



STUDENT HANDBOOK



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

onfit.edu.au

1300 557 637



Table of Contents

Welcome.....	3
About Us.....	3
Onfit’s Values	4
Contacting Us	4
Legislation	5
Code of Conduct.....	5
Other Policies and Procedures	6
Privacy Notice & Policy.....	6
Why we collect your personal information.....	6
How we use your personal information	7
How we disclose your personal information.....	7
How the NCVER and other bodies handle your personal information	7
Surveys.....	8
Contact information	8
VET Data Use Statement and RTO Declaration and Understanding	8
Privacy Act 1988 & Australian Privacy Principles	8
Security	9
Usage of Onfit Training College’s Website.....	9
External Links to Other Websites	9
Controlling your Personal Information.....	9
Updating your Personal Information & Permission	9
Privacy Concerns or Complaints.....	10
Contact Details	10
Access to Your Records	10
Onfit Training College’s Enrolment Process	11
Entry Requirements	15
Types of Enrolments	17
Course Timelines and Enrolment Dates.....	17
Pre-enrolment Process	17
Enrolment Process	18
Commencing Your Course.....	19
Support Services	20
Course Information	22
Assessment Information	26
Types of Assessment Tasks	26

Industry Placement	27
Academic Integrity Policy	30
Access and Equity	33
Fees	33
Refunds and Withdrawals	40
Complaints and Appeals	42
Complaints Policy	42
Appeals Policy	44
Student Code of Conduct.....	45
Student Feedback.....	47
Issuing of Certificates.....	47
National Registration.....	47
Onfit Alumni	48

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Onfit Training College policy may impact on the currency of information included. Onfit Training College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Onfit Training College. This handbook has been prepared as a resource to assist students to understand their obligations and those of Onfit Training College. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook.

Welcome

Congratulations on your choice to undertake a course or qualification with Onfit Training College.

We have been delivering training in the Health, Wellness and Fitness industries since 2008 and we are committed to providing you with the most rewarding educational experience. By putting into practice the skills and knowledge that your course provides, you will be confident and ready to join the profession you have chosen with a highly reputable qualification backing you.

We are excited to work with you to achieve your goals and welcome any feedback or comments at any time. Please use this handbook to help you make your decision to choose Onfit Training College as your education provider and as an ongoing reference as you complete your studies with us.

About Us

As a Registered Training Organisation (RTO 32107) we deliver the following nationally recognised qualifications:

- SIS30321 Certificate III in Fitness
- SIS40221 Certificate IV in Fitness



In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 32107 and details about the RTO can be viewed at: <https://training.gov.au/Organisation/Details/32107>

Further details relating to Nationally Recognised Training can be found at <https://training.gov.au>

Our course content is delivered online by appropriately qualified and experienced trainers. Industry Placement and practical requirements are identified for each course in this handbook under 'Assessment Information' and again within the Learning Management System.

Onfit's Values

- **Empowerment & Excellence:** We encourage our team and students to strive for excellence, continuously upskilling and embracing new knowledge.
- **Integrity & Accountability:** We are transparent, honest, and take responsibility for our actions, ensuring trust and reliability in everything we do.
- **Innovation & Adaptability:** We embrace change and leverage technology to improve learning experiences, streamline processes, and stay ahead in the industry.
- **Respect & Professionalism:** We treat everyone with professionalism and respect, fostering a supportive and high-standard environment.
- **Student-Centric Approach:** We prioritise our students' success, offering guidance, mentorship, and practical tools to help them excel in the real world.

Contacting Us

Feel free to contact us with any query you may have.

- Contact Onfit via the booking system: <https://onfit.edu.au/contact-us> to book a call with education, admin, or sales
- See 'Support Services' in this handbook for more information
- Contact Onfit via email for less urgent queries at:
education@onfit.edu.au - for assistance with your study
admin@onfit.edu.au - for assistance with any administrative matter or for technical support
- Access www.onfit.edu.au for course or support information
- Phone: 1300 557 637
- Postal address: 124 Phillip Cres, Barellan Point, Brisbane, QLD 4306 (all mail must be directed here)
- Office address: Level 19, 10 Eagle Street, Brisbane, QLD 4000

Social media:



Onfit Training College will be closed on National (Australian) Public Holidays. Additional closures between Christmas Day and New Years Day may apply. Reduced staffing may be allocated for state based public holidays.

Legislation

As an RTO, Online Fitness PTY LTD trading as Onfit Training College is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2025*

Additionally, Online Fitness PTY LTD trading as Onfit Training College abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Children and Young People protection*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity and Employment*
- *Fair Work* (including harassment, victimisation, and bullying)
- *Privacy and Personal Information Protection*
- *Confidentiality*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

These requirements have been incorporated into our products and services and are disseminated to staff, trainers and assessors and faculty members through training, our Code of Conduct, and our organisational policies and procedures.

Online Fitness PTY LTD trading as Onfit Training College is dedicated to following the provisions of the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, Onfit Training College follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave.

Similarly, Onfit Training College has expectations for student behaviour. These are outlined in the section 'Student Code of Conduct'.

Onfit Training College has a code of conduct that provides all employees and contractors with a framework for acceptable conduct and behaviour in the workplace in accordance with its values and ethical standards. All employees and contractors are expected to uphold this code and commit to its principles as a condition of employment.

Our responsibilities include:

Marketing - Marketing and advertising of Onfit Training College VET qualifications is ethical, accurate and consistent with Onfit Training College's scope of registration and in accordance with current Standards for NVR Registered Training Organisations.

Student Recruitment - Onfit Training College recruits students in an ethical, responsible, and equitable manner. Onfit Training College courses are accessible to all and have been designed and targeted for all members of the community who are interested in pursuing a career in the Health, Wellness and Fitness industries.

Course Information - Prospective students are provided with current and transparent information relative to the curriculum, enrolment requirements, student services, complaints and appeals, policies and procedures, attendance requirements (where applicable), training and assessment requirements and completion requirements.

A copy of the Code of Conduct for employees and contractors can be obtained by contacting Onfit Training College on 1300 557 637 or via email at: admin@onfit.edu.au

Other Policies and Procedures

The following Policies and Procedures underpin Onfit Training College operations.

- Privacy
- Access to your records
- Ethical marketing
- Enrolment
- Fees
- Refunds
- Complaints and appeals
- Course information
- Assessment information
- Student complaints and appeals policy
- Student Conduct
- Student Feedback
- Issuing certificates

Please contact admin@onfit.edu.au if you require more information

Privacy Notice & Policy

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If personal information is not collected, we may not be able to process your enrolment and accept you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

In some instances, we may receive a request to share your personal information with registration bodies outside of Australia, which may include Belgium, Canada, Ireland, New Zealand, Poland, South Africa, United Kingdom, United Arab Emirates & the USA. This request would relate to verifying your qualification/s. Your details will not be shared with these organisations without your consent.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

*If you are unable to access the DESE VET Privacy Notice website, please contact Onfit Training College for a downloaded copy of the webpage with details of the Department's Privacy Notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Onfit Training College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

If you need to Contact Onfit Training College, you can do so using the below contact details.

Phone: 1300 557 637

Email: admin@onfit.edu.au

VET Data Use Statement and RTO Declaration and Understanding

Onfit Training College agrees to and abides by the VET Data Use Statement and RTO Declaration and Understanding. A copy of this document can be provided upon request.

Privacy Act 1988 & Australian Privacy Principles

Onfit Training College strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988 and Australian Privacy Principles that regulates the collection, use and storage of personal information by private sector organisations.

Onfit Training College does not seek to collect personal information unless that information is necessary for one or more of its functions or activities and is collected from that individual. Onfit Training College will collect personal information only by lawful and fair means and not in unreasonably intrusive ways. We will not give out your information to any person or agency without your permission unless we are required to do so by law.

Onfit Training College may use or disclose personal information:

- that is general and non-specific information e.g. location, sex, age, and results to agencies to inform future funding arrangements and/or statistical data gathering requirements
- when the intended use is related to the primary purpose of collection
- when required for a secondary purpose such as external auditing and/or direct marketing
- to third parties, including supervisors, agencies, and contractors for the purposes of providing information, products, and services to you.

Where Onfit Training College collects personal information from an individual, Onfit Training College will take reasonable steps to ensure that the individual is aware of:

- the identity of Onfit Training College and how to contact us
- the fact that the individual can gain access to the information
- the purposes for which the information is collected
- the organisations or types of organisations to which Onfit Training College usually discloses information of that kind

- any laws that require the particular information to be collected
- the main consequences (if any) for the individual if all or part of the information is not provided

Security

Onfit Training College is committed to ensuring that the information you provide to us is secure. To prevent unauthorised access or disclosure, we have put in place suitable physical, electronic, and managerial mechanisms and procedures to safeguard and secure that information, and to protect your sensitive information from misuse, interference, loss and unauthorised access, modification, and disclosure. While no information transmitted via the internet can ever be guaranteed to be secure, therefore the transmission and exchange of information via the internet is at your own risk, we apply every reasonable measure to provide the highest degree of security possible in accordance with this Privacy Policy & Notice, the Australian National VET Data Policy and the Australian Privacy Principles.

Usage of Onfit Training College's Website

Onfit Training College may use Cookies on our website. Cookies are small files that ask permission to be placed on your computer's hard drive. Once you agree, the file is added, and the Cookie helps analyse web traffic or lets you know when you visit a particular website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs and preferences by collecting and remembering information about you. A Cookie does not give us access to your computer or any information about you, other than the data you provide to us. You can choose to accept or decline Cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may, however, prevent you from taking full advantage of the website. Onfit Training College may also use web beacons on its website. Web beacons or clear gifs are small pieces of code placed on a web page to monitor the behaviour and collect data about the visitors viewing a web page. For example, web beacons can be used to count the users who visit a web page or to deliver a cookie to the browser of a visitor viewing that page.

External Links to Other Websites

Onfit Training College's website and learning content may contain links to other websites of interest, however we do not have any control over those websites. We are not responsible for the protection and privacy of any information which you provide whilst visiting external websites.

Controlling your Personal Information

Providing Onfit Training College with your personal information is entirely optional to you. You can choose not to provide personal information; however, this may impact your ability to enrol or effectively complete your studies. When you provide us with your personal information, you consent to the terms in this Privacy Policy & Notice, and to us disclosing or receiving your personal information for the purposes listed herein.

