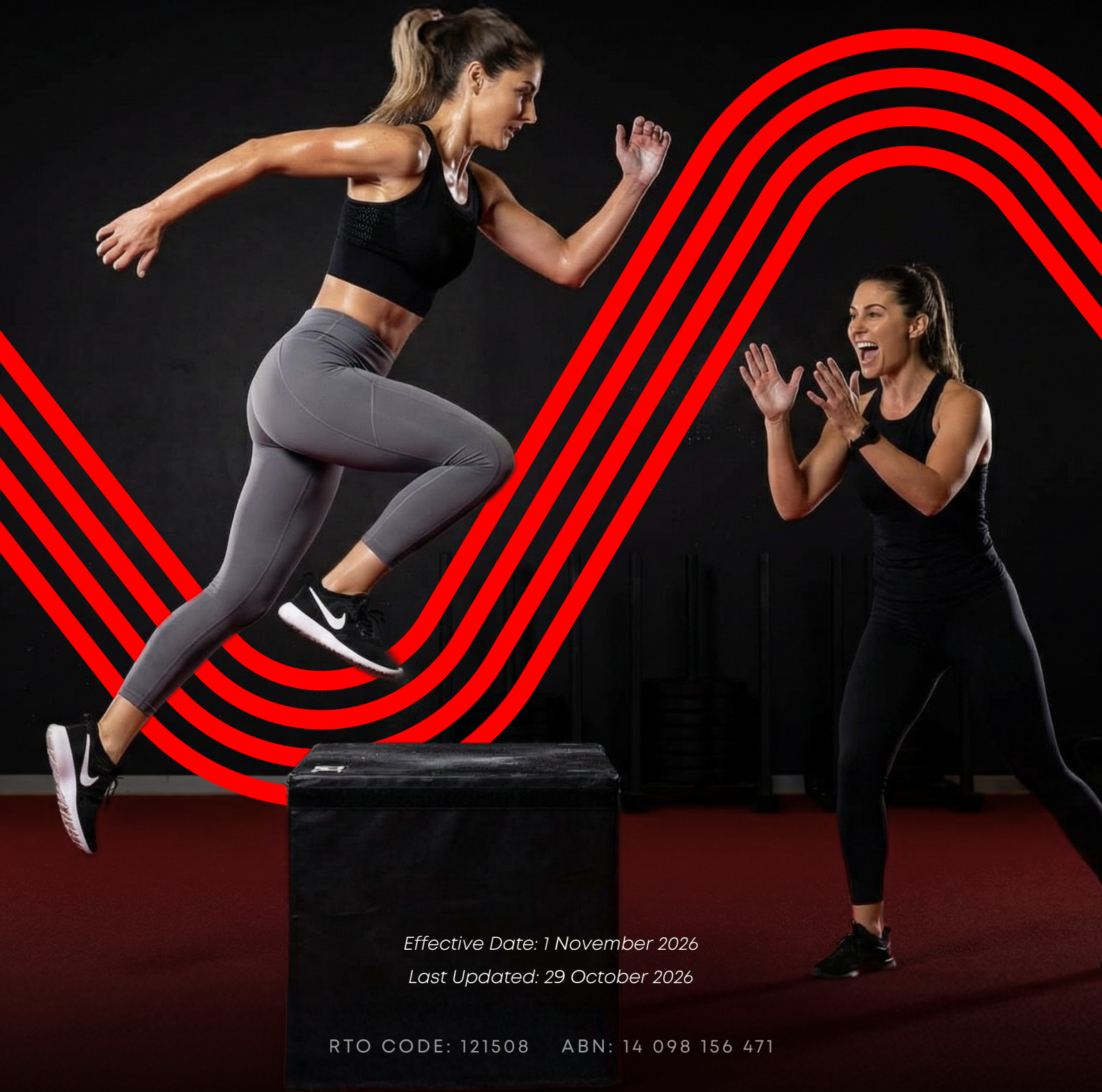
AIF AUSTRALIAN INSTITUTE OF FITNESS

STUDENT HANDBOOK

VERSION 3.0



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CONGRATULATIONS ON YOUR LEARNING JOURNEY!

You're officially on your way to becoming a health and fitness professional, and that's exciting!

At the Australian Institute of Fitness, we don't just deliver qualifications. We build confident, capable graduates who are ready to step into gyms, studios, clinics, and communities across Australia.



This Handbook contains important information about your enrolment, assessments, fees, and support. Some of it is formal, because it has to be, but every part of it exists to protect you, your qualification, and your future career.

Let's start with our Ten Essentials to lock in from day one.

Bookmark this page. Come back to it. Use it as your roadmap.

TEN ESSENTIAL THINGS YOU SHOULD KNOW

1. YOU'RE TRAINING FOR A REAL-WORLD CAREER

From day one, you're learning skills that employers expect in the fitness, massage and nutrition industries, practical, professional, and job-ready.

Full details: Section 8 (Training and Assessment)



2. YOU'RE SUPPORTED. ASK EARLY.

If something's getting in the way of your studies, speak up early. Our Education and Student Experience Teams are here to help keep you moving forward at all times.

Full details: Section 9 (Student Support)

3. KNOW YOUR DELIVERY MODE

Training at AIF may be delivered online or face-to-face, depending on the course you have enrolled in. It's important to understand the delivery mode, attendance expectations, and practical requirements that apply to your qualification before you start.

Full details: Sections 3 and 8, plus your course-specific pre-enrolment information.

4. ACCESS, EQUITY AND FAIR TREATMENT MATTER

You'll be treated fairly and with respect, and reasonable adjustments may be available where appropriate, without compromising assessment standards.

Full details: Sections 9, 10 and 12

5. COMPLAINTS AND APPEALS ARE TAKEN SERIOUSLY

If something doesn't feel right, there's a formal process to raise it, and it will be handled fairly and confidentially.

Full details: Section 11

6. SKILLS YOU ALREADY HAVE MAY COUNT

You may be able to gain credit for previous study or experience through Recognition of Prior Learning (RPL) or Credit Transfer (CT).

Full details: Section 8

7. GOVERNMENT FUNDING COMES WITH EXTRA RULES

If you're in a funded course or using VET Student Loans, extra obligations apply, especially around census dates and withdrawals.

Full details: Section 7

8. COOLING OFF, WITHDRAWALS AND REFUNDS. KNOW THE TIMEFRAMES

You have five (5) Business Days from the date and time of payment to change your mind. A timestamped payment confirmation will be issued to you at the time of purchase, and the Cooling Off Period commences from the date and time shown on that confirmation.

Full details: Section 5

9. FEES, TIMEFRAMES AND EXTENSIONS ARE YOUR RESPONSIBILITY

Every course has a maximum timeframe. If life gets in the way, talk to us early, extension options may apply.

Full details: Sections 4 and 6

10. YOUR QUALIFICATION IS VALUABLE. PROTECT IT.

Academic integrity, professional conduct, and honest work matter. They protect the reputation of your qualification and your future career.

Full details: Section 10

Ready to get started? Let's go!

The rest of this Handbook fills in the details behind these Ten Essentials. It's not light reading, but it's powerful stuff. Knowing it puts you in control of your study journey.

1. WELCOME TO THE AUSTRALIAN INSTITUTE OF FITNESS

This Handbook refers to the Australian Institute of Fitness (AIF) throughout. The legal entity operating as the Registered Training Organisation (RTO) is Australian Institute of Fitness Pty Ltd (RTO Code 121508, ABN 14 098 156 471).

Training and assessment are delivered directly by AIF unless otherwise advised in writing. Nothing in this Handbook limits or excludes rights available under the Australian Consumer Law.



AIF delivers nationally recognised training under approved government funding arrangements, including NSW Smart and Skilled, Jobs and Skills WA, and VET Student Loans, where applicable. Where a student is enrolled under a funded training arrangement, participation is subject to separate eligibility criteria, contractual obligations, and program-specific requirements that operate in addition to this Handbook.

Participation in funded training is not automatic and does not alter a student's rights or obligations under this Handbook unless expressly stated in writing.

1.1 ABOUT AIF

AIF is an Australian-owned Registered Training Organisation delivering nationally recognised qualifications across the fitness, massage and nutrition industries.

Current qualifications and skill sets include:

- SIS30321 Certificate III in Fitness
- SIS40221 Certificate IV in Fitness
- HLT52021 Diploma of Remedial Massage
- SISSS00128 Group Exercise Leader

The *11046NAT Certificate IV in Nutrition* is delivered and assessed by *Vast Training Academy Pty Ltd (trading as Vast Nutrition Academy) (RTO Code 41564).*

Where this qualification is referenced by Australian Institute of Fitness, all enrolment, training, assessment and certification activities are conducted by Vast Training Academy Pty Ltd under its registration.

Prospective students are provided with clear information regarding the responsible RTO and are directed to Vast Training Academy Pty Ltd's enrolment terms, policies and procedures prior to enrolment.



Contact Details

Our principal place of business is:

Level 2, 14 Edgewater Court Robina QLD 4226

You can contact us on 1300 669 669 or *enquiries@fitness.edu.au*.

Office hours are Monday to Friday, 9:00am to 5:00pm (AEST), excluding public holidays.

