaint is more serious or is not able to be resolved at this stage, notification should be made in writing to the Education Manager.

All grievances will be treated with confidentiality and will in no way be detrimental to the student initiating the grievance.

Complaints

Students shall be entitled to enter complaints with regard to delivery and content of service, training and assessment.

Students will be given the opportunity to present their argument in writing to the Australian Fitness Network Education Manager.

All student complaints will be reviewed and assessed against company policy and industry National Standards.

Students will not be inconvenienced by undue delay or incur cost as a result of our process for reviewing complaints.

All complaints will be recorded in writing and registered on a complaints register.

Contact List

Use the list below to add in any contacts that you need during your course, for example other students, Online Trainers etc

Name	Tel/ Mobile	Email Address
Australian Fitness Network	(02) 8412 7400	student.support@fitnessnetwork.com.au
Alisha Smith (Education Manager)	(02) 8412 7411	alisha.smith@fitnessnetwork.com.au
Kathryn Weiher (Online Trainer)	(02) 8412 7410	kathryn.weiher@fitnessnetwork.com.au
Chris Dounis (Online Trainer)	(02) 8412 7482	chris.dounis@fitnessnetwork.com.au
Jessica Champion (Education Coordinator)	(02) 8412 7480	jessica.champion@fitnessnetwork.com.au