Updating your Personal Information & Permission

If you believe that any of the information that Onfit Training College retains on you, is inaccurate, out of date or incomplete, you may apply in writing at any time to amend or update your details. We rely solely on students/prospective students advising us when their personal information changes and take no responsibility for communications which are missed or not received due to information held on file which is out of date. Any request to update personal information must be received in writing.

You may choose to update permissions previously provided, for us for the collection or use of your personal information. If you have previously agreed to us using your personal information for direct

marketing purposes, to third parties including employers or mentors, you may change your mind at any time by contacting us in writing.

Marketing

Onfit Training College may communicate via email with marketing related material and offers. Onfit Training College applies every effort to ensure the material you receive is of interest/ relevant to you. You have the right to unsubscribe or opt out of communications at any time by unsubscribing on marketing emails or by contacting us to update your preferences.

Privacy Concerns or Complaints

If you believe that Onfit Training College has breached the Australian Privacy Principles, the National VET Data Policy, or this Policy & Notice, a breach of privacy notification can be submitted in writing, which will be investigated in full within a reasonable timeframe. Upon completion of the investigation, you will be provided with the investigation outcome, including what action has been taken to remedy the breach. Please address any concerns or compliance to the Quality Manager.

Contact Details

Onfit Training College can be contacted via:

- Phone: 1300 557 637
- Email: admin@onfit.edu.au

Access to Your Records

Onfit Training College are committed to implementing best practice in its records management practices and systems and responding in a timely manner to all requests for information from present and past learners.

Onfit Training College applies the provisions of the *Privacy and Protection of Personal Information Act 1998* and ensures that all relevant records in relation to student enrolment and assessment are current and accurate, and that their integrity and security are maintained.

Access by others, apart from Onfit Training College staff, is granted only:

- when the student provides written permission
- for mandatory audits such as those carried out by government agencies e.g. ASQA and Centrelink

If you wish to access your student information file, please direct your enquiry to admin@onfit.edu.au

- completed assessments are retained for a period of 2 years from the date of completion
- records of student results, qualifications and statements of attainment issued, are kept for 30 years

Onfit Training College's Enrolment Process

Prior to enrolment Onfit Training College will provide advice to prospective students about training product(s) to ensure that it meets students' needs, as well as taking into account the individual's existing knowledge, skills, competencies, and current circumstances.

Onfit Training College will provide current and accurate information that enables any prospective student, to make informed decisions about undertaking training with Onfit Training College.

Information is available via an Onfit Training College Career Advisor, within this Student Handbook and on the Onfit Training College website www.onfit.edu.au. Your Career Advisor will ask a range of questions to ensure the course is suitable for your needs, therefore, to assist with the best possible outcome for you please provide honest and accurate information during your course enquiry discussions.

Is This Course for You?

To assist us with ensuring you enrol into a course/s that meet your needs and current circumstances, please review the following to check the course is suitable to you.

- That the course description and outcomes align with your goals
- That the duration, delivery, and study method of your chosen course suits your needs
- That you can commit the time to complete the course within the allocated course timeframe including any Industry Placement
- That the industry you wish to enter may have additional requirements for you to complete e.g. National police check, working with children check, up to date vaccinations
- That you understand the equipment and resources needed to complete the course
- That you can complete a variety of assessments including practical placement and either filming or virtual workshops
- That you are aware you will have up to three resubmits to complete each course assessment
- That the support provided by Onfit Training College aligns with your expectations and needs
- That you fully understand your rights and responsibilities as a student
- That you are aware of all fees, charges, and payment options
- That you understand the requirements to enrol into an Onfit Training College course
- That you understand the complaints and appeals process
- That you are clear on the rights and responsibilities of Onfit Training College
- That you feel comfortable that you have all the information to make an informed decision regarding your enrolment.

It is important as a prospective student that you understand and acknowledge what the requirements are to complete the course successfully. If you have any questions or require further clarification, your Onfit Training College Career Advisor is there to assist you.

Course Information Summary

Onfit Training College is a Registered Training Organisation (RTO 32107) who has approval to deliver training and assessment by the Australian Government for the following. Click on the link for each course to obtain more details via the Onfit Training College website.

SIS30321 Certificate III in Fitness	
Nationally accredited	Yes
Unit summary	11 core units and 4 elective units
Full unit outline	Unit outline
Duration	12 months
Mode of delivery	Online with practical requirements
Course Schedule	Self-paced study (4-8 hours/week recommend study time)
Training commencement date	Rolling intakes, enrol anytime
Fees	Course Pricing and Payment Options
Entry requirements	Nil
Technical requirements	<ul style="list-style-type: none"> • A computer or laptop with Microsoft Word and Excel • A reliable internet connection and a modern internet browser like Google Chrome • A camera and microphone for practical assessments and Zoom sessions • Access to cloud storage (such as Google Drive or Dropbox) for uploading your videos and documents
Assessment requirements	<p>Theory Assessment</p> <ul style="list-style-type: none"> • Online quizzes • E-tasks • Written templates <p>Practical Requirements</p> <ul style="list-style-type: none"> • Video submissions • Industry placement (optional) <p>The video submissions include role-play scenarios that require participants to act as clients. Scenarios require between 1-6 participants.</p>
Additional costs	Completion of First Aid and CPR Certificate, at an external provider is required for completion of the Certificate III in Fitness.
Career Outcomes	Gym Instructor, Group Exercise Instructor

SIS40221 Certificate IV in Fitness	
Nationally accredited	Yes
Unit summary	10 core units and 7 elective units
Full unit outline	Unit outline
Duration	12 months
Mode of delivery	Online with practical requirements
Course Schedule	Self-paced study (4-8 hours/week recommend study time)
Training commencement date	Rolling intakes, enrol anytime
Fees	Course Pricing and Payment Options
Entry requirements	Nil
Technical requirements	<ul style="list-style-type: none"> • A computer or laptop with Microsoft Word and Excel • A reliable internet connection and a modern internet browser like Google Chrome • A camera and microphone for practical assessments and Zoom sessions • Access to cloud storage (such as Google Drive or Dropbox) for uploading your videos and documents
Assessment requirements	<p>Theory Assessment</p> <ul style="list-style-type: none"> • Online quizzes • E-tasks • Written templates <p>Practical Requirements</p> <ul style="list-style-type: none"> • Video submissions • Industry placement <p>The video submissions include role-play scenarios that require participants to act as clients.</p>
Career Outcomes	Personal Trainer, Boot Camp Instructor, Business Owner

Important information regarding First Aid requirements

- HLTAID011 Provide First Aid and HLTAID009 Provide Cardiopulmonary Resuscitation are required to gain the SIS30321 Certificate III in Fitness qualification. This is an Australian Accredited course, and students need to complete this unit through an accredited training provider. The cost of this external training is not included in any of your course fees.
- HLTAID011 Provide First Aid (or a unit that supersedes this unit) is pre-requisite for those students wanting to enrol in the SIS40221 Certificate IV in Fitness.

If you need assistance with finding a provider, we recommend:

- [First Aid Online](#)
- [Australia Wide First Aid](#)
- [St Johns Queensland](#)

Personal and Professional Development courses

Further your education or career with Onfit Training College's range of [Personal and Professional Development Courses](#).

The courses are accessible to all, whether an experienced health, wellness or fitness professional, or someone who is brand new to an industry, or for those who are wanting to learn more about their own health and wellbeing. Continuing education credits (CECs) and Professional Development Points (PDPs) have been listed where applicable, which can assist with professional industry re-registration.

Course name:	Course outline:	Course outcome:
Certificate in Performance Nutrition	12-month course timeline No entry requirements International recognition with the International Institute of Complementary Therapies (IICT). Required to complete the course: <ul style="list-style-type: none"> • Online theory assessment 	This course will qualify you to provide nutrition coaching and meal planning services to your clients. With a specific focus on performance nutrition, to help your clients reach their performance and body composition goals.
Strength and Conditioning Professional	12-month course timeline No entry requirements Required to complete the course: <ul style="list-style-type: none"> • Online theory assessment • Practical assessment 	This course provides an advanced level of knowledge in strength and conditioning coaching to give you the skills and ability to plan, conduct and design advanced strength and conditioning programs. This course is Internationally Recognised and Accredited through the International Institute for Complementary Therapists (IICT).
Heart Rate Variability	6-month course timeline No entry requirements 4 CECs with AUSactive Required to complete the course: <ul style="list-style-type: none"> • Online theory assessment 	This course will give you the skills and knowledge to utilise heart rate variability training as a part of a holistic health and wellness approach for all the clients you work with.
Boxing for Fitness	6-month course timeline No entry requirements 12 CECs with AUSactive Required to complete the course: <ul style="list-style-type: none"> • Online theory assessment • Practical assessment 	An entry level boxing course that has been designed to teach you the basics of boxing and pad work techniques, covering a wide range of different punches to give you the skills to create fun, innovative boxing combinations
Kettlebell Fundamentals	6-month course timeline No entry requirements 5 CECs with AUSactive Required to complete the course: <ul style="list-style-type: none"> • Online theory assessment • Practical assessment 	This course will teach you the skills and techniques to deliver a variety of kettlebell exercises safely and with expertise.
Altitude Training	6-month course timeline No entry requirements Required to complete the course:	This unique and innovative course opens up a world of opportunity to add altitude training to your existing business, or build an entirely new business, showcasing

	<ul style="list-style-type: none"> • Online theory assessment • Practical assessment 	your skills and knowledge as an Altitude Training Specialist.
Group Exercise Instruction – Units SISFFIT035 SISFFIT036 from SIS30321 Certificate III in Fitness	<p>Nationally Accredited 6-month course timeline No entry requirements FITREC recognition AUSactive recognition</p> <p>Required to complete the course:</p> <ul style="list-style-type: none"> • Online theory assessment • Practical assessment 	As a Group Exercise Instructor, you'll increase your employment opportunities, have a career with endless variety and have more options to offer your clients.
Training Children & Adolescents (International)	<p>6-month course timeline Required to complete the course:</p> <ul style="list-style-type: none"> • Online theory assessment • Practical assessment 	This course provides you with the skills and knowledge to train children (aged 5-12 years old) and adolescents effectively and safely (aged 13 – 17 years old).
Fitness Business Mastery Certification	<p>12-month course timeline No entry requirements FITREC recognition</p> <p>Required to complete the course:</p> <ul style="list-style-type: none"> • Online theory assessment 	This course provides you with resources, templates, and tools to plan, manage and track your business as a fitness professional. It's designed to be adaptable to suit your individual business goals.