1.2 PURPOSE AND STATUS OF THIS HANDBOOK

This Handbook forms part of your enrolment with AIF and must be read alongside:

- your Enrolment Agreement
- AIF's Terms and Conditions
- the Clean Health Group Privacy Policy (AIF has formally adopted the Clean Health Group Privacy Policy as its privacy policy for all student enrolments)
- course-specific pre-enrolment information



Which document applies if there's a conflict?

If there is any inconsistency between documents, they apply in the following order of priority (from highest to lowest):

1. Your Enrolment Agreement (including the AIF Enrolment Terms and Conditions)
2. The Clean Health Group Website Terms and Conditions
3. This Student Handbook

Each of these documents forms part of your agreement with AIF. Where one document is not available, has not been executed, or cannot be relied upon in a particular circumstance, the remaining documents continue to apply and are binding.

All students are required to accept the Clean Health Group Website Terms and Conditions at the point of purchase as a condition of completing payment. Acceptance is recorded by timestamp at the time of purchase. Where an Enrolment Agreement has not been separately executed, the Website Terms and Conditions and this Handbook together constitute the binding agreement between you and AIF.

This Handbook is publicly available for download on the AIF website prior to enrolment. By enrolling, you confirm that you have had the opportunity to review this Handbook before committing to your enrolment.

Students are responsible for staying familiar with the current version of the Handbook where reasonable notice has been given.

1.3 THE AIF STUDENT EXPERIENCE



At AIF, your learning journey is built around quality training, real-world readiness, and strong student support.

Our approach focuses on:

- clear and accurate information
- compliant, high-quality training and assessment
- fair and transparent processes
- responsive student support
- continuous improvement

This framework provides an overview of how AIF supports students. It does not replace the formal policies, procedures, or legal requirements set out in this Handbook, AIF's Terms and Conditions, or applicable legislation.

For detailed requirements, jump to the relevant sections throughout this Handbook.

2. REGULATORY FRAMEWORK AND RTO STATUS

You're training with a nationally regulated provider, and that matters.

The Australian Institute of Fitness ("AIF") is a Registered Training Organisation (RTO No. 121508) regulated by the Australian Skills Quality Authority (ASQA). We deliver nationally recognised qualifications in accordance with:

- the Australian Qualifications Framework (AQF)
- the 2025 Standards for RTOs
- the National Vocational Education and Training Regulator Act 2011
- relevant Commonwealth and State legislation

This ensures your qualification is nationally recognised and your training and assessment meet strict quality standards.

2.1 WHAT THIS MEANS FOR YOU

Here's the short version:

- your course must follow the approved Training Package or accredited course exactly
- assessments must meet national competency standards
- qualifications and Statements of Attainment are nationally recognised
- fairness and transparency apply to every decision
- formal complaints and appeals processes are available if needed

Where a qualification is delivered by another RTO, the responsible RTO is clearly identified prior to enrolment, and all training, assessment and certification are conducted under that RTO's registration and policies.

2.2 AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

The AQF sets the national framework for qualifications.

All AIF courses align with AQF requirements for:

- qualification level
- volume of learning
- learning outcomes

Training and assessment must be delivered exactly as specified in the relevant Training Package or accredited course documentation. AIF is not permitted to vary these requirements.

2.3 PROFESSIONAL STANDARDS AND STUDENT CONDUCT

AIF delivers training and assessment in a way that is:

- ethical and professional
- compliant and transparent
- delivered by suitably qualified staff
- fair and consistent



Students are expected to:

- act honestly
- comply with academic integrity requirements
- treat others with respect
- follow AIF policies and lawful directions

Breaches are managed under the Student Conduct processes in Section 10 of this Handbook.

2.4 ACCESS, EQUITY AND FAIRNESS

AIF aims to remove barriers to participation wherever possible.

Students are encouraged to disclose support needs early so reasonable adjustments can be considered, provided assessment standards are not compromised.

Support and adjustment processes are outlined in Sections 8 and 9 of this Handbook.

2.5 VISA STATUS

121508 AUSTRALIAN INSTITUTE OF FITNESS does not hold registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and does not enrol students on Student Visas.

Enrolment is limited to individuals who have the legal right to undertake study in Australia that is not subject to CRICOS registration requirements.

AIF does not provide advice on visa conditions or immigration matters. Students seeking information about visa requirements should refer to the Department of Home Affairs.

2.6 COMPLIANCE WITH LAWS

AIF complies with all applicable laws relating to:

- consumer protection
- privacy and data protection
- work health and safety
- anti-discrimination

Students must comply with AIF policies and lawful directions at all times.

3. ENROLMENT AND COURSE COMMENCEMENT

This section explains when your enrolment is formed, when your course officially begins, and what's expected of you from day one.

3.1 ENROLMENT

A student is considered enrolled with AIF at the point payment is made or a payment plan is entered into, whichever occurs first.

By making payment or entering into a payment plan, the student:

- enters into a binding enrolment agreement with AIF; and
- confirms their acceptance of:
  - this Student Handbook;
  - AIF's Terms and Conditions;
  - the Clean Health Group Privacy Policy; and
  - any course-specific pre-enrolment information provided.



Completion of a pre-enrolment application, enrolment documentation, or administrative onboarding processes may occur before or after payment and does not delay or prevent formation of the enrolment agreement.

For clarity:

- payment or payment plan confirmation constitutes enrolment; and
- cooling off periods and financial liability commence from the date and time payment is received, in accordance with Section 5 of this Handbook, regardless of whether access to training or assessment has yet been issued.

3.2 COURSE COMMENCEMENT

For the purposes of training delivery, course timeframes, extensions, regulatory reporting, and (where applicable) VET Student Loans or government funding requirements, a course is deemed to have commenced on the earliest of:

- access to AIF's learning platform being issued;
- course materials being made available;
- attendance at or scheduling for a training session; or
- assessment access being provided.

Course commencement relates to the start of training and/or assessment services and may occur after enrolment is formed under Section 3.1.

Course commencement does not depend on:

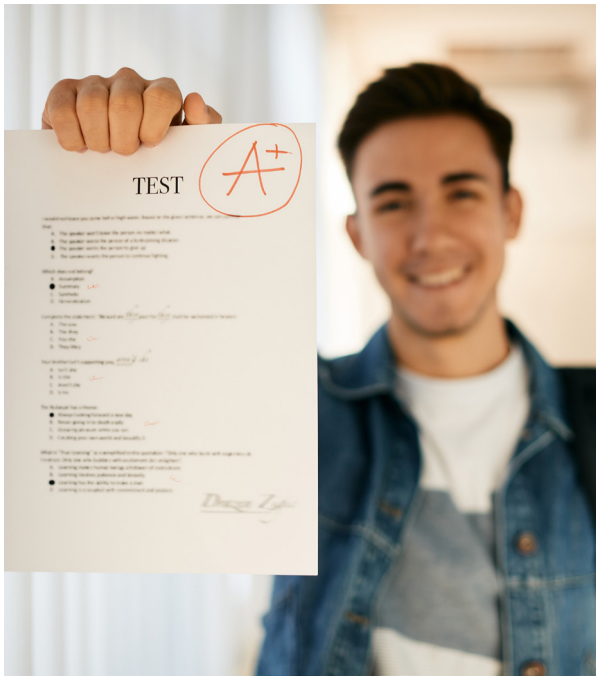
- completion of learning activities;
- submission of assessments; or
- student engagement with course content.

Where a student is enrolled in a funded program, commencement, census dates, and fee liability are governed by the relevant legislation or funding contract, which prevail to the extent of any inconsistency.

3.3 STUDENT ELIGIBILITY FOR ENROLMENT

To be eligible for enrolment, students must:

- meet minimum age requirements where applicable;
- have sufficient language, literacy, numeracy, and digital skills;
- have the physical capacity to safely undertake practical components; and
- meet any course-specific entry requirements communicated prior to enrolment.



Eligibility is assessed by AIF as part of the enrolment process. Reasonable adjustments may be considered where appropriate, provided assessment requirements are not compromised.

Students are responsible for ensuring they meet eligibility requirements before enrolling and for providing accurate information during the enrolment process.

AIF may decline or cancel an enrolment where eligibility requirements are not met. Where AIF declines or cancels an enrolment for this reason, the student will receive a full refund of all fees paid. No administration fee will be deducted, and the refund will be processed within 30 days to the original payment method.

This full refund does not apply where the student knowingly provided false or misleading information to obtain enrolment. In that case, AIF may retain reasonable costs actually incurred, itemised in writing to the student.

3.4 PRE-DELIVERY ASSESSMENT AND LLND

As part of enrolment, students must complete a pre-delivery assessment, including language, literacy, numeracy, and digital capability screening.

This assessment helps to:

- identify learning needs;
- determine whether additional support may be required;
- confirm the course is appropriate; and
- assess suitability for the delivery mode and required technology.

Where support needs are identified, AIF may implement reasonable strategies or refer students to external services. Identified needs and agreed supports are documented.

Where the pre-delivery assessment shows that a student requires support, AIF will first consider whether reasonable strategies or adjustments will allow the student to participate. Where AIF determines that the course is not suitable for the student even with reasonable support, AIF will discuss alternative options with the student. If the enrolment does not proceed, the student will receive a full refund in accordance with Section 3.3.

Completion of a pre-delivery assessment does not guarantee successful course completion.