Entry Requirements

Course:	Entry requirements:
SIS30321 Certificate III in Fitness	Nil
SIS40221 Certificate IV in Fitness	<p>HLTAID011 Provide First Aid statement plus units from Certificate III in Fitness. For the list of units refer to: https://onfit.edu.au/courses/qualifications/personal-trainer/certificate-iv-in-fitness/</p> <p>Units of competency successfully completed in the previous, superseded SIS30315 Certificate III in Fitness can be used to meet entry requirements for SIS40221 Certificate IV in Fitness. During the application process, your Onfit Career Advisor will review your SIS30315 credentials and map your competencies to the pre-requisites for SIS40221. Any entry requirements not completed in SIS30315 will need to be completed in SIS30321 prior to entry to SIS40221 being granted.</p> <p>A working with children check will need to be undertaken prior to commencing SISFFIT045 Develop and instruct personalised exercise programs for adolescents</p>
SIS30321 / SIS40221 Bundle	Nil for SIS30321. Entry Requirements for SIS40221 are listed above
Personal and Professional Development courses	Nil

Course Requirements

The following requirements will also need to be accessed for course completion. Onfit Training College will support the students where appropriate.

Technical Requirements

- A computer or laptop with the following software:
 - Adobe PDF Reader
 - Google Chrome or Mozilla Firefox internet browser
 - Microsoft Word
- Access to an internet connection with sufficient capacity to upload and download course material
- A device with video recording capabilities
- A direct email address and account
- A mobile or landline phone

Equipment requirements

To complete your practical assessment tasks you will need access to the following:

- A range of cardio and resistance equipment
- Blood pressure monitor (manual or electronic)
- Tape measures which can include stadiometers for measuring height
- Weight scales
- Stopwatch
- Heart rate monitor (chest strap, smart watch, or other reliable device)
- Appropriate equipment to conduct fitness assessments, such as resistance equipment and cones
- Pen and paper to record health and fitness assessment results
- First aid equipment and a phone for emergency purposes.

Other Requirements

- Participants for role-play scenarios
- Supervisor and facility with gym equipment for your Industry Placement (if applicable)
- Levels of language, literacy, numeracy, and digital skills appropriate for successful completion of the coursework and for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
 - The facility and or service provider of Industry Placement may indicate specific requirements before commencement e.g. current First Aid and/or CPR statement, working with children check, immunisations, national police check. This is dependent on the policies & procedures of your selected facility.

If any of these are required of you, and you do not have these already, obtaining these additional requirements will be at your own cost.

Types of Enrolments

Enrolment Type: Fee for Service/Self-Funded	Details	Fee and evidence requirements
Fees are paid by the student, parent(s) or guardian(s) of the student, or employers	An Onfit Training College Career Advisor will provide a quote for the course fee which covers your enrolment, training and assessment, support, and certification.	<ul style="list-style-type: none"> • Payment options available • Submit I.D.

Course Timelines and Enrolment Dates

Course:	Course timeline:	Enrolment dates:
SIS30321 Certificate III in Fitness	12 months	Enrol anytime (monthly intakes)
SIS40221 Certificate IV in Fitness	12 months	Enrol anytime (monthly intakes)
Personal and Professional Development	Between 3-12 months	Enrol anytime

When enrolled in multiple courses, they are managed consecutively to support effective learning and ensure prerequisite knowledge is completed before progressing. For example, entry into the Certificate IV in Fitness requires full completion of specific units within the Certificate III in Fitness.

If enrolled in both Nationally Accredited and professional development courses, you'll receive access to the Nationally Accredited ones first to encourage faster qualification completion and better job prospects. Only one Nationally Accredited course will be accessible at a time, and the next course will be unlocked upon completion. Course access timeframes cannot be transferred.

Should you enrol into multiple Personal and Professional Development courses, you will be provided with access to all courses and timeframes at the one time.

Pre-enrolment Process

Prior to enrolment in any qualification Onfit will provide you with a Study Skills Check to undertake.

This will be a questionnaire designed to identify to the Onfit team any individual support needs you may have in areas that could affect your ability to successfully complete your studies. Foundational skills such as language, literacy, numeracy and digital skills will be reviewed as well as other skills such as problem solving, planning, and communication skills.

Onfit provides regular check ins and offers of support to all students throughout their studies, but your study skills check may identify areas that will not be adequately supported in our standard support process.

In instances like this we will discuss your support needs with you, in advance of your enrolment into any qualification(s), and will design a support plan that Onfit can offer right from the beginning of your study journey. This approach is designed to improve your experience with Onfit and your success as a student.

*In instances where Onfit feels unable to provide the support levels needed, referrals to external agencies will be made and Onfit will work in conjunction with you and these organisations to determine a pathway forward.

Enrolment Process

Once any support needs in relation to foundational skills have been identified and addressed, your enrolment into your qualification(s) can commence.

You are required to ensure you fully understand and agree to all aspects of your enrolment before you enrol and commence your studies.

As part of the conditions of enrolment, students need to:

- complete the enrolment form in full
- read, agree, and acknowledge the terms and conditions
- read and agree to all of Onfit Training College's policies and procedures
- provide your Unique Student Identifier (USI)
- provide clear photo identification

If you're unsure about anything relating to your enrolment, ensure that you ask your Course Advisor for clarification or contact Onfit Training College on 1300 557 637 or admin@onfit.edu.au

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Onfit Training College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Note: Certificates will only be issued in the name associated with the USI and the name shown on your identification documents. When any document is in a former name, an official document e.g. marriage certificate or change of name certificate must be accompanied with your enrolment.

Photo Identification

You are required to provide the Onfit Training College Course Advisor 1 x copy of photographic identification, as part of your enrolment.

Acceptable forms of ID include:

- Driver's licence – front and back
- Passport – photo and signature pages
- Proof of age card – front and back

Confirmation of Enrolment

Your enrolment will be confirmed by the Onfit Training College Administration team via email on the receipt of your completed and signed enrolment form, acknowledgment of the terms and conditions, your USI number, your photo identification, and payment of your course fee (or deposit and payment plan documentation).

Note: course access will be granted once fees have been paid as agreed and the enrolment process has been completed.

Welcome Email

Once your documentation and payment have been processed, you will receive an enrolment email from the Onfit Training College Administration team with:

- your username and password
- instructions on how to access your course/s on the Onfit Training College online learning platform

The date you receive this email is the commencement date of your course.

Commencing Your Course

Prior to commencement of an accredited qualification, you will be required to complete the following two activities within your course.

Student Declaration

You will be required to complete the following declaration, to confirm your understanding & agreement with the following:

- I declare that I will read all assessment instructions and requirements
- I am aware that there is a limit to the number of submissions that can be made for each assessment
- I am aware that I must achieve a 100% pass mark on my assessments, to achieve a satisfactory result
- I am aware of how to seek assistance regarding the course assessments
- I declare that the work I submit will be completely my own individual work and will not be plagiarised from any sources or completed by any other person
- I understand that I can contact Onfit Training College for assistance throughout my course. Contact and support details for Onfit have been communicated to me during my enrolment

Planning Your Studies

We will provide guidance throughout your course to keep you on track for your studies, including dates we recommend you complete your course requirements by. The dates (due dates) are designed to help you manage your studies and complete by your overall course timeline. References to 'due dates' are guidelines only, not required completion dates.

Onfit reserves the right to de-activate course access for students who are inactive for 1-2 months or longer. This is designed to encourage students to reach out when they recommence after a break, allowing Onfit an opportunity to offer support for any challenges students are facing in their course. If your course has been de-activated, please email admin@onfit.edu.au to have your access re-activated.

Support Services

In-house Support

Onfit Training College is passionate and experienced in helping students reach their goals. Our team loves being able to educate health, wellness and fitness professionals who will make their mark in their respective industry.

Our support begins right from the very beginning. Once you've made a decision to move forward with an enrolment into a qualification, your Career Advisor will enrol you into a 'Study Skills Check' to help Onfit ascertain your foundation skills' support needs. Please see Pre-enrolment Process' for more information.

Support for students doesn't stop there though. Onfit recognises that student may require support for many reasons including the following.

- Have not studied for an extended time
- Lack confidence with online learning
- Experience mental or physical health challenges
- Are under 18 years of age

In these instances, we have both internal and external support mechanisms we can put in place or refer you to.

If you require support at any stage of your enrolment due to any of the above or additional unforeseen challenges please identify this to a member of our team, using education@onfit.edu.au or admin@onfit.edu.au.

Booking System

Additionally, Onfit offers a booking system to support students during rostered hours, evenings and weekends.

Benefits for Students:

1. **Predictability:** You can schedule support calls at times that best suit your schedule, providing predictability and convenience.
2. **Personalised Assistance:** Scheduled appointments allow us to tailor our support to your needs, ensuring you receive focused and personalised attention from our support team.
3. **Reduced Wait Times:** Booking calls in advance helps minimise wait times and ensures prompt attention to your inquiries.
4. **Enhanced Service Quality:** With scheduled appointments, our support team can allocate sufficient time and resources to address your concerns comprehensively, resulting in higher service quality.

How to Book a Support Call:

To schedule a support call, please follow these simple steps:

1. Visit our website [Contact Us](#) page.
2. Enter your contact details
3. Select the relevant support type (e.g. **"Education Support"**) and choose your course domain
4. Choose a date and time from the available slots that works best for you.
5. Briefly describe the topic you would like to discuss during the call.
6. You will receive a confirmation email with details of your scheduled appointment.
7. Your Onfit trainer and assessor will call you at the designated time for your scheduled appointment.

- **E-tutor email support:** Priority will be given to students who book a support session through the booking system, so we encourage you to use this as your first option. For email queries, you can expect a reply within 24-48 hours. Email education@onfit.edu.au
- **Screen share sessions:** Share the screen with a Tutor and they can direct you to an area of the course or a specific resource you need help locating. Bookings for screen share sessions, virtual (Zoom, etc.) assessment session, and phone call assessments can also be made using the booking system.
- **After hours and weekend support:** Support is available in the evenings and over the weekend, with the last booking taken at 6:30pm AEST. Bookings are allocated in 20-minute time slots to give ample time to address your queries.

Bookings will provide 20-minute time slots for students to access support from and tutor.

Additionally, all students are invited to email, chat, phone or book a support call with our team members:

- **Education Support:** you can call 1300 557 637 and leave a message for Education or email education@onfit.edu.au for a response on the next business day.
- **Admin and IT support:** for questions or issues about the course timelines, fees, requested changes to payment plans or course access call 1300 557 637 or email admin@onfit.edu.au Monday to Friday between 8am and 5pm.

External Support

Onfit Training College is at all times concerned for the welfare of its students.

Wellbeing and Personal Support

If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

The following is a selection only and you may need to research these or similar organisations in your area. You are welcome to contact Onfit Training College to request assistance with educational support. Please email: education@onfit.edu.au or phone 1300 557 637 and request educational support.

Agency	Contact Details
Counselling services	Australian Counselling Service: www.acscounselling.com.au when booking select 'Partner Referrals'
Department of employment & workplace relations – Australian Government	Skills for Education and Employment (SEE) Program - Department of Employment and Workplace Relations, Australian Government - Stronger reading, writing, maths and computer skills
English Language and Literacy Services	For your nearest TAFE Institute: 1300 308 233 Adult Migrant English Program: https://www.education.gov.au/adult-migrant-english-program-0 Skills for Education and Employment program: https://www.employment.gov.au/skills-education-and-employment
Learning assistance	SPELD: 07 3391 7900 https://www.speld.org.au/
Hearing Impairment	Deaf Services Queensland: 07 3892 8500 https://www.deafservices.org.au/
Vision Impairment	Vision Australia: 1300 847 466 https://www.visionaustralia.org/
Physical Impairment	Cerebral Palsy League: 1800 941 069 https://cpaustralia.com.au/

Psychiatric assistance	Mental Health Australia: 1800 657 667 https://mhaustralia.org/need-help
Personal support	Lifeline: 13 11 14 or www.lifeline.org.au Beyond Blue: 1300 22 4636 or www.beyondblue.org.au Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Course Information

Course Delivery

Onfit Training College course content is delivered online. Due to the very practical nature of the industry outcomes from our nationally recognised courses, enrolments into all qualifications and some professional development courses will require workshops, practical assessments and/or Industry Placement. Please read 'Assessment information' in this handbook and consult with your Career Advisor regarding requirements and delivery for your specific course enrolment prior to enrolment.

You will have access to your course and all the resources, lessons, and assessments from the time your enrolment is activated. Please see 'Support Services' in this handbook for details on how to access support weekdays, after hours and on weekends.

Orientation and Cooling Off Period

Students enrolled into a Nationally Accredited Qualification have a 7-day orientation period from the agreed course commencement date (date online access details are provided).

This orientation period is in place for two reasons:

1. It provides you with a cooling off period, in which you are automatically eligible for a withdrawal (see Withdrawal from Course by Student for more details).
2. Within the 7-day orientation period, you are required to complete your pre-course entry questionnaire. You should also familiarise yourself with the online learning platform, layout and navigation of the course and support processes.

If you have purchased a package, such as Certificate III and IV in Fitness, your orientation period for the entire package will be the first seven (7) days of your enrolment period. Withdrawals for either or both courses will not result in a reduction in your course fees or a refund for courses or course segments not completed.

There is no orientation period for any personal or professional development courses.

Duration

How long your course will take depends on several factors. All qualifications come with a 12-month timeline. Factors that may affect individual progress and timelines, include:

- your own efforts and commitment to submitting assessments regularly and on time
- your study load (i.e. full- or part-time)
- how many units (if any) are eligible for credit transfer
- recognition of previous experience and qualifications

Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills, and levels of autonomy required to achieve a qualification at that level.

All courses offered by Onfit are designed for adult learners. As such, there is an expectation that each student will play an active role in their own learning and will allocate regular time to their study. Some courses incorporate prompts for assessment completion to assist with this. Study planners are on offer for all qualifications to assist you to set up your schedule and position yourself for success. If you cannot locate a study planner for your course, please check your online learning portal and contact our administration team to provide one, at admin@onfit.edu.au or 1300 557 637 (line 3).

*In rare circumstances, students under the age of 18 will be approved for enrolment. In these instances, support from a school and/or parent will be required, and a commitment from the student prior to acceptance, as an assurance of the student's intent to actively commit to their study obligations.

Volume of Learning

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the Volume of Learning.

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice, and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years

(Taken from: <https://www.asqa.gov.au/guidance-resources/determining-appropriate-training-and-course-duration/volume-learning>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/download/413/volume-learning-v2-2014/7/volume-learning-v2-2014/pdf>

Competency-Based Training

Onfit Training College delivers qualifications in the VET (Vocational Education Training) sector. Used in the VET sector is Competency-Based Training (CBT), which is an approach to training and assessment that focuses on allowing a student to demonstrate their ability to do something. CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is

conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Onfit Training College has a Training and Assessment Strategy (TAS) for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies. These TAS's are reviewed regularly to ensure they remain industry relevant and support student outcomes.

Training and Assessment Strategies

Onfit Training College staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Foundation Skills

All training and assessment delivered by Onfit Training College contain Foundation Skills. Foundation Skills are embedded into Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Recognition Processes

Onfit Training College recognises that at times an applicant may be able to identify they are competent in one or more subjects for courses they wish to complete. Onfit Training College offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are:

- **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement.

Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

Prior learning can include skills and knowledge gained through:

- Paid work experience - full-time, part-time, or casual in Australia or overseas
- Voluntary work
- Hobbies or leisure activities
- Being coached or mentored (or coaching and mentoring others)
- Attending and participating in seminars, conferences, and workshops
- Short courses
- Private study and research
- Any other life experiences that have given you competencies that match those in the relevant courses

Recognition of Prior Learning is only available for Nationally recognised training. You may be eligible to apply for RPL on one or more Units of Competency in your course and Onfit Training College provides a kit to guide students through this process. Speak to your Onfit Training College Career Advisor about obtaining an RPL kit.

- **Credit Transfer (CT)**

If you have completed a formal qualification that has covered any of the same unit/s of study as one of our courses, then your successful result can be transferred to our course(s). This will eliminate the need for you to re-complete this unit as a requirement of your course. This process is completed by matching competencies between qualifications and ensuring that their outcomes are equivalent.

Onfit Training College may provide credit transfer for formal learning that a student has already undertaken. Onfit Training College will recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations.

To apply for a direct credit transfer, you will need to supply a certified copy your documentation (certificates and/or statements) or your verifiable USI Transcript.

Speak to your Onfit Training College Career Advisor at time of enrolment about formal qualifications you have previously completed.

Assessment Information

Types of Assessment Tasks

To complete your qualification(s), you'll work through a mix of theory and practical assessment tasks. These include the following:

- **Online quizzes** – Multiple choice questions to address key knowledge areas that are immediately marked by the learner portal.
- **E-Tasks** – Theory tasks that require you to respond to case studies, complete personal reflections or research tasks. Your responses are entered into the learner portal for marking.
- **Written Tasks** – Completing pre-designed templates provided by Onfit that you will upload for marking. This includes filling out pre-exercise screen forms, nutrition assessments, and writing exercise programs.
- **Practical Tasks** – Demonstrating your skills in a real life or simulated fitness environment. Each task will require at least one video submission with the remaining requirements completed either via additional video submissions, or, for select topics via virtual sessions with Onfit.
- **Workplace Tasks** – Demonstrating your skills to complete a series of routine activities as part of a work placement under observation by a qualified supervisor. For more information see the 'Industry Placement' section in this handbook.

Each unit requires the completion of both theory and practical assessments to achieve a Competent result.

First Aid and CPR Units of Competency

Please note: Only Australian Nationally Recognised First Aid courses will be accepted to meet the requirements of any qualification you complete with Onfit. Training that has not been approved by the Australian government, is referred to as *non-accredited training*, and will not be accepted. A statement of Attainment from a Nationally Recognised Training Provider confirming completion of the units HLTAID011 Provide First Aid and HLTAID009 Provide Cardiopulmonary Resuscitation will be required.

If you need assistance with finding a provider, we recommend:

- [First Aid Online](#)
- [Australia Wide First Aid](#)
- [St Johns Queensland](#)

Practical Tasks

Industry Placement

For many students Industry Placement is the highlight of their course, as it consolidates the knowledge and skills learned during the course and provides real-world, on-the-job training. We find that many of our students receive job offers as a result of Industry Placement, so, placement truly is a fabulous introduction to the world of fitness and health.

There are endless benefits to attending Industry Placement. The Fitness and Health industries strongly support the use of Industry Placements in the health and fitness sector for the following reasons.

- To provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation.
- Most obviously, it is the perfect opportunity to put your knowledge and skills to the test and receive expert advice and feedback from industry experts – to make you truly ‘job-ready.’
- Many students receive job offers when doing placement and others identify an absolute passion for working with specific client groups through the interactions they have during industry placement.

Please Note: Under current education regulations, Industry *cannot* formally assess you against the qualification requirements. Industry *can* confirm your ability to meet their organisation’s workplace standards. This means that even with Industry Placement, *some* practical assessments will still need to be viewed and assessed by Onfit qualified assessors.

We also request that Industry Placement not be supervised by a relative or partner, even if they are suitably qualified and experienced, to reduce any risks of bias and conflicts of interest. If no other option is available for supervision, a request can be made for a review of the individual circumstances.

While Industry Placement is strongly recommended, we acknowledge it is not possible for all students, including some rural students, students who are shift workers, and students with transport issues.

- Alternatives to Industry Placement are available ensure flexibility in how students can successfully meet all course requirements. Please speak to your course advisor or an Onfit educator if you wish to explore that option.

Hours of placement:

Qualification Code	Qualification Title	Industry Placement
SIS30321	Certificate III in Fitness	Approximately 30 hours*
SIS40221	Certificate IV in Fitness	Approximately 40 hours*

*Industry Placement (Industry Skills Placement) for the SIS30321 Certificate III in Fitness and SIS40221 Certificate IV in Fitness are task-based, hours are an estimate.