3.5 COURSE INDUCTION AND ORIENTATION

Students will receive a course induction or orientation at or shortly after commencement. This may be delivered online, in person, or through recorded materials, depending on the course.

Induction typically covers:

- course structure and delivery;
- assessment requirements;
- use of learning platforms;
- workplace health and safety;
- regulatory obligations; and
- student rights and responsibilities.

Students are responsible for engaging with induction materials. Completion or access is recorded as part of AIF's student records.

3.6 INFORMED ENROLMENT

By enrolling with AIF, students confirm that they have:

- reviewed course information prior to enrolment;
- considered suitability for their circumstances;
- had the opportunity to ask questions; and
- been provided with accurate and current pre-enrolment information.

AIF does not guarantee outcomes such as employment, income, or licensing, as these depend on factors outside AIF's control.

3.7 STUDENT RESPONSIBILITIES UPON ENROLMENT

Once enrolled, students are responsible for:

- engaging with training and assessment within approved timeframes;
- keeping personal and contact details current;
- meeting payment obligations;
- complying with AIF policies and procedures;
- monitoring communications from AIF; and
- maintaining access to required technology, internet connectivity, and devices.



Failure to engage with training or assessment, or inability to access systems due to personal technology or connectivity issues, does not automatically remove financial or contractual obligations or suspend course timeframes.

Requests for support or reasonable adjustments will be considered under AIF's Student Support processes.

4. FEES, PAYMENTS AND FINANCIAL OBLIGATIONS

This section explains what you'll pay, how payments work, and what happens if fees are not paid on time.

4.1 COURSE FEES

Course fees are provided to students before enrolment as part of pre-enrolment information. Accredited course fees are GST-free in accordance with Division 40 of the A New Tax System (Goods and Services Tax) Act 1999 (Cth).

By enrolling, students agree to pay the fees applicable to their course in accordance with Section 5 of this Handbook and consumer protection laws.

Qualifications and Statements of Attainment will not be issued until all outstanding course fees have been paid in full.



4.2 PRE-PAID FEE PROTECTION

AIF does not collect more than $1,500 in pre-paid fees per student per course before training or assessment is delivered.

Fees collected in advance are in line with regulatory requirements.

Fees are structured to ensure that payments are proportionate to the training and/or assessment delivered, in accordance with the Financial Viability and Fee Protection requirements of the 2025 Standards for RTOs.

AIF monitors fee collection practices to ensure ongoing compliance.

4.3 PAYMENT METHODS

Students can pay course fees by:

- upfront payment;
- an approved third-party payment plan provider; or
- an approved government funding program or VET Student Loans (where applicable).

Third-party payment providers are independent of AIF.

Where a payment plan is used, the student enters a separate agreement with the provider and remains responsible for complying with that provider's terms, including any fees or charges.

Failure to meet payment obligations under a payment plan does not remove the student's financial obligations to AIF under their enrolment agreement.

Payment administration is managed by the Clean Health Group on behalf of AIF. For payment enquiries, contact *AR@cleanhealth.edu.au*.

4.4 NON-PAYMENT

Where fees remain unpaid:

- AIF may suspend access to training and assessment;
- AIF may withhold certification; and
- outstanding amounts may be referred to a third-party collection agency.

If course timeframes expire during this period, extension options will apply in accordance with Section 6 of this Handbook.

4.5 ONGOING FINANCIAL LIABILITY

Suspension or cancellation for non-payment does not remove a student's obligation to pay outstanding fees under their enrolment agreement.

Refund outcomes are determined under Section 5 of this Handbook and applicable consumer law, taking into account services already delivered or made available.

5. COOLING OFF, WITHDRAWALS AND REFUNDS

This section explains when you can withdraw, how refunds work, and what happens if your enrolment changes.

5.1 COOLING OFF PERIOD

AIF provides a cooling off period of five (5) Business Days from the date payment is received.

The cooling off period:

- begins at the date and time payment is received, as recorded in the timestamped payment confirmation issued to you at the time of purchase; and
- is calculated in Business Days (excluding weekends and public holidays).

The cooling off period applies to non-VET Student Loan and non-government-funded enrolments unless otherwise required by law.

During the cooling off period, students may withdraw by providing written notice to *enquiries@fitness.edu.au*.

Refund outcomes during the cooling off period are governed by Section 5 of this Handbook.



5.2 WITHDRAWALS DURING THE COOLING OFF PERIOD

Where a student withdraws during the cooling off period:

- an administration fee of $300 will be retained by AIF in accordance with Section 5 of this Handbook; and
- any remaining amounts paid will be refunded.

The retained administration fee reflects reasonable costs incurred prior to withdrawal and is assessed in line with consumer protection laws.

Refunds will be processed within 30 days and paid to the original payment method.

5.3 WITHDRAWALS AFTER THE COOLING OFF PERIOD

Where a student withdraws after the cooling off period:

- the student remains liable for fees under their enrolment agreement and Section 5 of this Handbook, subject to applicable law and any approved refund, fee reduction or waiver; and
- refunds are not provided except where required by law or Section 5 of this Handbook, or where a refund is approved under Section 5.7.

To request withdrawal or a refund, contact *enquiries@fitness.edu.au*. The Student Experience Team will record the date your request is received, explain the process and provide the Withdrawal and Refund Request Form and any assistance needed. Consideration of study alternatives will not delay recording your request or affect any applicable deadline.

5.4 VET STUDENT LOANS (VSL)

For students enrolled under VET Student Loans:

- withdrawals and fee liability are governed by the VET Student Loans Act 2016 and associated instruments;
- census dates determine whether a VSL debt is incurred;
- withdrawal before census may prevent a debt; and
- withdrawal after census will generally result in a debt.

Cooling off provisions in this Handbook do not override Commonwealth legislation.

VET **Student** Loans

An Australian Government Initiative

5.5 GOVERNMENT-FUNDED OR SUBSIDISED TRAINING

Where a student is enrolled in funded or subsidised training:

- withdrawal and refund arrangements follow funding contract conditions and legislation;
- funding rules may override this Handbook; and
- eligibility and participation requirements apply.

Students are responsible for understanding program-specific obligations.

5.6 REFUND EXCLUSIONS

Refunds are not automatically granted in the following circumstances and will be assessed in accordance with Section 5 of this Handbook and applicable legislation:

- failure to commence or meaningfully engage in the course;
- withdrawal after the cooling-off period has lapsed;
- change in personal circumstances, including financial, employment or family commitments;
- inability to meet assessment requirements or progression expectations;
- failure to complete the course within the approved duration; or
- general dissatisfaction with the course where the training and assessment services have been delivered in accordance with the agreed training product and consumer guarantees.

Nothing in this section limits a student's rights under applicable consumer protection laws.

5.7 COMPASSIONATE AND HARDSHIP REFUNDS

Purpose

This section explains how AIF supports students who are unable to continue their course because of serious circumstances beyond their control. It is in addition to, and does not limit, any rights available under Section 5.3 or the Australian Consumer Law.

Eligible grounds

You may apply under this section where one of the following, arising after enrolment, prevents you from continuing your course:

- serious illness or injury, certified by a registered medical or health practitioner;
- the death of an immediate family member (spouse or partner, parent, child, sibling or grandparent);
- a declared natural disaster or emergency directly affecting your ability to study;
- family violence or a comparable safety-related circumstance; or
- another exceptional circumstance beyond your control that could not reasonably have been foreseen at the time of enrolment.

Outcomes

Where an application is approved under Section 5.7, AIF will consider the following outcomes in this order. AIF will offer the first one that reasonably addresses the student's circumstances:

a) suspension or deferral of enrolment;

b) an extension of course access at no additional cost;

c) transfer to a later intake of the same course;

d) a partial refund, available only where the student is unable to resume study within 12 months of the approved application.

Circumstances that do not qualify

The following are not grounds for assistance under this section:

- change of mind;
- changes to work hours or employment;
- relocation;
- lack of time or motivation;
- circumstances that existed or were known at the time of enrolment;
- finance or loan approval issues;
- not meeting entry requirements that were disclosed before enrolment.

Concerns about the quality or delivery of a course are not assessed under this section. They should be raised through AIF's Complaints and Appeals Policy (Section 11).

Evidence requirements

Applications must be made in writing and supported by appropriate independent evidence, such as:

- a medical certificate or specialist letter specifying the relevant dates and the nature of the incapacity;
- a death certificate, funeral notice, or equivalent;
- a statutory declaration, or documentation from a police, legal, or family violence support service; or
- an official natural disaster declaration or equivalent.

Where evidence is sensitive (for example, relating to family violence), AIF will handle the application confidentially in accordance with Section 12 and will not require a form of evidence that is unreasonable to obtain in the circumstances.

How to apply

Applications must be submitted in writing to *enquiries@fitness.edu.au* within 20 Business Days of the circumstance arising, or of the date the student reasonably became aware of it. Where the circumstance itself prevented the student from applying within this timeframe, AIF will take this into account.

How AIF will decide

AIF will acknowledge receipt of your application in writing within 5 Business Days.

AIF will assess each application individually against the eligible grounds and evidence requirements in this section. If further information or evidence is needed, AIF will tell you what is required, and the timeframe below will resume once it is received.

AIF will notify you of its decision in writing within 20 Business Days of receiving a complete application. Where this timeframe cannot be met, AIF will tell you in writing the reason for the delay and the date by which you can expect a decision.

The written decision will explain the reasons for it. Where compassionate relief is approved, the decision will state the outcome provided (for example, deferral, extension, refund, or reduction or waiver of unpaid fees) and, where a refund or fee adjustment applies, how the amount has been calculated.

Applying does not guarantee a refund. Mandatory statutory and funding-program entitlements remain unaffected.

How the refund is calculated

Where a partial refund, fee reduction or waiver is approved under this section, AIF will calculate the amount as follows.

Course progress. AIF will determine your course progress as the greater of:

- the time elapsed from your course commencement date to the date of the circumstance that prevented you from continuing, as a percentage of the course's maximum enrolment period (excluding any approved pause or deferral); or
- the units of competency you have completed, as a percentage of the total units in the course.

Fees for training already provided. Your total course fee is multiplied by your course progress. This is the amount payable for the training and assessment you have received.

Outcome.

- If you have paid more than this amount, the difference will be refunded.
- If you have paid less than this amount, any unpaid instalments above this amount will be waived, and you will only be liable for the balance up to this amount.

No separate administration fee will be deducted from an approved compassionate refund. The calculation above already accounts for the training and services provided.

AIF will give you an itemised written statement showing your course progress, the total course fee, the fees paid, the amount retained or waived, and the refund payable. Any refund will be paid to the original payment method within 30 days of the decision.

The fact that course content remained available to you does not, on its own, count as training provided. Any statutory remedy under the Australian Consumer Law is assessed separately and is not reduced by this calculation.

If you disagree with the outcome

If a student disagrees with a decision made under this section, they may lodge an appeal through AIF's internal Complaints and Appeals process set out in Section 11. Where the matter remains unresolved after the internal process, the student may request an independent review in accordance with Section 11.5.

Nothing in this section limits, excludes, or restricts a student's rights under the Australian Consumer Law.

5.8 WHERE AIF IS UNABLE TO DELIVER TRAINING



If AIF cannot deliver a course:

- refunds will be offered for services not yet delivered in line with Section 5 of this Handbook and regulatory requirements.

Where provider default occurs, AIF will manage the matter in accordance with applicable legislation and work with affected students to determine appropriate outcomes.

5.9 COURSE TRANSITIONS AND TEACH-OUT

If a course is discontinued, superseded, or affected by regulatory change, AIF may implement transition or teach-out arrangements under the 2025 Standards for RTOs.

Arrangements may include:

- completion under a teach-out period; or
- transition to a replacement qualification.

Students will be informed of:

- available options;
- any credit or RPL outcomes;
- additional requirements; and
- implications for fees or completion.

Transition or teach-out does not automatically entitle a student to a refund where AIF continues delivery.

5.10 STATEMENTS OF ATTAINMENT

Where a student withdraws or is cancelled after commencement, they may request a Statement of Attainment for completed units where:

- all assessment requirements are met; and
- all outstanding fees are paid.

5.11 EFFECT OF WITHDRAWAL OR CANCELLATION ON COURSE ACCESS

Upon withdrawal or cancellation:

- access to learning platforms and materials will cease; and
- AIF will not provide training or assessment beyond the active enrolment period except where required for certification, complaints, teach-out, or regulatory obligations.

This does not affect a student's right to request certification, lodge complaints or appeals, or participate in approved transition arrangements.

6. COURSE TIMEFRAMES, EXTENSIONS, RE-ENROLMENT AND TRANSFERS

Your course comes with defined timeframes to keep you progressing and job-ready.

This section explains how long you have to complete your studies, what happens if time runs out, how extensions work, and when re-enrolment is required.

6.1 STANDARD COURSE TIMEFRAMES

All AIF courses have a defined maximum enrolment period in which students are required to complete all training and assessment requirements.



Course timeframes are determined in accordance with the qualification or accredited course requirements, including the expected volume of learning, and are specified in your Enrolment Agreement and course information provided prior to enrolment.

Unless otherwise stated in writing, the following course timeframes apply.

The course timeframe commences from the course commencement date as defined in Section 3 of this Handbook and expires at the end of the maximum enrolment period unless an extension is approved in writing.

6.1.1 Single Qualification Courses

Students enrolled in a single qualification are provided with a maximum enrolment period of twelve (12) months from the course commencement date to complete all required training and assessment unless otherwise specified. The course commencement date is defined in Section 3 of this Handbook.

This applies to the following qualifications:

- *SIS30321 Certificate III in Fitness*
  - Maximum enrolment period: 12 months from course commencement
- *SIS40221 Certificate IV in Fitness*
  - Maximum enrolment period: 12 months from course commencement
- *11046NAT Certificate IV in Nutrition* (Including Sports Nutrition Coach elective stream or Health and Wellness Coach elective stream)
  - Maximum enrolment period: 12 months from course commencement
- *HLT52021 Diploma of Remedial Massage*
  - Maximum enrolment period: 15 months from course commencement
- *SISSS00128 Group Exercise Leader*
  - Maximum enrolment period: 12 weeks

Failure to complete all training and assessment requirements within the maximum enrolment period will result in expiry of the enrolment, unless an extension is approved in writing in accordance with this Handbook.

6.1.2 Packaged or Combined Course Offerings

AIF offers a number of packaged or combined course offerings, where multiple qualifications or unit groupings are completed as part of a single enrolment.

Unless otherwise specified in writing at enrolment, the following packaged course timeframes and conditions apply. Course commencement for each qualification within a packaged or combined offering is determined in accordance with Section 3 of this Handbook and the package conditions set out below.

Master Personal Trainer Course



This package includes the following qualifications:

- *SIS30321 Certificate III in Fitness*
  - Maximum enrolment period: 12 months from the commencement of that qualification
- *SIS40221 Certificate IV in Fitness*
  - Maximum enrolment period: 12 months from the commencement of that qualification

Package conditions:

- The SIS40221 Certificate IV in Fitness commences after successful completion of the SIS30321 Certificate III in Fitness.
- The 12-month enrolment period for the Certificate IV in Fitness begins from the course commencement date for that qualification, as defined in Section 3 of this Handbook.

Each qualification within a packaged or combined course has its own maximum enrolment period, which is calculated independently based on its course commencement date.

Fast Track Master Personal Trainer Course

This package includes the following components:

- *Fast Track 'Entry Units'*
  - Maximum enrolment period: 9 months from commencement of the Fast Track 'Entry Units'
- *Fast Track 'PT Units'* (SIS40221 Certificate IV in Fitness)
  - Maximum enrolment period: 12 months from commencement of the Fast Track 'PT Units'

Package conditions:

- The Fast Track 'PT Units' (Certificate IV in Fitness) commence after successful completion of the Fast Track 'Entry Units'.
- The 12-month enrolment period for the Certificate IV in Fitness begins from the course commencement date of the Fast Track 'PT Units', as defined in Section 3 of this Handbook.

Each component within the Fast Track Personal Trainer Course has a separate commencement date and maximum enrolment period, which are calculated independently.

Fast Track Master Personal Trainer and Nutritionist Course

This package includes the following components:

- *Fast Track 'Entry Units'*
  - Maximum enrolment period: 9 months from commencement of the Fast Track 'Entry Units'
- *SIS40221 Certificate IV in Fitness*
  - Maximum enrolment period: 12 months from commencement of the SIS40221 Certificate IV in Fitness
- *11046NAT Certificate IV in Nutrition* (Both elective streams: Sports Nutrition Coach and Health and Wellness Coach)
  - Maximum enrolment period: 18 months from commencement of the 11046NAT Certificate IV in Nutrition



Package conditions:

- The Fast Track 'Entry Units' are completed simultaneously with the 11046NAT Certificate IV in Nutrition.
- The SIS40221 Certificate IV in Fitness commences after completion of the Fast Track 'Entry Units', at which point the 12-month enrolment period for the Certificate IV in Fitness begins, as defined in Section 3 of this Handbook.
- Additional time is provided within this package to support completion of the Certificate IV in Nutrition, up to the maximum timeframe stated.

Each qualification within the Fast Track Master Personal Trainer and Nutritionist Course has its own commencement date and maximum enrolment period, which are calculated independently.

General Conditions for Packaged Courses

- Each qualification or component within a packaged or combined course has its own commencement date and maximum enrolment period, as defined in this Handbook.
- Packaged or combined enrolments do not create an entitlement to unlimited or indefinite access.
- Students are responsible for managing their progression to ensure all components are completed within the applicable timeframes.
- Failure to complete any qualification or component within its applicable maximum enrolment period will result in expiry of that enrolment, unless an extension is approved in writing in accordance with Section 6 of this Handbook.
- Financial liability for the full Packaged Program fee attaches at the point of enrolment, not at the commencement of each component qualification. Because a packaged course is a single enrolment, refunds are not calculated or provided for individual components that have not been completed. A withdrawal from a packaged course is treated as a withdrawal from the whole package under Section 5, including any relief approved under Section 5.7, which is assessed against the full package fee.

6.1.3 Commencement of Course Timeframes

Course timeframes commence from the student's course commencement date, as defined in Section 3 of this Handbook.