SIS40221 Certificate IV in Fitness Working with Children Clearance Requirements

There are requirements for students (volunteers) undertaking training in which they will interact with people aged under 18 to have a working with children clearance.

Each state has its own policy for this and in many instances different names for the check. For more information on requirements for your state, please visit the [Pre-employment Screening Working with Children Checks information page](#).

If you are enrolling into a qualification that involves interaction with children or adolescents, you must ensure you are able to abide by the Working with Children requirements of your state. If this is a mandatory requirement in your state, you **MUST** apply for your clearance well before you are due to begin placement, to allow for processing time.

Queensland Students ('No Card, No Start' Blue Card Policy):

Queensland is the first state to instigate the 'No card, no start' policy. Under new laws in QLD, holding a current Blue Card (QLD's working with children clearance) is a mandatory requirement for all students prior to the commencement of Industry Placement. As a student of Onfit Training College you will need to be linked to our college when setting up your Blue Card; this will ensure the fee for your application is waived. Please visit [the Blue Card Applications page](#) for more information.

If you have any questions regarding the requirements or process relating to working with children clearances, please contact admin@onfit.edu.au for assistance.

Video Submissions

Video submissions include role-play scenarios that require participants to act as clients. Scenarios require between 1-6 participants, depending on the task. For all tasks you will have the option to complete these at a location of your choice, record the session and upload to your online learning portal.

Zoom Practical Session

For some video submission tasks, including the group fitness practical assessment for the Certificate III in Fitness, Onfit Training College offers a Zoom practical session as an alternative method to complete these role-plays.

Paid Zoom Practical Sessions

- \$79 Group Fitness Practical Online – includes 1x Participant and 1x Instructor sessions
- \$99 All other Certificate III / IV in Fitness practical sessions

Make up policy

Important make-up policy - Each student is allocated one make-up Zoom per session. If you miss both sessions, your fees are forfeited and you'll need to pay the fee again to proceed.

Rescheduling policy

You may reschedule your session up to 48 hours prior via the booking email confirmation or text message reminder. Any session changes or no-shows will count towards the session count, leaving only one remaining make-up session for this associated purchase.

Booking a Session

Please contact education@onfit.edu.au to learn more about the sessions and to book.

Marking Timelines

Marking timelines. Onfit endeavours to mark student assessments as soon as possible and in order of receipt. Marking timelines may reach a 2–4-week turnaround time, when the marking load is exceptionally high. We appreciate your patience when this is the case.

The option for ‘urgent marking’ exists for up to four assessments per student per course. Fees are applied for this service. For details on timelines and fees, see ‘Urgent marking request fee’ in this handbook.

Assessment Feedback

You will receive feedback from the Onfit Training College Education team regarding the outcome of each of your assessment items. To be deemed ‘Competent’ against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Resubmissions

If you receive feedback to say your assessment submission was ‘Not satisfactory’, you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again.

Students have 3 attempts to submit their assessments for each unit within the course. If deemed ‘Not Satisfactory’ after a 3rd attempt, a result of ‘Not Competent’ will be recorded and you will be required to re-sit the assessment.

Students are encouraged to contact education@onfit.edu.au to discuss any concerns and obtain tutorial assistance before re-sitting the assessment.

Authenticity and Plagiarism

When answering assessment questions, you will find content in your course and on websites that assist you in formulating your answers. It is important that you do not simply copy and paste that information. Copying and pasting shows us that you have been able to locate relevant information, but it does not demonstrate that you understand it. It is important that you take the time to formulate your answers into your own words so that you demonstrate your understanding of the content.

Referencing: When undertaking research assignments, you may include or ideas from other writers in your work. In these instances, you will be expected to reference. Referencing means acknowledging someone else’s work or ideas, which you have used as a source for your own answer in an assessment. To acknowledge the source correctly, it is important to ‘cite’ the particular point that you are using, by documenting the source. It is mandatory by law for all students to cite or acknowledge information that has come from other sources. Without appropriate referencing, students are in effect “stealing” the work of others - this is tantamount to academic fraud.

Collusion: In situations where work is being completed in a group setting, it is acceptable that as students you share ideas and give collective input, but each of you must formulate your answers in your own words and submit your individual answers to all questions, unless otherwise indicated by your Onfit assessor. In instances where approval has been given for you to submit a group project including specific work from individual group members, acknowledgement of each group member’s work must be cited in your submission.

Plagiarism: It is neither acceptable, nor permitted for you to lodge plagiarised work as your own for any assessments. Forms of plagiarism can include:

- Turning in someone else's work as your own
- Copying words or ideas from someone else without giving credit
- Failing to put a quote into quotation marks
- Giving incorrect information about the source of a quotation
- Changing words but copying the sentence structure of a source without giving credit
- Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not

Most cases of plagiarism can be avoided however, by citing sources. By referencing your work, acknowledging that certain material has been borrowed and providing your audience with the information necessary to find that source is usually enough to prevent plagiarism.

There are a number of websites that show you how to correctly reference your work, for example: www.usq.edu.au/library/referencing/apa-referencing-guide

If the action was not intended to deceive, you have committed the academic misdemeanour of failing to reference a source correctly.

In instances where plagiarism or cheating is identified in your work:

- We will notify you and you will be given the opportunity to explain your actions
- If there is no indication or evidence that plagiarism was accidental or unintentional, plagiarism will be treated as cheating
- You will have your enrolment in that subject withdrawn and a result of 'Not Competent' lodged for the unit(s) of competency the plagiarised work was submitted for
- You may apply in writing to the Onfit Training College Director, requesting re-enrolment after withdrawal for unsatisfactory performance
- The Onfit Training College Director will make a final determination on your application
- Re-admission is not an automatic entitlement
- If successful, your re-enrolment will incur the full fee for that unit of competency at the time of the finding, plus a \$50 admin fee

The result you obtain under your new enrolment will be the result tabled for that unit of competency.

Note: *there may be more than 1 unit of competency in a subject*

Academic Integrity Policy

The purpose of this policy is to ensure that all learners enrolled in courses delivered by Onfit Training College understand their responsibilities in maintaining academic integrity. This policy outlines the standards of honest and ethical behaviour expected in an online learning environment and the consequences of academic misconduct.

This policy applies to all students enrolled in nationally recognised training delivered online by Onfit Training College as well as to all staff involved in the delivery, assessment, and support of training.

Onfit training College is committed to fostering a culture of academic honesty. Students are expected to submit work that is their own and to act with integrity in all online learning and assessment activities. Trainers and assessors will ensure that assessment practices uphold these standards and that any breaches are addressed appropriately.

Onfit reserves the right to question students verbally as a means of ensuring the authenticity of submitted work and depth of understanding.

Students are expected to:

- Complete assessments independently unless group work is specifically authorised.
- In instances where group collaboration is approved, students must word their answers in their own words.
- Properly acknowledge all sources used in assignments and projects.
- Avoid plagiarism, collusion, and other forms of misconduct.
- Understand and comply with this policy and related procedures.
- Seek clarification from trainers if unsure about the requirements for academic honesty.

Trainers, assessors, and support staff must:

- Educate students on academic integrity and correct referencing practices.
- Design assessments that minimise opportunities for academic misconduct.
- Detect and report suspected breaches using appropriate tools (e.g. plagiarism detection software).
- Treat all reported breaches consistently, fairly, and confidentially.

Use of Artificial Intelligence (AI):

- Students must **not submit AI-generated work as their own**. This includes text, images, or any other content produced by AI tools without proper attribution or approval.
- Submitting AI-generated work as original will be treated as **plagiarism** and subject to the same consequences outlined in this policy.
- Students may use AI tools for **research assistance or idea generation** only if permitted by the trainer and must clearly acknowledge such use in their submission.
- Staff will monitor and investigate suspected misuse of AI tools using appropriate detection methods.

All assessment activities at Onfit Training College are conducted in accordance with the **Principles of Assessment** (fairness, flexibility, validity, reliability) and the **Rules of Evidence** (validity, sufficiency, authenticity, currency). These principles ensure that assessment decisions are consistent, transparent, and based on evidence that accurately reflects the student's own skills and knowledge.

Academic integrity is essential to uphold these standards. Any breach, including plagiarism or submission of AI-generated work as original, compromises the validity and authenticity of evidence and will be treated as academic misconduct.

The process for handling a breach will include the following:

- Identification: A staff member identifies suspected academic misconduct.
- Investigation: The incident is reviewed by the Compliance Officer or delegated authority.
- Student Notification: The student is informed in writing and invited to respond within 10 working days.
- Outcome Determination: Based on evidence and student response, appropriate action is taken.
- Possible Outcomes:
 - Educational intervention (e.g. resubmission with guidance).
 - Formal warning.
 - Assessment deemed Not Yet Satisfactory.
 - Suspension or cancellation of enrolment (in serious or repeat cases).
- Record-Keeping: All breaches and actions taken will be documented in the student's file in line with privacy legislation.

Students may appeal decisions in accordance with Onfit’s Appeals Policy. Appeals must be lodged within 20 working days of the decision.

This policy will be reviewed as part of Onfit’s quality assurance processes, including student feedback, audit outcomes, and changes to regulatory requirements.

ROLE	RESPONSIBILITY
Students	<p>Read the student handbook inclusive of the Academic Integrity Policy prior to enrolling.</p> <p>Adhere to the requirement of the Academic Integrity Policy.</p>
Staff	<p>Identify suspected academic misconduct and report this to the compliance team.</p>
Compliance team	<p>Review the incident.</p> <p>In instances where academic integrity has not been adhered to, inform the student and the education team. Invite the student to respond within 10 days.</p> <p>Review the student’s response and determine an appropriate outcome.</p> <p>Advise the education team.</p> <p>Inform the student and facilitate the actioning of the outcome.</p> <p>Complete the record keeping requirements.</p>

Definitions

Plagiarism: Presenting another person’s work, ideas, or words as your own without appropriate acknowledgment. This includes direct copying, paraphrasing without citation, or using AI tools without referencing their contribution.

Collusion: Working with others on individual assessments without permission or submitting work done collaboratively as your own.

Contract Cheating: Engaging a third party or using a paid/unpaid service (including AI), to complete work on your behalf.

Cheating: Any unauthorised assistance or dishonest conduct intended to gain an unfair advantage in assessments.

Assessment Fraud: Falsifying data, impersonation, or submitting false declarations of original work.