Course commencement is triggered in accordance with the events outlined in Section 3, including access to learning systems, provision of course materials, attendance at training, or assessment access.

Failure to access learning materials, attend training, submit assessments, or engage with course content does not pause, suspend, or extend the course timeframe, unless an extension is approved in writing in accordance with this Handbook.

6.1.4 Completion Within Timeframes

Failure to complete within the approved timeframe results in expiry of the enrolment.

Students who do not complete their course within the approved timeframe:

- will lose access to training and assessment materials; and
- will be required to apply for an extension or re-enrolment in accordance with Section 6 of this Handbook before any further access or assessment activity can occur.

Expiry of enrolment does not remove any outstanding financial obligations incurred prior to the expiry date.

6.2 EXPIRY OF COURSE ACCESS

Where a student does not complete their course within the approved timeframe, enrolment will expire and access to training and assessment will cease in accordance with Section 6.1.4 of this Handbook.

After expiry, students may only resume study through:

- an approved extension (where eligible under Section 6.3); or
- re-enrolment under Section 6.6.



6.3 EXTENSIONS. CONTINUING OR PAUSING YOUR STUDIES

Extensions are the only mechanism by which students may continue course access beyond the original course timeframe.

An extension may be approved for the purpose of:

- immediate continuation in the current cohort;
- an agreed pause in study with return at a later date; or
- transfer into a future cohort or intake.

All extensions are discretionary and assessed on a case-by-case basis by AIF.

Approved Pause of Study

Where a student formally requests and is granted approval to pause their studies before their original course timeframe expires, AIF may preserve the unused portion of the student's remaining course time.

In these circumstances:

- access to training and assessment will be suspended during the pause;
- the student may be transferred into a future cohort or intake where operationally required; and
- the approved extension period, including any preserved time, will apply from the agreed recommencement date.

An extension granted for this purpose:

- does not reset the original enrolment or course commencement dates;
- does not reinstate expired cooling off periods; and
- does not remove existing financial liability.

Where the preserved time is insufficient for the student to complete their course, the student must purchase an additional extension in accordance with this section.

Eligibility to Apply for an Extension After Expiry or Withdrawal

Students whose enrolment has expired or who have withdrawn may apply for an extension within 30 calendar days of the expiry or withdrawal date.

After this period:

- extensions will no longer be available; and
- the student must apply for re-enrolment in accordance with Section 6.6 of this Handbook.

This does not limit AIF's discretion to consider exceptional circumstances or regulatory obligations where required by law.

Failure to obtain an approved extension before enrolment expiry will result in the enrolment expiring in accordance with Section 6.1 of this Handbook.

Conditions of Extensions

All extensions:

- must be paid in full at the time of approval;
- are non-refundable;
- cannot be added to existing payment plans;
- apply to all enrolled courses unless otherwise stated;
- do not reset prior financial liability;
- do not reinstate expired cooling off periods;
- do not change Training Package requirements; and
- are not available for VET Student Loan or government-funded enrolments unless required by law.

How Continuation Works at a Glance

- Still within timeframe: no action required
- Pause requested before expiry: preserved time + approved extension
- Expired or withdrawn less than 30 days: extension may apply
- More than 30 days post-expiry: re-enrolment required
- More than 12 months post-expiry: new enrolment required

6.4 EXTENSION FEES

Extension options and fees are published and form part of this Handbook:

- 1-month extension: $150
- 3-month extension: $300
- 6-month extension: $550

6.5 EXTENUATING CIRCUMSTANCES

In limited circumstances, AIF may consider granting an extension due to extenuating circumstances. These are discretionary, assessed case-by-case, and separate from paid course extensions outlined in Sections 6.3 and 6.4 unless expressly approved otherwise in writing.

Unless required by law, requests must still be made within the extension eligibility timeframes set out in Section 6.3.

Extenuating circumstances are unforeseen, exceptional events beyond the student's control that have a direct and demonstrable impact on the student's ability to complete training and assessment within the approved enrolment period.

Examples may include (but are not limited to):

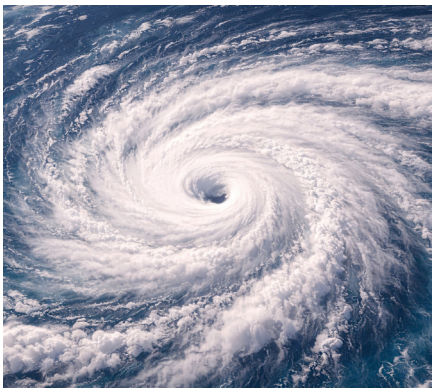
- serious illness or injury (supported by medical evidence);
- bereavement of an immediate family member;
- natural disaster or emergency affecting the student's ability to study;
- significant change in personal circumstances beyond the student's control (e.g., family violence).

AIF will assess each request on its merits and notify the student of the outcome within 20 Business Days.

For clarity: an extenuating circumstance accepted for the purpose of an extension under this section does not automatically qualify for a refund, and vice versa. Refund applications relating to compassionate or hardship circumstances are separately assessed against the criteria and evidence requirements in Section 5.7.







6.6 RE-ENROLMENT

Where a student's enrolment has expired and they are no longer eligible for an extension under Section 6.3, they may apply for re-enrolment.

Re-enrolment is subject to:

- availability of the course;
- payment of the applicable re-enrolment fee;
- AIF's assessment of the student's ability to complete the course; and
- any changes to the Training Package or accredited course that may affect the student's pathway.

Upon re-enrolment, the student will receive credit for any units of competency previously assessed as competent, subject to currency requirements.

Re-enrolment is a new enrolment and is subject to AIF's current Terms and Conditions, fees, and policies at the time of re-enrolment.

6.7 TRANSFERS

A student's enrolment, including their course and any associated fees paid, is personal to the student named in the Enrolment Agreement. Enrolments cannot be transferred to another person.

Transfers between courses are also not permitted. A student who wishes to study a different course must withdraw from their current course and apply for a new enrolment. In these circumstances:

- the withdrawal is managed in accordance with Section 5, and any refund entitlement or financial liability for the original course is determined under that section;
- the new enrolment is a separate enrolment, subject to course availability, entry requirements, and the fees, terms and conditions that apply to that course at the time of enrolment; and
- units of competency already achieved may be recognised through Credit Transfer or Recognition of Prior Learning, in accordance with Section 8.

This also applies where the new course is delivered by another RTO within the Clean Health Group (such as Vast Nutrition Academy). That RTO's Student Handbook and Terms and Conditions will apply to the new enrolment.



6.8 DEFERRAL

Students may apply to defer their enrolment for a period of up to 6 months. Deferral is granted at AIF's discretion. During the deferral period, access to the LMS may be suspended. The deferral period does not extend the maximum enrolment period unless separately approved as an extension under Section 6.3.

7. GOVERNMENT FUNDING PROGRAMS

Some AIF courses may be available under government funding programs. This section outlines the key requirements that apply.

7.1 OVERVIEW

AIF participates in the following government funding programs:

- VET Student Loans (VSL)
- NSW Smart and Skilled
- Jobs and Skills WA

Eligibility for funded training is assessed separately from general enrolment and is subject to program-specific criteria, legislation, and contractual requirements.

Where a student is enrolled under a funded program, the requirements of that program apply in addition to this Handbook. To the extent of any inconsistency, the relevant legislation or funding contract prevails.

7.2 VET STUDENT LOANS (VSL)

Applicable Course: HLT52021 Diploma of Remedial Massage



VET Student Loans are administered under the VET Student Loans Act 2016 (Cth) and associated instruments.

Key requirements:

- Students must meet Commonwealth eligibility criteria, including citizenship, residency, and academic suitability requirements.
- A census date applies to each study period. Students who withdraw before the census date will not incur a VSL debt for that period.
- Students who remain enrolled after the census date will incur a VSL debt for that study period, regardless of whether they continue to engage with training.
- Students may apply for re-crediting of their HELP balance in certain circumstances, including provider default or special circumstances as defined under the legislation.
- AIF will provide students with a VET Student Loans Information Booklet and ensure informed consent is obtained prior to census.
- Students are responsible for understanding census dates, fee obligations, and the implications of withdrawal.

For VSL enquiries, contact *enquiries@fitness.edu.au*.

7.3 NSW SMART AND SKILLED

Applicable Courses: SIS30321 Certificate III in Fitness, SIS40221 Certificate IV in Fitness, HLT52021 Diploma of Remedial Massage

Smart and Skilled is administered by the NSW Department of Education and Training (DET) under the Smart and Skilled Fee Administration Policy.



Key requirements:

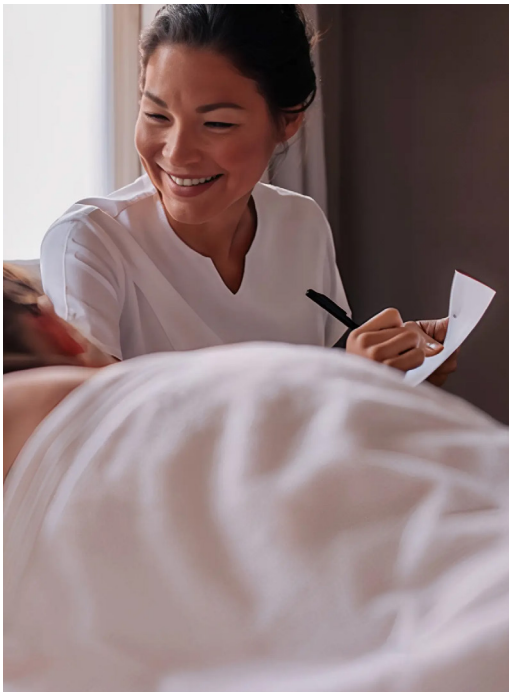
- Eligibility is determined at the time of enrolment based on residency, prior qualification level, and other criteria set by the NSW Government.
- Student fees are set by the NSW Government and may differ from AIF's standard course fees.
- Fee-free training may be available for eligible students under specific NSW Government programs.
- Students who withdraw before the withdrawal without financial penalty date will not incur a Smart and Skilled fee liability for that qualification.
- After the withdrawal without financial penalty date, the student fee is locked and payable regardless of completion.
- Where a student is granted RPL or Credit Transfer that reduces the volume of learning, the student fee may be recalculated in accordance with the Fee Administration Policy.
- If a student completes a lower-level qualification than the one they enrolled in, the fee may be adjusted to reflect the qualification actually achieved.
- AIF will provide students with a Training Plan and relevant fee information prior to commencement.

For Smart and Skilled enquiries, contact *enquiries@fitness.edu.au*.

7.4 JOBS AND SKILLS WA

Applicable Course: HLT52021 Diploma of Remedial Massage

Jobs and Skills WA is administered by the Western Australian Department of Training and Workforce Development (DTWD) under the Jobs and Skills WA Business Rules.



Key requirements:

- Eligibility is determined at the time of enrolment based on residency, citizenship, prior qualification level, and other criteria set by DTWD.
- Student fees are set by DTWD and may differ from AIF's standard course fees.
- A census/withdrawal date applies at 20% of unit delivery. Students who withdraw before this date will receive a full refund of fees paid for that unit.
- After the census/withdrawal date, fees for that unit are payable regardless of completion.
- AIF will provide students with an itemised enrolment statement and relevant fee information prior to commencement.
- Students experiencing genuine financial hardship may apply for a pro rata refund after the census date, subject to DTWD guidelines.

For Jobs and Skills WA enquiries, contact *enquiries@fitness.edu.au*.

8. TRAINING AND ASSESSMENT

This section explains how training and assessment are delivered, what's expected of you, and how to make the most of your learning experience.

8.1 HOW ASSESSMENT WORKS

Assessment at AIF is competency-based. This means you are assessed against the requirements of each Unit of Competency in the relevant Training Package or accredited course.

You will be assessed as either:

- ***Satisfactory (S)*** or ***Not Yet Satisfactory (NYS)*** for individual assessment tasks; and
- ***Competent (C)*** or ***Not Yet Competent (NYC)*** for each Unit of Competency.

Assessment methods may include:

- written tasks and knowledge questions
- practical demonstrations
- case studies and scenarios
- workplace or simulated workplace tasks
- portfolios of evidence
- observation

Assessment tasks, criteria, and submission requirements are outlined in your course materials and assessment guides.

If you are assessed as ***Not Yet Satisfactory*** or ***Not Yet Competent***, you will be provided with information about further assessment opportunities in line with AIF's assessment processes.

Students who are dissatisfied with an assessment outcome have the right to access AIF's ***Complaints and Appeals process.***

8.2 VOLUME OF LEARNING



Volume of learning refers to the notional duration of all learning activities required to achieve the qualification, including supervised training, self-directed study, assessment, and practical placement where applicable.

AIF designs its courses to meet the volume of learning requirements specified in the relevant Training Package or accredited course documentation.

Students are expected to commit sufficient time to meet these requirements within their approved enrolment period.

8.3 PRE-DELIVERY ASSESSMENT AND LLND

Pre-delivery assessment and language, literacy, numeracy and digital (LLND) screening are completed at enrolment, as set out in Section 3.4. Any support needs identified are documented and reviewed throughout your enrolment.

8.4 REASONABLE ADJUSTMENT

AIF may make reasonable adjustments to training and assessment to support students with identified needs, provided the integrity of the assessment and competency standards are maintained.

Adjustments may include:

- additional time for assessments
- alternative assessment formats
- assistive technology
- modified learning materials

Adjustments are determined on a case-by-case basis and documented.

8.5 SUBMITTING ASSESSMENTS

Students must submit assessments:

- within the timeframes specified in their course materials;
- through the designated submission method (typically the AIF learning platform); and
- in accordance with academic integrity requirements.

Late submissions may not be accepted unless prior arrangements have been made with the Education Team.

8.6 RE-SUBMISSIONS

Where a student is assessed as ***Not Yet Satisfactory (NYS)*** for an assessment task, they will be provided with:

- feedback on the areas requiring improvement; and
- an opportunity to re-submit the assessment task or undertake further assessment.

Students may re-submit an assessment task more than once. There is no charge for re-submission or re-assessment attempts.

All re-submissions must be completed within the student's approved enrolment period (see Section 6). Where a student has made several unsuccessful attempts, the Education Team may contact them to discuss additional support or a different approach before further assessment.

Where a student does not achieve a satisfactory result for the required assessment tasks, the final outcome for the relevant Unit of Competency will be recorded as ***Not Yet Competent (NYC)***. Students who are dissatisfied with an assessment outcome may access the Complaints and Appeals process in Section 11.

8.7 RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER (CT)

Recognition of Prior Learning (RPL) allows students to have their existing skills and knowledge formally assessed against the requirements of a Unit of Competency.

RPL is an assessment process that considers evidence of prior learning gained through work experience, formal or informal training, or life experience.

Students applying for RPL must provide sufficient, valid, authentic, and current evidence to demonstrate competency. AIF may require additional evidence or conduct competency conversations or practical assessments to confirm the student's skills and knowledge.

RPL applications are assessed by a qualified assessor in accordance with AIF's assessment processes.



Credit Transfer (CT) allows students to gain credit for units of competency previously completed at another RTO where the unit codes and titles match.

Students may apply for RPL or CT at any time during their enrolment. Applications must be supported by appropriate evidence.

RPL and CT outcomes may affect:

- course duration;
- fees (where applicable); and
- government funding entitlements.

8.8 EVIDENCE REQUIREMENTS

All assessment evidence must be:

- authentic (your own work);
- current (reflects current skills and knowledge);
- sufficient (covers all requirements); and
- valid (relevant to the unit being assessed).

AIF may request additional evidence where submissions do not meet these requirements.

8.9 ACADEMIC INTEGRITY

Academic integrity is fundamental to the value of your qualification.

Misconduct includes, but is not limited to:

- plagiarism
- collusion
- contract cheating
- impersonation
- falsification of evidence
- unauthorised or inappropriate use of artificial intelligence

Breaches are managed under the Student Conduct processes in Section 10 of this Handbook and may result in outcomes ranging from reassessment to termination of enrolment.

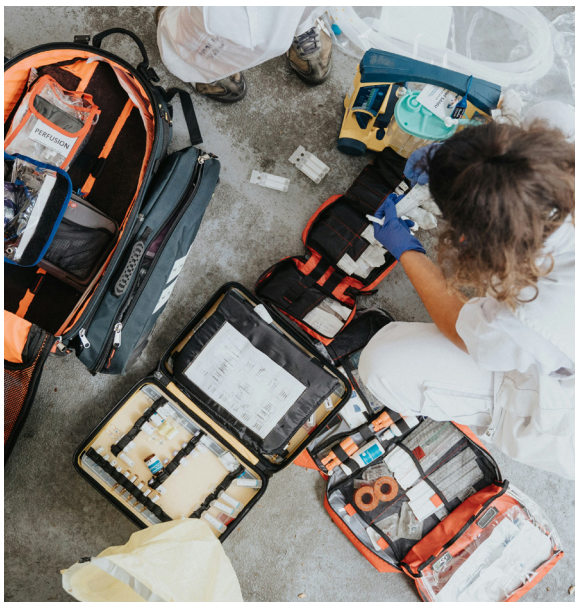
8.10 FIRST AID AND CPR

Where a qualification requires a current First Aid and/or CPR certificate, students must obtain this through an approved external provider.

When AIF does not deliver First Aid or CPR training, students are responsible for:

- completing the required certification before the relevant assessment deadline;
- providing evidence of current certification to AIF; and
- maintaining currency as required by the Training Package.

Failure to provide a current First Aid or CPR certificate may prevent completion of the qualification.



9. STUDENT SUPPORT

We want you to succeed, and support is available when you need it.

9.1 OUR COMMITMENT

AIF is committed to providing accessible, responsive, and appropriate support to all students throughout their enrolment.

Support services are designed to help students engage with training and assessment, manage challenges, and progress toward completion.

9.2 IDENTIFYING SUPPORT NEEDS

Support needs may be identified through:

- pre-delivery assessment and LLND screening;
- self-disclosure by the student;
- observation by AIF staff during training or assessment; or
- academic progress monitoring.

Students are encouraged to disclose support needs as early as possible so appropriate strategies can be considered.

9.3 REASONABLE ADJUSTMENT

AIF may make reasonable adjustments to training and assessment to support students with identified needs, provided the integrity of the assessment and competency standards are maintained.

Adjustments are determined on a case-by-case basis and documented.