Access and Equity

Onfit Training College will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. Onfit Training College will facilitate equitable access to all programs for clients irrespective of their gender, age, marital status, sexual orientation, ethnicity, culture, linguistic background, religious background, race, location, socio-economic background, parental status, or disability.

Onfit Training College incorporates the principles of equity into all programs. Every student who meets the entry requirements (if applicable) as prescribed by the appropriate training package will be accepted into any training and/or assessment program.

Our admission procedures are free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action. This includes support within reason, and which is practical for students.

Onfit Training College staff are required to uphold our commitment to access and equity principles and implement the following strategies:

- Make contact with students who have self-identified that they have a special need and discuss special arrangements and requirements
- Maintain confidentiality regarding the student's special needs and requirements
- Use appropriate language
- Modify activities to support the learning process of the student within the training package and fully accommodate student needs if appropriate to do so
- Modify assessments to accommodate student needs and requirements if appropriate to do so
- Include flexible delivery and assessment arrangements where necessary

If you have any special needs, questions or concerns, Onfit Training College encourages you to discuss with the Onfit Training College Course Advisor at time of enrolment to enable a support plan to be implemented. If any needs, questions, or concerns arise throughout your studies please contact Onfit Training College on 1300 557 637 or email: admin@onfit.edu.au

Fees

Information about fees and charges can be obtained by contacting an Onfit Training College Course Advisor on 1300 557 637 or via the Onfit Training College website <https://onfit.edu.au/contact-us/>

Several factors will determine how much your course(s) will cost. This may include:

- Which course(s) you will study
- Course duration
- Study mode
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency

Costs will be discussed prior to enrolment with you. All fees are correct upon enquiry and are valid for 14 days unless specified otherwise. Onfit Training College reserves the right to vary fees, curriculum, assessments, and dates without notice and liability.

Fees must be paid in accordance with the payment terms recorded and agreed to on your enrolment form.

Once funds are paid by a student for training (including deposits and all other fees payable), the training or fees paid are not transferable to any other person or entity except by special arrangement (at the discretion of the Onfit Training College Director).

Payment options and pre-paid fees

In compliance with Clause 18 of the Compliance Standards for RTOs 2025, Onfit Training College safeguards fees paid in advance by students. For students enrolling in accredited qualifications, an enrolment fee is applicable to cover administrative and enrolment services provided.

Students have two options for payment:

1. Cash advantage/payment upfront

This option involves a maximum upfront payment of up to \$1500 for accredited training. Any additional fees for accredited training cannot be collected at the time of enrolment and a payment plan will be agreed on between the student and Onfit Career Advisor to schedule payments post-enrolment.

2. Payment plan

This option includes a deposit payment with the remaining balance being paid overtime.

Please note:

- The enrolment fee of \$250 is included in any quoted course fees.
- Payment plan fees (if applicable) are not included in the quoted course fees.

Payment Methods (additional information and fees)

EziDebit Payment Plan fees:

- An Administration Fee of \$1.80 will be added to the first payment only
- Direct Debit from Bank Account - 88c per transaction
- Direct Debit from Visa/ Mastercard - 1.90% per transaction
- Direct Debit from Amex – 2.00% per transaction
- Failed Payment Fee - \$8.00

Student Pay Payment Plan fees:

- Monthly account fee - \$8.00 per month
- Failed payment fee - \$2.50 per failed payment
- Failed payment balance exceeds 60 days fee - \$15

Payright Fees:

- Establishment Fee:
 - 3 months (\$5.00)
 - 6 Months (\$39.00)
 - 12 Months (\$59.00)
 - 18-36 Months (\$59.90)
 - 48-60 Months (\$89.95)
- Transaction fee - \$2.95 per transaction
- Monthly account fee - Maximum \$3.50 per month
- Failed payment fee – up to \$12.95 per failed payment
- Repeat purchase fee (for existing Payright customers, taking out an additional plan) – maximum \$19.95

Afterpay:

Please see [Afterpay Terms of Service](#).

Students who choose a payment plan option are to ensure they have sufficient cleared funds in their nominated account. Onfit Training College may under certain provisions of the Privacy Act 1988 provide information about you to a credit reporting agency if requested.

Information regarding the Ezidebit company can be viewed at: <https://www.ezidebit.com/en-au/frequently-asked-questions>

Other Fees

- **Support Service Plus:** this service level is \$499 per qualification and can be purchased during the initial enrolment process or at any time thereafter.
*Associated GST costs have been included in the price listed.
- **Original payment arrangement alterations:** Students on an agreed payment plan who require alterations to the original payment arrangements must do so in writing to admin@onfit.edu.au two business days prior to their next payment.
Payment alterations service fees apply: \$10.00
- **Document and Records Fees**
Certificates, Records of Results, and Statements of Attainment will be issued electronically in all instances. Should you wish to obtain a hard copy a fee of \$40 will be charged.

All fees must be paid in full by course completion or enrolment expiry, whichever comes first. No AQF Certification documentation will be issued until fees are paid in full.

An application can be made for the reissuing of previous qualifications and/or statement of attainment. Submit a request to admin@onfit.edu.au, and supply one form of photographic identification.

- An administration fee of **\$40** applies for Onfit Training College to re-issue a copy of your Certificate and Academic Transcripts
- An administration fee of **\$25** applies for Onfit Training College to re-issue a copy of your Statement of Attainment

Note: If you require a reissue because of a name change, you will need to update your USI information on the USI website and supply evidence of your name change (e.g. change of name certificate or marriage certificate) along with your application.

- **Late Submission of Assessment Fee**
Students are provided with a reminder notification when their course expiry is approaching (1 month prior to expiry). In cases where assessments have not been submitted within the course timeframe, you will be required to extend your course timeframe to allow for submission. Similarly, if you re-submit an assessment previously marked 'Not Yet Satisfactory' (NYS) outside of the agreed training contract time, you will need to extend your course via an extension request, to allow for this to be marked. Please see Course Extension Fees for more detail.
- **Course Extension Fees**
If your course is due to expire and you require additional time to complete your course requirements, you can purchase an extension of your course timeline. Extensions can be

purchased for a maximum of 6 months for any 12-month course enrolment. Course extension fees apply at \$85 per month and are payable before the extension is applied.

To apply for an extension, please email admin@onfit.edu.au to request the extension form.

If you require an extension of more than 6 months a re-enrolment will be required. Please contact our administration team at admin@onfit.edu.au so your individual circumstances can be reviewed.

The course extension fee applies to Professional Development courses & Standard Fee for Service enrolments.

Onfit Training College may reject a course extension request, on the basis that it jeopardises its ability to meet the requirements of a Registered Training Organisation or negatively impact a student. In these cases, the course extension fee relating to this request will be refunded, if paid.

- **Re-enrolment Fee**

Re-enrolment is an option presented to students, in cases where an extension is no longer suitable. A re-enrolment provides you with a renewed course enrolment, with a new course timeframe, at a discounted cost. At the point of re-enrolment any existing Satisfactory assessment will be reviewed and applied to your new enrolment, if applicable and obtained within the previous 18 months.

The following circumstances may be reasons for a re-enrolment:

- a) If your course timeline has expired and you have actively logged in to your course, from within the last 12 months.
- b) You require more than 6 months to complete your studies/ have not made substantial progress with your studies and are nearing your course timeline expiry.

A student can contact admin@onfit.edu.au to discuss re-enrolment options and suitability. The cost of a re-enrolment is \$845; payment plans are available.

For accepted re-enrolments, the following conditions apply:

- You will receive the full timeline for the course you are re-enrolling in, from the commencement date of your re-enrolment. (Refer to course timelines for specific course timelines.)
- Upon re-enrolment, you will be required to meet the training package requirements current at the time of your return (this means that if the government makes changes to a unit or units that are in the qualification you want to re-enrol in and you may be required to complete those revised units)

For re-enrolments into Professional development courses, students will be required to complete a brand-new enrolment at the current price.

- **Course Withdrawal fees**

- **Within the cooling off period**

Withdrawal requests received by students during the orientation (cooling off) period will result in a full refund of course fees paid less a withdrawal fee of:

- \$250.00 per certificate for Fee for Service enrolments into Nationally Accredited Qualifications/Courses.
- Up to \$250 for students enrolled in Government subsidised training

The withdrawal fee will be withheld to cover trainer and administration costs associated with setting up student records and providing materials. This fee is payable in all circumstances including payment plan options when the fee has not yet been collected, and fees will still be deducted until the withdrawal fee has been paid. *See 'Refunds' for more information.

- **After the cooling off period (7 days)**

Students may withdraw from study at any stage of their enrolment. Notification of withdrawal must be received in writing. No refunds apply to withdrawals received after the cooling off period and any unpaid portions of the financial contract agreed to will remain due and owing in accordance with the payment plan until paid in full.

- **Enrolment Transfer Fee**

Should an enrolment transfer be granted at the discretion of the Onfit Training College Director, a transfer fee of \$250 will apply to cover the administration and enrolment costs.

- **Deferral Fee**

An application can be made to defer your course timeline and/or payments. You can request your deferral by completing a Deferral Application form. To request this form please email admin@onfit.edu.au.

The following conditions apply:

- The maximum deferral timeframe per course enrolment is 25% of the total course timeline. For example, a course / qualification with a 12-month time frame will supply a maximum deferral option of 3 months.
- Deferrals are not available for courses with a 6-month timeline or less.
- If additional time is required, you will be required to apply for an extension
- Recommencement will initiate access to your course for any time remaining that was unused prior to your deferment
- Upon recommencement of studies, you will be required to meet the training package requirements current at the time of your return (this means that if the government makes changes to a unit or units that are in the qualification you are enrolled in you may be required to complete those units)
- A fee of \$30 per month will be charged for a deferral
- The deferral will take effect upon receipt of payment
- Special considerations for circumstances such as medical, family emergencies and deployments will be considered at the discretion of the CEO. In these instances, an application and supporting evidence for special consideration will be required before an outcome is decided.

Onfit Training College may reject a deferral request, on the basis that it jeopardises its ability to meet the requirements of a Registered Training Organisation or negatively impact a student. In these cases, the deferral fee relating to this request will be refunded, if paid.