9.4 WELFARE AND WELLBEING

AIF recognises that personal circumstances can affect a student's ability to study.

Where appropriate, AIF may:

- provide information about external support services;
- refer students to counselling, mental health, or crisis services;
- consider adjustments to study load or timeframes; or
- discuss deferral or extension options.

AIF staff are not qualified counsellors or medical professionals and do not provide clinical advice.

9.5 FEEDBACK AND COMMUNICATION

AIF provides feedback on assessments and academic progress through the learning platform and direct communication with the Education Team.

Students are encouraged to:

- check communications regularly;
- respond to requests for information promptly; and
- raise concerns early.



9.6 SAFE TRAINING ENVIRONMENT

AIF is committed to providing a safe training environment, whether online or face-to-face.

Students must comply with workplace health and safety requirements and report any safety concerns immediately.

9.7 STUDENT RESPONSIBILITY

While AIF provides support, students are responsible for:

- engaging with training and assessment;
- seeking help when needed;
- maintaining access to required technology and internet connectivity; and
- managing their time and study commitments.

9.8 LIMITATIONS

AIF's support services are designed to assist students within the scope of their enrolment.

AIF does not guarantee:

- employment outcomes;
- specific academic results; or
- resolution of personal circumstances.

Where a student's needs exceed what AIF can reasonably provide, referral to external services will be recommended.

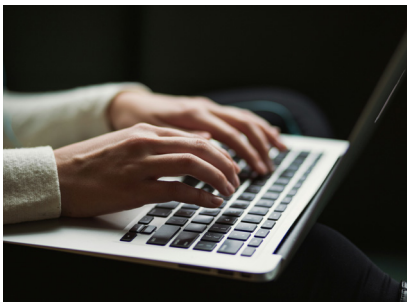
9.9 TIPS FOR STUDYING ONLINE

If you're studying online, here are some practical tips:

- Set up a dedicated study space free from distractions.
- Create a weekly study schedule and stick to it.
- Break large tasks into smaller, manageable steps.
- Use the learning platform regularly, not just before deadlines.
- Reach out to the Education Team early if you're stuck.
- Connect with other students through available forums or groups.
- Take regular breaks to maintain focus and wellbeing.







10. STUDENT CONDUCT AND ACADEMIC INTEGRITY

AIF expects all students to behave professionally, respectfully, and honestly throughout their enrolment.

10.1 EXPECTED STANDARDS OF BEHAVIOUR

Students must:

- treat others with respect
- comply with AIF policies and lawful directions
- behave safely during training and practical activities
- use AIF systems appropriately
- follow workplace health and safety requirements
- act honestly in all academic work

10.2 ACADEMIC INTEGRITY



Academic integrity protects the credibility of your qualification.

Misconduct includes, but is not limited to:

- plagiarism
- collusion
- contract cheating
- impersonation
- falsification of evidence
- unauthorised or inappropriate use of artificial intelligence

10.3 UNACCEPTABLE BEHAVIOUR

Unacceptable conduct includes:

- bullying, harassment, or discrimination
- threatening or abusive behaviour
- damage to property
- unsafe practices
- disruption of training or assessment
- misuse of systems or learning materials
- fraud or dishonesty

10.4 INVESTIGATION AND PROCEDURAL FAIRNESS

Where alleged misconduct occurs, AIF will:

- investigate the matter
- give the student an opportunity to respond
- consider relevant evidence
- make decisions fairly and impartially

Outcomes will be communicated in writing.

10.5 POSSIBLE OUTCOMES

Depending on severity, outcomes may include:

- counselling or warnings
- training restrictions
- reassessment requirements
- suspension
- termination of enrolment

Serious misconduct may result in immediate suspension while investigations are completed.

10.6 ENROLMENT TERMINATION

AIF may terminate a student's enrolment where:

- serious or repeated misconduct occurs
- safety is compromised
- fraudulent activity is identified
- regulatory requirements are breached
- the student fails to comply with essential obligations

Termination decisions will be provided in writing and may include information about appeal rights.

10.7 COMPLAINTS AND APPEALS

Students may appeal certain decisions through the Complaints and Appeals process in Section 11 of this Handbook.

10.8 LEGAL AND FINANCIAL CONSEQUENCES

Termination or suspension does not remove a student's financial obligations unless required by law.

Refunds, where applicable, are governed by Section 5 of this Handbook.

10.9 CONDUCT IN PRACTICAL TRAINING AND STUDENT CLINIC ENVIRONMENTS

Where training or assessment occurs in a practical, simulated workplace, or student clinic environment, students must demonstrate professional conduct consistent with industry expectations, client safety requirements, and workplace health and safety obligations.

Students must at all times:

- prioritise client safety, dignity, comfort, and wellbeing
- maintain professional boundaries, with physical contact limited strictly to what is required for the approved treatment or assessment task
- comply with screening, contraindication, and client eligibility requirements, including refusing or discontinuing treatment where required
- follow all clinic procedures, assessor directions, and organisational policies
- act in accordance with ethical practice and accepted industry standards



Prohibited Conduct

In practical and clinic environments, students must not:

- use personal devices during treatment or assessment unless expressly authorised for learning purposes
- record, photograph, film, or capture images, audio, or information relating to clients, staff, or other students
- engage in unnecessary, inappropriate, unsafe, or unauthorised physical contact
- continue treatment where exclusion, modification, or referral is required under clinic policy
- apply techniques or positioning that compromise client safety or comfort
- discuss or disclose client, staff, or student information, including on social media or private messaging platforms
- engage in bullying, harassment, intimidation, or discriminatory behaviour

Professional Accountability

Students are expected to exercise professional judgement, follow assessor guidance, and raise concerns immediately where they are uncertain about client suitability, safety, or treatment boundaries.

Failure to meet behavioural expectations in a practical or clinic environment may result in one or more of the following, depending on the seriousness of the conduct:

- immediate removal from the clinic or training session
- assessment being deemed Not Yet Competent
- suspension from practical activities
- disciplinary action under Section 10 of this Handbook, including termination of enrolment for serious or repeated breaches

Nothing in this section limits AIF's obligation to act where client safety, wellbeing, or organisational integrity is at risk.

11. COMPLAINTS AND APPEALS



If something isn't right, we want to hear about it.

AIF provides a fair, transparent, and accessible process for managing complaints and appeals, at no cost to the student, and without victimisation or disadvantage for raising concerns.

All complaints and outcomes are recorded and managed in accordance with AIF's internal quality and continuous improvement processes and the Clean Health Group Complaints and Appeals Policy and Procedure.

11.1 WHAT YOU CAN RAISE

You may lodge a complaint or appeal about matters including:

- training or assessment decisions
- staff or student conduct
- support services
- fees or administration
- decisions affecting your enrolment

11.2 HOW TO LODGE A COMPLAINT OR APPEAL

You may submit a complaint or appeal in writing to *enquiries@fitness.edu.au*. If you need help to make a complaint or appeal, contact the Student Experience Team or your Assessor so that assistance can be arranged and your concern recorded.

We may ask you to include:

- your name and student number
- the issue being raised
- relevant dates
- supporting evidence
- the outcome you are seeking

To assist students in clearly outlining their concerns, the following template can be used when submitting a complaint or appeal:

Student Name: **Student ID (if applicable):** **Course Name:**	
Type of Submission	Complaint - Appeal (including assessment appeal, if applicable)
Details of the Issue	Please outline the issue or decision you are concerned about, including relevant dates and relevant facts.
Outcome Sought	Please describe the outcome you are seeking or the resolution you are requesting.
Supporting Information	Please attach any relevant documents or evidence (if applicable).

Use of this template is optional but encouraged to support efficient and timely review.

Submission of a complaint or appeal using this template does not limit a student's rights or access to internal or external review processes.

11.3 HOW AIF WILL MANAGE YOUR MATTER

AIF will:

- acknowledge receipt within 5 Business Days
- assess the matter impartially
- allow you to present your case
- involve independent staff where appropriate
- keep records of the process
- notify you of the outcome in writing within 20 Business Days



11.4 TIMEFRAMES

AIF aims to resolve complaints and appeals promptly.

Where timeframes cannot be met, you will be advised of the reason and expected resolution date.

11.5 INDEPENDENT REVIEW

If you are not satisfied with the outcome of AIF's internal process, you may request a review of the decision by a party independent of AIF.

External review options include:

- Australian Skills Quality Authority (ASQA): Students may lodge a complaint with ASQA at *www.asqa.gov.au/complaints*
- National Training Complaints Hotline: 13 38 73 (Monday to Friday, 8:00am to 6:00pm AEST)
- Australian Competition and Consumer Commission (ACCC): For matters relating to consumer law at *www.accc.gov.au*

AIF will provide information about relevant external review options in writing at the time of the outcome decision.

11.6 NO DISADVANTAGE

You will not be disadvantaged, discriminated against, or victimised for lodging a complaint or appeal.

11.7 CONTINUOUS IMPROVEMENT

AIF uses complaints and appeals to improve systems, training, and student services.

12. STUDENT RIGHTS, PRIVACY, RECORDS AND INFORMATION MANAGEMENT

Your information matters, and so do your rights.

This section explains how AIF collects and protects your personal information, what records we keep, and how you can access or correct them.

12.1 YOUR RIGHTS AS A STUDENT



You have the right to:

- be treated fairly and respectfully
- receive accurate course information
- access support services
- raise concerns or complaints
- request access to your records
- have your personal information protected

Your responsibilities include:

- providing accurate information
- keeping contact details up to date
- protecting login credentials
- complying with policies and procedures

AIF provides an inclusive learning environment and does not unlawfully discriminate on the basis of gender, age, disability, race or ethnicity, religion, sexual orientation, family/ caring responsibilities or any other attribute protected by law.

You are encouraged to advise AIF of any circumstances that may affect your ability to participate so reasonable adjustments can be considered, provided assessment standards are maintained.

Concerns relating to discrimination, harassment, or victimisation may be raised through the Complaints and Appeals process in Section 11 of this Handbook.

12.2 PRIVACY AND PERSONAL INFORMATION

AIF collects personal and, where required, sensitive information to:

- administer enrolments
- deliver training and assessment
- meet regulatory obligations
- manage funding arrangements
- issue certification
- communicate with students

Information may be disclosed to:

- regulators and government bodies
- NCVER for VET reporting
- funding authorities
- service providers engaged by AIF
- third-party payment providers
- other entities within the Clean Health Group of companies
- industry partners for purposes related to your enrolment, training, employment outcomes, and the improvement of our services

AIF handles personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and the Clean Health Group Privacy Policy, available at www.cleanhealthgroup.com/privacy-policy.

12.3 UNIQUE STUDENT IDENTIFIER (USI) AND NCVER REPORTING

All students undertaking nationally recognised training must hold a valid Unique Student Identifier (USI).

AIF is required to:

- collect and verify USIs
- report training activity to the National Centre for Vocational Education Research (NCVER)
- provide data in line with Commonwealth and State requirements

Failure to provide a valid USI may prevent issuance of Statements of Attainment or Qualifications.

For more information on how to create a new USI as well as comprehensive fact sheets and resources to provide you with information on the requirements, benefits and purposes of your USI, AIF recommends visiting the USI website.

Where permitted by law, students consent to AIF applying for or verifying a USI on their behalf as per the Student Identifiers Act 2014, the Privacy Act 1988 and the USI privacy notice.

12.4 STUDENT RECORDS AND RETENTION

AIF maintains records in accordance with legislative and regulatory requirements, including:

- enrolment
- training and assessment
- results
- certification
- complaints and appeals

Records are retained for the minimum periods required under applicable VET legislation and regulatory requirements.

You can request access to, or correction of, your personal records by submitting a written request to AIF, subject to identity verification and any limitations permitted by law. Requests will be handled in accordance with the Clean Health Group Privacy Policy and applicable legislation.

AIF is not responsible for consequences arising from a student's failure to maintain accurate or current information.

12.5 INTELLECTUAL PROPERTY AND LEARNING MATERIALS

Course content, learning resources, and assessment materials remain the intellectual property of AIF unless otherwise stated.

You must not:

- copy or distribute materials
- upload content publicly
- share login access
- use resources for commercial purposes

Access to learning platforms ends when enrolment expires or is completed.



12.6 FEEDBACK, SURVEYS AND CONTINUOUS IMPROVEMENT

AIF uses feedback, surveys, and quality reviews to improve courses and services.

You may be invited to participate in:

- course evaluations
- learner engagement surveys
- regulatory surveys

Participation may be voluntary or mandatory where required by regulators or funding bodies.

12.7 ACCESS TO POLICIES

Current versions of AIF policies, including the Clean Health Group Privacy Policy, are available on request or through AIF's website. You are encouraged to familiarise yourself with these documents.

13. CERTIFICATION AND COURSE COMPLETION

Your qualification is the finish line, and we're committed to issuing it promptly once you meet the requirements.

13.1 ISSUANCE OF CERTIFICATION

When you successfully complete all required Units of Competency for a qualification or course, AIF will issue either:

- a nationally recognised Qualification; or
- a Statement of Attainment.

Statements of Attainment are issued where one or more units are completed but the full qualification is not achieved.

Certification will be issued within the timeframes required under the 2025 Standards for RTOs, once all academic and administrative requirements have been met.

To be eligible for certification, you must have:

- achieved competency in all required units;
- paid all course fees and charges in full; and
- provided and verified a valid Unique Student Identifier (USI).

AIF is prohibited from issuing certification where these requirements are not met.

For certification enquiries, contact *certificates@fitness.edu.au*.

13.2 WITHHOLDING OF CERTIFICATION

Withholding applies only to the physical or digital issuance of certification and does not prevent recording competency outcomes in AIF's student management system.

AIF will withhold certification where:

- outstanding fees or charges remain unpaid;
- a valid USI has not been provided; or
- an investigation into academic misconduct is underway.



Where an academic misconduct investigation does not substantiate a breach, certification will be issued in accordance with Section 13.1.

Certification will not be withheld for reasons other than those permitted under the 2025 Standards for RTOs and applicable legislation.

13.3 COURSE COMPLETION AND ACCESS TO RESOURCES

Once a student has:

- completed their course;
- withdrawn;
- had their enrolment cancelled; or
- reached the end of their active enrolment period,

access to the learning platform, course materials, and Education Team support will cease unless otherwise approved in writing by AIF.

AIF staff are not permitted to provide training, assessment, or learning resources beyond a student's active enrolment period.

Cessation of access does not affect AIF's obligations to:

- issue eligible certification;
- maintain student records; or
- manage complaints and appeals in accordance with this Handbook and regulatory requirements.

13.4 REPLACEMENT CERTIFICATION



Students may request replacement certification where original documents are lost, damaged, or require reissue due to a change in personal details.

Requests must be submitted in writing to *enquiries@fitness.edu.au* and verified against AIF records.

Replacement certification will only be issued where:

- the student was correctly awarded the qualification or units;
- identity can be verified; and
- administrative requirements have been met.

Fees may apply for replacement certification or reissued documentation.

AIF does not charge fees for corrections required due to AIF error.

14. LEGAL AND ADMINISTRATIVE PROVISIONS

This section sets out important legal and administrative information that applies to your enrolment with AIF.

14.1 GOVERNING LAW

This Handbook and your enrolment with AIF are governed by the laws of Queensland, Australia.

You agree to submit to the non-exclusive jurisdiction of the courts of Queensland and any courts competent to hear appeals from those courts.

14.2 MANDATORY RIGHTS PRESERVED

Nothing in this Handbook or related enrolment documentation excludes, restricts, or modifies any rights or remedies you may have under the Australian Consumer Law or other applicable Commonwealth, State, or Territory legislation that cannot lawfully be excluded or limited.

14.3 CHANGES TO TRAINING OR SERVICES

AIF may make reasonable and necessary changes to training delivery, assessment methods, learning resources, or administrative processes where required to:

- maintain regulatory compliance
- support effective training and assessment
- address operational needs

Any changes will not:

- alter the nature of the qualification or Units of Competency;
- reduce your entitlement to training and assessment under the relevant Training Package; or
- disadvantage students.

Where changes materially affect enrolled students, AIF will take reasonable steps to notify them in advance.

14.4 CHANGES TO THIS HANDBOOK

AIF may update this Handbook from time to time to reflect regulatory, operational, or informational changes.

The current version applies from its publication date for new enrolments.

For existing students, the version in effect at the time of enrolment applies unless:

- a later version is required by law or regulation;
- the student consents to the updated version; or
- the change is administrative and does not materially affect the student's rights or obligations.

Where a material change is made, AIF will take reasonable steps to notify affected students and provide the updated version.

14.5 ASSIGNMENT, TRANSFER AND NOVATION

Transfers by students

You may not assign, transfer, novate or otherwise deal with your rights or obligations under this Handbook or your Enrolment Agreement. As set out in Section 6.7, your enrolment is personal to you and cannot be transferred to another person.

Transfers by AIF

AIF may assign, transfer or novate its rights and obligations under this Handbook and your Enrolment Agreement, in whole or in part, to a related body corporate, a successor, a purchaser or transferee of AIF's business or assets (including as part of a restructure, merger, acquisition or sale), or to another Registered Training Organisation.

Before any such transfer takes effect, AIF will give you written notice of at least 30 days, or, where a shorter period is required by law or by the regulator, as much notice as is reasonably practicable. The notice will include:

- the name and RTO code of the incoming organisation;
- the date the transfer takes effect; and
- what the transfer means for your enrolment, fees and completion.

Your rights are preserved

If your enrolment is transferred:

- all units of competency you have completed will be recognised through Credit Transfer, in accordance with applicable regulatory requirements;
- all fees you have paid will be credited towards your enrolment with the incoming organisation, and you will not be charged again for training or assessment already paid for;

- your enrolment will continue on terms no less favourable to you than those that applied immediately before the transfer;
- any refund, complaint or appeal already lodged will continue to be managed in accordance with this Handbook; and
- your rights under the Australian Consumer Law are not affected.

AIF remains responsible for its obligations to you up to the date the transfer takes effect. The incoming organisation is responsible for its obligations from that date.

15. DOCUMENT VERSION CONTROL

Version	Effective Date	Last Updated
1.0	1 January 2026	1 January 2026
2.0	1 March 2026	26 March 2026
3.0	1 November 2026	29 October 2026

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