- **Re-sit Fees**

Students have 3 attempts to submit their assessments for each unit within the course. If deemed 'Not Yet Satisfactory' after a 3rd attempt, a result of 'Not Yet Competent' may be recorded and you will be required to re-sit the assessment.

Students are encouraged to contact education@onfit.edu.au to discuss any concerns and obtain tutorial assistance before re-sitting the assessment.

A re-sit and tutorial fee may apply: \$60.00

- **Tutorial Fee**

Personal tuition is available for students face to face with an Onfit Training College Trainer and Assessor. Tutorial sessions are booked in advanced with the assessor and cover topics the student requires assessment assistance with e.g. tutorial sessions usually cover full assessments helping students understand the questions and re-wording and/or the practical assessment requirements.

Tutorial fees apply: \$60.00 per hour and must be paid prior to the tutorial session. Fees are non-refundable. Session dates may be rescheduled at the discretion of Onfit Training College.

- **Recognition of prior learning (RPL) Fees**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. An application can be requested for an RPL kit. Supporting evidence is required for each unit that you are requesting RPL for. RPL is included in the course fee but if students would like RPL prior to enrolling or separately, the fees are as follows:

Certificate III qualification	\$250.00
Certificate IV qualification	\$250.00

Recognition of Prior Learning is only available for nationally recognised training.

- **Plagiarism Fee**

Refer to the assessment information section for full details. If plagiarism is identified in your submitted work and your application is successful for re-enrolment the fees that apply are the full fee for that unit of competency at the time of the finding, plus a \$50 administration fee.

- **Course Materials Fee**

Students are provided with online access to all the course materials and assessments via the Onfit Training College learning management system. No additional 'materials' fee is required. Students can access downloadable course materials from the 'resources' tab for each course subject.

- **Urgent marking request Fee**

Students can request that an assessment(s) be fast-tracked for marking (marked within 48 working hours). Requests for urgent marking will be approved at Onfit Training College's discretion, based on availability. You will be notified in writing of your results by email. If you require a formal result (e.g. if a potential employer requests to view your results) you can submit a request to admin@onfit.edu.au

Note: *urgent marking requests are limited to four (4) assessments per student, per course)*

Urgent marking fees apply: \$40.00 per assessment. N.B. For Service Plus students, one urgent marking request per course is included in your service level.

Special Consideration

- In cases where a student is suffering from a medical condition, course deferrals and extensions are available. In these instances, the student must put their request in writing, and provide satisfactory evidence, for their case to be reviewed. Fees for extensions or deferrals may be waived or reduced at the discretion of the Director and will be determined on an individual basis.

In cases where a student is suffering from extreme hardship or extenuating circumstances, a request can be submitted for fees to be waived, reduced, or deferred for a period of time. Students must put their request in writing, and provide satisfactory supporting evidence, which is able to be validated and allows for review on an individual basis. Any consideration of fees will only be granted at the CEO's discretion.

Fees will not be waived, in instances in which students do not provide adequate evidence to support their request. Refunds will not be granted for fees already paid.

Please put your request for a special consideration in writing to admin@onfit.edu.au.

Failure to Make Payment

Students are notified by their payment plan provider (StudentPay, Ezidebit, Afterpay & Payright) when a payment defaults. You may be contacted by SMS, email or phone by Onfit Training College and/or your payment plan provider to discuss a failed payment.

EziDebit

- Information regarding the Ezidebit company can be viewed at: <https://www.ezidebit.com/en-au/support/faqs>
- Failed payment fee: \$8.00

StudentPay

- Information regarding StudentPay company can be viewed at: <https://www.studentpay.com.au/>
- Failed payment fee: \$2.50 (+ \$15 if late payment exceeds 60 days)

Afterpay

- Information regarding Afterpay company can be viewed at: <https://help.afterpay.com/hc/en-au/categories/360001002192-I-m-a-Customer>
- Failed payment fees
- An initial \$10 Late Fee if you fail to make a payment in accordance with your Payment Schedule, plus
- A further \$7 Late Fee if the late payment remains unpaid 7 days after your payment was due.

Payright

- Information regarding Payright company can be viewed at: <https://payright.com/faqs/>
- Failed payment fee: up to \$12.95

Failure to make a payment against your course, may result in access to your course being de-activated. Course access will be re-activated once payment has been made.

You will be given the opportunity to address your payments and bring them up to date. Failure to bring the payments up to date will be in breach of your finance agreement and will result in you

being required to pay the outstanding balance in full within 15 days. Failure to pay the outstanding balance will result in your default information (as permitted under the Privacy Act and other relevant Laws) being provided to a Debt Collection Agency for recovery and legal action. A cost of 22% (plus GST) will be incurred for any balances referred on. If no payment arrangements are made with the Debt Collection Agency to pay the outstanding balance, your default information (as permitted under the Privacy Act and other relevant Laws) will be provided to a Default Reporting Agency to list the default debt against your credit file.

If you experience any financial difficulty, please contact us immediately on 1300 557 637 to discuss available options

Refunds and Withdrawals

Information below outlines some of the circumstances under which a refund may or may not be granted.

Refund request within the orientation period

For fee for service students, requests for withdrawal and refund within the orientation period (if applicable will result in an automatic approval and full refund less the \$250.00 withdrawal fee (per certificate).

The non-refundable fees cover trainer and administration costs that are incurred by Onfit Training College in relation to the processing of enrolment and course access.

Refund Requests outside of the cooling off period

Refunds and/or waiver of future fees do not apply to withdrawals made after the respective cooling off period. Students may withdraw from their studies at any stage of their enrolment via written communication to admin@onfit.edu.au. All outstanding fees and charges will remain due and enforceable. Students who have opted to pay their course off by payment plan or instalments are bound by the terms and conditions of that agreement. All outstanding fees and charges apply and must be finalised as per the terms of the financial contract agreed to at the time of enrolment. Extenuating circumstances which can be evidenced and verified may lead to 'Special consideration' are made solely at the discretion of the RTO CEO or Delegated Authority. (See 'Special Consideration' for details.

The following reasons are not considered legitimate for consideration of extenuating circumstances and change of mind towards your chosen qualification:

- The online learning delivery mode
- Not wishing to fulfil the practical course requirements
- Preference for another training provider
- Change of your career path
- Change in your employment status
- Changes to your personal circumstances relating to your financial situation
- Pregnancy
- Changes on the time you have available to study
- Changes to your accommodation
- Your lack of progression through the course

Cancellation of Course by Onfit Training College

Should Onfit Training College be unable to provide all units to meet the student's course enrolment the student will be advised as soon as possible via the contact details provided by the student upon enrolment.

Alternative units may be offered, with clear explanations on any variations to course outcomes this could result in. Any changes to the student's enrolment must be approved by the Student and Onfit Training College collectively, unless the change made, is the result of a government directive. (e.g. a unit may be superseded during the life of a student's enrolment, and a replacement unit(s) dictated by the government. In these instances, Onfit is obligated to provide the updated content and advise the student of the substitution.

If Onfit Training College is unable to provide an alternative that the student is satisfied with, the course fees paid on any undelivered unit will be refunded and a Statement of Attainment will be issued for satisfactorily completed units.

Each module of the course is considered to have been delivered if (1) the course content and assessments have been made available to a student and (2) the portion of time allocated to that module has been given. For example, if a course with a 12-month timeline has been made available to a student, and the course is cancelled after 10 months, with no replacement course offered, then a refund of course fees will only be considered for modules that would be reasonably expected to be completed within the last two months of the enrolment. Onfit will not consider a refund of fees if content is delivered under this definition, but students do not progress through the course content at a rate that coincides with their original enrolment timelines.

Other refund requests

The following circumstances are grounds for a refund:

- **Where the student feels and can evidence that Onfit Training College has failed to provide the agreed services.**
In this circumstance a refund, partial or full, may be permitted following an investigation of a formal complaint or appeal, where it is determined that Onfit Training College have not provided an agreed service or services. A review of the complaint or appeal will be made, as per the Complaints and Appeals policy & procedure.
- **Extenuating student circumstances**
A partial refund may be provided for training that has not commenced, based on extenuating circumstances. Applications for a refund based on extenuating circumstances will be reviewed on an individual basis and will require evidence to support the application. To request an application contact admin@onfit.edu.au
Note: *No refund will be permitted for training that has commenced. Refunds approved for extenuating circumstances are provided at Onfit Training College's discretion. No refund will be permitted purely based on a change in student circumstances (e.g. moved location, changed job or work requirements, lost interest) unless within the orientation period.*

Processing of refunds

All refund requests must be made in writing and sent to the Onfit Training College administration department at admin@onfit.edu.au

- Following your request, you will be sent an application form to complete and return to the administration department.
- The application will then be reviewed by an authorised Onfit Training College manager.
- The decision made will take into account other options available to a student e.g. deferral, change of course.
- Onfit Training College will notify the student of the outcome in writing.

Refunds, because of an error or change by Onfit Training College will be reviewed and processed within 10 business days. All other refund requests will be reviewed and processed within 30 business days.

This refund policy does not remove the rights of a student to take further action under Australia's consumer protection laws. Onfit Training College's Complaints and Appeals policy does not circumscribe the student's right to pursue other legal remedies.

If you are unsure of who to contact externally a great place to start is with the Australian Competition and Consumer Commission (ACCC) at <https://www.accc.gov.au/consumers/consumer-protection/where-to-go-for-consumer-help>

Complaints and Appeals

Complaints Policy

The purpose of this policy is to:

To provide a clear and transparent policy that enables students and relevant parties to freely raise complaints regarding the course or services provided by Onfit Training College or its representatives.

This policy demonstrates a fair, equitable and confidential means of resolving complaints and ensures compliance with the **Standards for Registered Training Organisations (RTOs) 2025**, in particular **Outcome Standard 2.7**.

The Complaints Policy applies to allegations involving the conduct of:

- Onfit Training College, its trainers, assessors and other staff
- Stakeholders and other relevant parties
- Third parties providing services on behalf of Onfit Training College, including their staff
- Students of Onfit Training College

This policy applies to all Onfit staff, representatives, students and stakeholders

Onfit Training College actively encourages feedback and dialogue as part of its continuous improvement philosophy. Complaints are welcomed as a means of identifying and addressing issues faced by students and stakeholders and improving training delivery and business practices.

Onfit Training College has established an equitable, transparent and confidential complaints handling process, supported by documented procedures available at: <https://onfit-training-college.rtosafe.com.au/Public/Complaints/New>

The complaints process is governed by the following principles:

- a. Students and stakeholders have a clear opportunity to express concerns without disadvantage
- b. Complaints are managed transparently and confidentially
- c. High-risk complaints (e.g. sexual harassment, discrimination, bullying) are escalated to the Director and/or external authorities where appropriate
- d. Complaints are acknowledged within **five (5) working days** of receipt
- e. Complaints are handled impartially and independently of the matter being complained about
- f. Complainants are kept informed of progress and outcomes
- g. Complaints are normally resolved within **14 days**; where this is not possible, regular updates are provided
- h. Where more than **60 calendar days** is required, the complainant will be informed in writing with reasons
- i. Complainants may escalate matters if they are not satisfied with the outcome
- j. Confidentiality is maintained by all parties
- k. Complaint trends are analysed and incorporated into continuous improvement activities
- l. If more than 60 calendar days are required to process and finalise the complaint or appeal, Onfit Training College will inform the complainant or appellant in writing and include the reasons why this timeframe is required. Throughout this period, Onfit Training College will regularly update the complainant or appellant on the progress of the matter
- m. If the issue is not resolved to the satisfaction of the complainant, the matter may will be referred to the appropriate authority
- n. All parties involved in complaints handling are required to maintain appropriate confidentiality, including in relation to handling and storing records.

ROLE	RESPONSIBILITY
All Onfit Representatives	Act in accordance with this policy when managing complaints
All Onfit Representatives	Implement the Complaints Policy and procedures as required
Students and Stakeholders	Follow this policy and associated procedures when lodging a complaint

Definitions

Grievance – An expression of dissatisfaction that may be addressed informally without investigation. If unresolved, it may be escalated to a complaint.

Complaint – An expression of dissatisfaction requiring review, investigation and action regarding Onfit Training College, its staff, services or training delivery.

Complaints may relate to:

- Training programs, content, delivery or resources
- Administrative or customer service issues
- Assessment, feedback, enrolment or learning environment
- Student support services and communication
- Access and equity, discrimination or harassment
- Work health and safety concerns

Natural Justice – Ensuring procedural fairness, including impartiality, the right to be heard, informed decision-making and clear communication of outcomes.

Appeals Policy

The purpose of this policy is to provide a clear and transparent policy that enables students and relevant parties to appeal decisions made by Onfit Training College.

This policy ensures appeals are handled fairly, equitably and confidentially, in compliance with the **Standards for Registered Training Organisations (RTOs) 2025**, in particular, Outcome Standard **2.8**

This Appeals Policy applies to appeals against decisions made by Onfit Training College relating to academic and non-academic matters.

It applies to all Onfit staff, representatives, students, and relevant stakeholders.

Students and stakeholders have the right to appeal decisions they believe are unfair or incorrect. Onfit Training College has established a structured, transparent and impartial appeals process supported by documented procedures available at: <https://onfit.edu.au/complaints-and-appeals-policy-and-procedure/>

No student will be disadvantaged for lodging an appeal

The appeals process is governed by the following principles:

- Appeals are handled independently of the original decision-maker
- All parties are afforded natural justice
- Appeals are acknowledged within **five (5) working days** of receipt
- Appeals are managed confidentially and transparently
- Appeals are normally finalised within **14 days**, unless the matter is complex
- Where more than **60 calendar days** is required, the appellant is informed in writing with reasons
- Appellants are kept informed of progress and outcomes
- Matters may be escalated to external bodies if unresolved internally

ROLE	RESPONSIBILITY
All Onfit Representatives	Act in accordance with this policy when managing appeals
All Onfit Representatives	Implement the Appeals Policy and procedures as required
Students and Stakeholders	Follow this policy and associated procedures when lodging an appeal

Definitions

Appeal – A request to review a decision made by Onfit Training College.

Appealable decisions include, but are not limited to:

- Assessment or feedback outcomes
- Recognition of Prior Learning (RPL) decisions
- Academic misconduct or plagiarism penalties
- Misconduct and breach of code of conduct decisions

- Refund decisions
- Course extension decisions

Natural Justice – Ensuring procedural fairness, including impartiality, the right to be heard, informed decision-making and clear communication of outcomes.

Complaints and Appeals Procedures

For the complaints procedure please refer to the **Complaints and Appeals Policies and Procedures** handbook, available on our [website](#).

Student Code of Conduct

Just as Onfit Training College has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others, take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on and off-the-job training and assessment.

This requires support from all students, and it is therefore expected that you will:

- Respect the rights of other students
- Be respectful of Onfit Training College staff and representatives
- Comply with Onfit Training College policies. Discrimination, bullying behaviour or harassment of any form will not be tolerated
- Follow guidance in relation to safety instructions and report any safety non-compliance to staff, as workplace health and safety is a priority for staff and students
- Refrain from behaviour that is disruptive, childish, offensive or which may undermine Onfit's or your professionalism
- Avoid language that is offensive, insensitive or involves the use of profanity, when dealing with Onfit Training College staff, students or when in an environment in which you are representing Onfit Training College
- Be honest in providing Onfit Training College with information regarding any medical conditions and learning needs that may impact on you meeting Onfit Training College's course requirement
- Spend an average of between 4 to 6 hours per week on your course to complete all requirements in the allocated time
- Represent Onfit Training College with professionalism and integrity when attending Industry Placement
- Be aware that smoking is not permitted inside the Onfit Training College premises. In compliance with legislation, students are not to smoke in front of the campus building
- Not partake in the consumption of alcohol or drugs before or during a practical assessment. Alcohol is not to be brought to or consumed on the campus or to any location associated with completing course requirements. Any student found to be under the influence of alcohol or drugs will not be permitted to attend class, use any fitness equipment, or attend Industry Placement
- Not wilfully damage or steal any item, private, public, or belonging to Onfit Training College or partnering facilities as this is a serious offence
- Submit only your own work

Student misconduct

Onfit Training College views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO.

Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Onfit Training College and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, (but are not limited to):

- Verbal warning
- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Note: Any misconduct will be recorded on the student file. Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals policy.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Onfit Training College. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately to the Onfit Training College administration team.

Smoking, Drugs, and Alcohol

Onfit Training College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance. Any student under the influence of drugs and/or alcohol is not permitted on Onfit Training College premises, to use Onfit Training College facilities or equipment, or to engage in any Onfit Training College activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Visa and Change of Visa

Students on a Student VISA (500) cannot enrol in a qualification with Onfit Training College and are advised to seek out a CRICOS registered organisation. For holders of other VISA types, it is the responsibility of the student, to ensure they hold the appropriate study rights for the duration of their enrolment. Should a student's visa status change at any point during the enrolment, the student must inform Onfit Training College of that change within 7 days by emailing admin@onfit.edu.au. Students acknowledge that should their study rights in Australia change they may have their enrolment cancelled with no refund.

Student Feedback

Onfit Training College is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Government Feedback Requirements

Nationally Accredited Training

As a student enrolled into a Nationally Accredited course, qualification or unit of competency, Onfit Training College may send you a Learner Feedback Survey.

This is a government issued evaluation which requests feedback across a range of aspects including:

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

Issuing of Certificates

Upon successful completion of your coursework and provided all fees are paid, a copy of your Certificate or Statement of Attainment will be issued to you within 30 calendar days of you as being assessed as meeting all requirements for the course following our completion process.

This meets the compliance requirements as set for Onfit Training College and other RTOs under the Standards for RTOs 2025.

If for some reason Onfit Training College ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements (refer to section 'Cancellation of Course by Onfit Training College').

National Registration

Onfit Training College supports and encourages students working as a Gym Instructor or Personal Trainer to invest in and maintain national registration with a nationally recognised peak body.

Fitness Registration

AUSactive, FITREC & Physical Activity Australia offer FREE membership for students while studying, and paid membership thereafter. This membership includes insurance cover. Onfit Training College strongly supports this initiative and encourages students to take advantage of this membership offer.

- **AUSactive (previously Fitness Australia)**

The AUSactive registration scheme is based on the National Fitness Industry Training Package, a set of nationally endorsed standards and qualifications for recognising and assessing the skills of people in the fitness industry. The qualifications are aligned with the federal government's Australian Qualifications Framework and the Training Package is endorsed by the National Training Quality Council. AUSactive actively contributes to the development and review of these standards.

A cost-effective insurance program is offered to fitness and leisure centres and personal training businesses throughout Australia by AUSactive in association with Guild Insurance. This service has been introduced to assist businesses to continue to offer effective programs to the broader community.

Contact AUSactive: 1300 211 311 or <http://www.ausactive.org.au>

- **FITREC**

FITREC is about seeing fitness professionals recognised for their efforts, encouraged in their development, and supported in their careers.

FITREC have a different approach to registration. Their positioning statement is:

“Funding professional development is hard enough without having to pick up points from ‘approved’ providers along the way, so scrap the currency of points. Do the learning that fires you up and wear it on your FITREC profile like a badge of honour.

All courses, workshops, seminars can be added to your profile. Those that we assign a Level A or B to will add to your FITREC rating. FITREC have negotiated Industry Insurance at excellent rates for personal Trainers through Marsh Insurance. This is EXCLUSIVE to Personal Trainers and Instructors with FITREC Recognition.

Contact FITREC: (03) 9021 0836 or <https://fitrec.org/>

- **Physical Activity Australia**

Physical Activity Australia continues to provide registration for fitness personnel throughout Australia who have achieved the required competencies for the delivery of safe and effective programs and services to the community. Registration provides access to a range of benefits including low-cost insurance and on-going professional development opportunities. A cost-effective insurance program is offered to fitness and leisure centres and personal training businesses throughout Australia by Physical Activity Australia in association with JLT and Sports Cover Australia. This service has been introduced to assist businesses to continue to offer effective programs to the broader community.

Contact Physical Activity Australia: 1300 784 467 or www.physicalactivityaustralia.org.au

Onfit Alumni

On completion of your studies, please know that as part of our Onfit Alumni, we consider you part of the Onfit family for life. Our team is here to answer any questions as you enter the industry or continue with your Onfit education.

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

Feel free to contact us with any query you may have:

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

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

<https://onfit.edu.au> - which contains general information about our courses

Phone: 1300 557 637

Social media:

