

VAST

FITNESS ACADEMY

STUDENT HANDBOOK



VAST FITNESS ACADEMY RTO #41564 | ACN 607 258 748 | ABN 14 492 461 636

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NATIONALLY RECOGNISED
TRAINING

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ABOUT US

Vast Training Academy PTY LTD trading as Vast Fitness Academy is a Registered Business with ASIC and a Registered Training Organisation (RTO) under the ASQA RTO Number: 41564.

Vast Fitness Academy (VFA) was first registered as an RTO on August 16, 2016, and operates from its office located at 1/84 Wises Road, Maroochydore QLD 4558.

Vast Fitness Academy aims to provide a wide range of courses in the fitness, health and nutrition industry and currently offers the following accredited courses/qualifications:

- SIS30321- Certificate III in Fitness,
- SIS40221 - Certificate IV in Fitness, and
- 11046NAT - Certificate IV in Nutrition.

VFA reserve the right to make changes and updates to the terms and conditions outlined in this Student Handbook at any time and without notification prior to the implementation; changes made affect all students including past, current and prospective. The latest information is posted herein.

Please read carefully through the information contained in this guide. All students must understand and become familiar with (and follow) VFA policies and procedures and conditions of enrolment provided in this handbook.

Vast Fitness Academy (referred to herein as VFA) is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training as an NVR RTO under the Australian Skills Quality Authority (ASQA).

CONTACT US



GENERAL ENQUIRIES

admin@vastfitnessacademy.edu.au



RECOGNITION PRIOR LEARNING

Email: admin@vastfitnessacademy.edu.au



OFFICE HOURS

8:00am to 4:30pm Monday to Thursday EST

8:00am to 2:30pm Friday EST

Note: Hours are excluding public holidays

OFFICE LOCATION

1/84 Wises Road, Maroochydore QLD 4558

THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the Vocational Education and Training (VET) sector, this framework assists national consistency for all trainees, students, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately. For a full explanation of the AQF see the AQF Implementation Handbook which can be downloaded by [CLICKING HERE](#).

AUSTRALIA'S VET SECTOR

WHAT IS VET?

Vocational Education and Training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET. Vocational Education and Training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers that work together to provide nationally consistent training across Australia. The VET sector is crucial to the Australian economy, for the development of the national workforce and as a major export industry.

VET QUALITY FRAMEWORK

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored, and in how standards in the Vocational Education and Training (VET) sector are enforced.

The VET Quality Framework comprises:

- (A) **Standards for Registered Training Organisations**
- (B) **The Fit and Proper Person Requirements**
- (C) **The Financial Viability Risk Assessment Requirements**
- (D) **The Data Provision Requirements**, and
- (E) **The Australian Qualifications Framework**.

VET QUALITY FRAMEWORK - ENSURING QUALITY OF THE TRAINING AND ASSESSMENT

VFA will ensure the quality of the training and assessment is in line with and meets the compliance requirements specified within the Standards for Registered Training Organisations 2015, as well as the Vocational Quality Framework as a whole, and for the issuance of the AQF certification documentation.

ABOUT RTO's

WHAT IS A REGISTERED TRAINING ORGANISATION (RTO)?

Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are currently around 4000 RTOs in Australia. A complete list of RTOs is maintained at training.gov.au, the authoritative national register of the VET sector in Australia.

WHY STUDY WITH AN RTO?

ONLY RTO'S CAN:

- (A) Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications,
- (B) Apply for Australian, state and territory funding to deliver vocational education and training.
- (C) Offer qualifications at the following levels:
 - Certificates I, II, III and IV
 - Diploma
 - Advanced Diploma
 - Vocational Graduate Certificate
 - Vocational Graduate Diploma.

Being registered by ASQA means an RTO must act in student's best interests and meet the [Standards for NVR Registered Training Organisations](#).

WHO CAN STUDY WITH AN RTO?

VFA is not a Commonwealth Register of Institutions and Courses for Overseas Students CRICOS registered RTO and is **not authorised** to enrol students who are in Australia on a **student visa**.

ENROLMENT OF OVERSEAS VISITORS INTO A COURSE

In some cases, VFA may enrol students who are temporarily visiting Australia on certain visas, other than study visas. However, some visas include restrictions on training and restrictions on study timeframes. Students are required to notify the VFA enrolment team of their visa study conditions upon enrolment to a nationally recognised training course or accredited qualification. Students who breach their visa conditions will not be entitled to a refund and VFA will reserve the right to terminate the student's enrolment.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account. A USI allows you to see your training results from all providers, including all completed training units and qualifications, all in one place. The Australian Government manages the USI system. All persons undertaking nationally recognised training in Australia require a Unique Student Identifier number.

Creating a USI is an easy process and should only take about 10 minutes. You will need to have appropriate identification with to gain a USI.

VFA recommends visiting the [USI website](#) for more information on how to create a new USI as well as comprehensive fact sheets and resources to provide you with information on the requirements, benefits and purpose of your USI.

The USI scheme commenced in January 2015, if you have completed any accredited training before 2015 and haven't undertaken training since, likely, you do not have a USI and you will need to apply for one. A USI number will enable you to obtain a detailed transcript of your previous training (from 2015 onwards) which can be useful for seeking academic and/or vocational Credit Transfer (CT), gaining employment or demonstrating entry requirements when required to undertake further training.

As an RTO, VFA cannot issue Certificates of Qualification or Statements of Attainment for accredited courses where there is no USI registered for the student, it is also a requirement to submit your USI data to NCVER.

DISCLAIMER:

Your enrolment in one of our courses implies consent/permission for VFA to use personal information you have provided during the enrolment process to apply for a USI on your behalf and verify your USI.

By enrolling in any of VFA's accredited courses/qualifications, you also acknowledge and agree that you consent (and understand) that the personal information you provide to us relating to your USI is collected by the USI Registrar for the purposes of:

- Applying for a USI on your behalf (if required).
- View and verify a USI.
- Assist in resolving problems with a USI.
- Create authenticated VET transcripts.
- Disclose a student's USI and/or VET transcript to another provider.

In the event that VFA needs to search, view and/or verify your USI; an email or text notification will be sent to the you (from the USI registrar) advising you that VFA has searched for or retrieved your USI.

USI PRIVACY

Under sub-section 9(2) of the Student Identifiers Act 2014, an RTO may apply for a USI on behalf of a student. The [Student Identifiers Act 2014](#) and the [Privacy Act 1988](#) protects your privacy. Students are encouraged to view the [student privacy notice](#).

How your privacy is protected:

- USI data collection and use may occur only with account holder consent or as authorised by law.
- The USI Registry System keeps minimal personal information.
- Students control access to their USI accounts.

WHAT IS COMPETENCY?

The broad concept of industry competency concerns the ability to perform tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge, and attributes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge, and attributes consistently over time and in the required workplace situations and environments. In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focusing on the learning process itself.

Competency standards in Training Packages are determined by the industry to meet identified industry skill needs and are based on extensive research, validation, and evaluation. Each competency standard or unit of competency reflects a discrete job function, area of work or occupational outcome. The standard is set by defining the work outcomes (referred to as elements of competency) to be met in demonstrating competency, which is measured against defined performance specifications (performance criteria). Demonstration of the performance criteria is guided and supported by information and advice set out in the evidence guide of each unit.

ASSESSING COMPETENCY

When assessing competency RTOs such as VFA must adhere to the principles of assessment, the rules of evidence, and the dimensions of competency to ensure students have the skills and knowledge at a level that meets the job requirements. These requirements are specified in the Units of Competency (UoCs).

| COMPETENCY | SKILLS & KNOWLEDGE | JOB REQUIREMENTS |
|---------------------------------|--------------------------|---------------------------------|
| PRINCIPLES OF ASSESSMENT | RULES OF EVIDENCE | DIMENSIONS OF COMPETENCY |
| Valid | Valid | Task skills |
| Reliable | Sufficient | Task management skills |
| Flexible | Current | Contingency skills |
| Fair | Authentic | Job role environment skills |

TERMS & CONDITIONS

VFA is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information
- Confidentiality
- Rules of Education
- Complaints and appeals
- Fee structure
- Guarantee
- Corporate policy
- Training standards
- Marketing
- Access and equity
- WHS

IMPORTANT NOTE:

Enrolment into a qualification or course with VFA is subject to the terms, conditions and policies outlined in our **pre-enrolment** information pack (specific to each course) and as detailed in this student handbook.

VFA'S AGREED SERVICES AND TRAINING GUARANTEE

VFA policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All VFA staff members are expected to promote and embrace VFA standards, policies and procedures.

CHANGES TO AGREED SERVICES

Where there are any changes to agreed services, VFA will advise the student, in writing as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

TRAINING GUARANTEE

VFA guarantees that once you have enrolled in your course, you will be able to access the training materials and assessor support required to complete your assessments.

In the unlikely event, VFA cannot deliver the course you are enrolled in, you will be offered a partial refund for the course complement yet to be completed.

FEES FOR COURSES

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment. VFA reserves the right to change course costs and fees as approved by management. Once enrolled in a course, the student is liable for full payment of the course fees as outlined in the “**cancellations and transfers table**” located in this document.

PRE-PAID FEES IN ADVANCE

VFA protects the fees that are paid in advance by students. VFA will not collect more than \$1500 at the time of enrolment per single course. If a student enrolls in multiple courses, multiple enrolment and commencement fees will apply. All of the remaining student fees will be collected in line with [clause 7.3](#) – Protecting Pre-paid fees by students as outlined in the RTO Standards Guide 2015.

BREAKDOWN OF FEES

| FEE CATEGORY | CONDITIONS |
|-------------------------|---|
| ENROLMENT FEE | The enrolment fee will be invoiced on the initial day of enrolment. This applies to singular enrolments and multiple course enrolments. |
| COMMENCEMENT FEE | The commencement fee will be invoiced to the student after their enrolment fee has been processed by the accounts team and the enrolment team has finalised the enrolment. |
| SUPPORT FEE | For all single courses valued over \$3000 a support fee invoice will be issued eight (8) weeks after course commencement. |
| SUPPORT FEE TWO | For all single courses valued over \$3000 and the support fee invoice does not finalise the course payment a second support fee will be issued 16 weeks after commencement. |

FEE STRUCTURE

All fees will be competitive when compared to other training providers on the market and may be varied or discounted at the discretion of VFA to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/Territory contracts. Students shall pay for training and assessment services as they are provided.

IMPORTANT NOTE:

Qualifications and/or Statement of Attainments will not be issued to students until full payment of relevant course fees have been made. This means that payment plans will need to be finalised prior to the release of any qualifications/Statement of Attainments.

PAYMENT TERMS AND CONDITIONS

INCIDENTAL FEES

If you elect to pay for your course via a payment plan, you will be charged additional fees by a third party. You will be required to acknowledge a copy of their terms and conditions as part of your enrolment. This is provided again upon request.

Establishment and additional fees will be charged as per the relevant third parties' terms and conditions, please see the third-party terms and conditions contained within their application form.

THIRD-PARTY PAYMENT PROVIDERS

If a student elects to enter into an agreement with a third-party payment provider for their course fees, the student consents to all terms and conditions set forth by the third-party provider.

This consent is directly associated for the below providers:

[Payleadr terms & conditions](#)

[Debit Success terms & conditions](#)

TIMEFRAMES FOR PAYING INVOICES/SETTING UP PAYMENT PLANS (NEW ENROLMENTS)

| | |
|----------------|---|
| STEP 1: | Upon enrolling, students are given seven (7) calendar days to pay any commencement fees and/or set up their payment plans. |
| STEP 2: | If payment details are not finalised within seven (7) calendar days and our enrolments team has had no communication from the student, a follow-up email/text message will be sent as a payment reminder. <i>From here students will be given an additional seven (7) days to make contact and finalise payment details.</i> |
| STEP 3: | If, after these additional seven (7) calendar days (14 days minimum in total from the first enrolment date) VFA has not heard from the student and/or the student has not finalised their payment/payment plan, a 2nd and final payment reminder is sent via email/text message. <i>This reminder provides the student with 48 hours (two days) in which they must finalise their payment details.</i> |
| STEP 4: | If the student has not made contact or set up their payment requirements after the final 48-hour payment reminder, the student's enrolment will be cancelled and removed from our system. All amounts paid by the student upon enrolling (minus the \$300 administration fee) will be refunded to the student. |

IMPORTANT NOTE:

Should the student decide to begin their studies again after their enrolment has been cancelled, they will be required to re-enrol via the website in order to set up a new enrolment and ensure payment of all relevant course fees.

VFA COOLING-OFF PERIOD

In accordance with the [Australian Competition & Consumer Commission \(ACCC\)](#), a cooling-off period means a consumer can change their mind in a certain time period after buying something. Cooling-off periods are written into the terms of some contracts.

All VFA courses have a **five (5) day cooling-off period**, this cooling-off period becomes effective after you confirm your enrolment, accept the terms and conditions as contained in the Student Handbook, and receive your login details to the learning portal.

IMPORTANT NOTE:

The VFA cooling-off period is determined using actual days, therefore weekends and public holidays are included within this cooling off period.

Once the cooling-off period expires, the student is bound by the terms and conditions herein. The five (5) day cooling-off period applies to all enrolments including when the course start date is delayed.

Upon conclusion of the cooling-off period, students are liable to uphold their enrolment obligations, including financial agreement/s.

UNDERSTANDING SOLICITED CONSUMER AGREEMENTS

Where you have expressed your interest in any VFA courses which then leads to one of our career advisors directly reaching out to you, you are a **solicited consumer**, in which if you then purchase any product/course, you enter a **solicited consumer agreement**.

UNDERSTANDING UNSOLICITED CONSUMER AGREEMENTS

According to the ACCC, an **unsolicited consumer** is when a salesperson approaches a person over the phone or at their door without the consumer having invited the contact. For unsolicited consumer agreements, consumers are entitled to have a 10-day cooling-off period where a change of mind and/or cancellation of the contract can be made by giving written notice.

CONSUMER RIGHTS

VFA terms and conditions, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

CANCELLATION, WITHDRAWALS AND REFUND POLICIES

VFA HAS A STRICT REFUND POLICY

VFA undertakes the following policy regarding fee refunds and withdrawals for students enrolled in VFA's VET programs in accordance with the RTO's terms and conditions and the Standards for Registered Training Organisations (RTO's) 2015.

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to enrolments@vastfitnessacademy.edu.au.

VFA also reserves the right to offer a refund or proportional refund in circumstances it believes are warranted, as outlined in the table below and applicable to all students and all study methods.

CANCELLATIONS, TRANSFERS & TRANSITIONS

Withdrawal prior to qualification, short course module or unit of competency commencement

If a participant withdraws before the commencement of their study, a full refund of the fees will be made, less the \$300 non-refundable administration fee.

SPECIAL NOTE:

*All course enrolments have a **cooling-off period**. A participant/student is considered to have commenced a course once they have received their log in details.*

Withdrawal after course commencement outside of the cooling-off period

Once enrolled and the participant has commenced the course, no refund of course fees will apply. Additionally, for students electing to pay via payment plan, they will remain liable for all remaining payments as agreed under their payment plan contract.

SPECIAL NOTE:

A participant is considered to have commenced a course once they have received their log in details.

Cancellation of student enrolment due to non-payment of course fees:

If a student fails to meet their payment of fees, VFA will reserve the right to terminate the student's enrolment. No refunds will be issued outside of standard cooling-off period.

Request to change course into another person's name:

Option only available if student has not started the course but has gone past the refundable period. \$300 administration fee will be charged to transfer plus \$18 per unit + any difference in fees payable or refundable (Note: you may not change to another course that is on special, you will be required to pay the difference of the full fee).

CANCELLATIONS, TRANSFERS & TRANSITIONS

Withdraw due to extenuating circumstances

Extenuating circumstances may include cases where a student is suffering from a medical ailment which presented itself after the cooling-off period (not pre-existing), which is beyond the student's control. In such cases, the student must supply verifiable evidence which includes a minimum of a medical certificate.

No refund of course fees apply, and the student will remain liable for all payments as agreed under their payment plan. In cases where a student has a condition, impairment, disability or personal situation that is pre-existing at the time of enrolment, no refunds will be available outside of the cooling-off period due to this cause.

**Individual cases of extenuating circumstances will be considered on a case-by-case basis. Extenuating circumstances may include but not be limited to:*

- Sickness or death in the immediate family
- Individual Medical circumstance.

SPECIAL NOTE:

A medical certificate or other equivalent documentation MUST be provided as evidence.

The following reasons are not considered legitimate for consideration of extenuating circumstances and or hardship, and will not lead to a refund or waiver of future fees due:

- Change of mind towards your chosen qualification
- Preference for another training provider
- Change of career path
- Change in your employment status
- Changes to your personal circumstances relating to your financial situation
- Pregnancy
- Changes in the time you have available to study
- Changes to your location or housing situation
- Your lack of progression through the course
- Not achieving competence against the entry requirements or any unit of competency within the allocated timeframe.

Request to transfer between fitness courses:

VFA Students may request a transfer from their current fitness course enrolment to a different fitness course offered by VFA up to 12 weeks from their original enrolment date.

The difference in fees between courses will be payable in addition to a \$300 administration fee. Payment plans or upfront payment options are available should a student request a course transfer.

SPECIAL NOTE:

- The above fees are based on the student's current enrolment term
- If more than 25% of the original course has been successfully completed, additional fees of \$100 per completed unit will apply.
- After 12 weeks from the original enrolment date, transfers to another VFA course are not permitted.

Request for an enrolment change from the 11046NAT - Certificate IV in Nutrition to any fitness course:

This is not considered a course transfer as this is classified as a course cancellation combined with a new course enrolment.

SPECIAL NOTE:

Refunds are not applicable for this request, and additional fees may apply.

CANCELLATIONS, TRANSFERS & TRANSITIONS

Transitions and teach-outs:

A General Direction may be given by the Australian Skills Quality Authority (ASQA), as the National VET Regulator, on how registered training organisations (RTOs) are to comply with the VET Quality Framework and other conditions of registration as defined in the Act.

It is a condition of registration that an RTO must comply with any such General Direction and as such you will be notified regarding changes to your training products by way of the notification directly messaged through the student portal. For further information regarding transitions and teach-outs refer to the ASQA website.

ADDITIONAL INFORMATION

Teach-out is a term used in earlier ASQA General Directions to describe the timeframe after a training product has been superseded, removed or deleted from the National Register, and any transition period has expired, in which a student's training, assessment and AQF certification documentation issuance must be completed (while this term has been used by ASQA in the past, it is not a feature of the Standards for RTOs 2015).

The RTO must transfer continuing students of the superseded qualification into the replacement qualification as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register unless they will be genuinely disadvantaged.

A testamur (or Statement of Attainment) for a superseded qualification may be issued to an eligible student until the expiry of the teach-out period applicable to the qualification. Upon the expiry of the teach-out period the RTO can only issue a testamur for a superseded qualification as a replacement of a version previously issued. We have capped the course cost regarding transitions and teach-out as follows: \$350 for a single qualification.

Where a course is superseded, we may seek to continue to offer the original course until training and assessment resources are developed for the new course. In this instance as a sign of goodwill, we will not charge for a transition in the event of a student requiring a teach-out or transition. Each student would be addressed on a case-by-case basis.

The RTO may continue to deliver training and assessment services and issue awards to current students of the superseded qualification who would be genuinely disadvantaged if required to transfer to the replacement qualification, for up to six (6) months after the expiry of the transition period for its replacement.

If an RTO believes exceptional circumstances apply that require it to continue to deliver a superseded qualification to one or more students beyond this designated teach-out period, the organisation must be prepared to demonstrate, if requested by ASQA, its reasons for continuing and identify the students affected and its planned delivery timeframe completion.

Students should check www.training.gov.au regarding their training product regularly for any such changes that may affect them and their course.

IMPORTANT NOTE:

If the course in which a student has enrolled in cannot be delivered due to provider default, VFA will work with the student to determine the best outcome; this is determined on a case-by-case basis.

[CLICK HERE](#) for information on Provider Defaults.

RECOVERY OF FEES

COST RECOVERY CLAUSE

If an account is found to be unpaid, the amount owing may be referred to VFA legal representative or a debt collection third party for recovery. The student will be liable for extra costs and fees in this process.

If a student elects to enter into an agreement with a third-party payment provider for their course fees, the student consents to all terms and conditions set forth by the third-party provider and their debt recovery procedures.

UNPAID ACCOUNTS THROUGH PAYLEADR

The VFA accounts team will be notified if the third-party payment service Payleadr, has attempted to process the student payment and the payment has not been received. If the student does not contact Payleadr or VFA staff regarding their outstanding fees, the below process will be taken.



COMMUNICATION PROCESS FOR OUTSTANDING FEES

| | |
|----------------|---|
| STEP 1: | Payleadr will follow their missed payment process outlined in your initial payment arrangement email. Please refer to the student Terms and Conditions and Direct Debit Service Request for the customer agreement. |
| STEP 2: | The VFA accounts team will be notified if the third-party payment service Payleadr, has attempted to process the student payment and the payment has not been received. If no contact by the student is made to Payleadr or VFA to make a suitable arrangement, access to the online portal will be temporarily locked until the matter is resolved. |
| STEP 3: | <p>The VFA management will be notified if the third-party payment service Payleadr, has attempted to process the student payment three consecutive times and the payment has not been received. Payleadr will notify the student of the intention to progress to the use of their debt recovery partner.</p> <p>All outstanding course fees and additional debt recovery fees will be issued to the student for recovery in line with the cost recovery clause.</p> |
| STEP 4: | If the payment is not recovered within the following (2) business days, the case will be lodged with Solved Group Debt Recover. |

IMPORTANT NOTE:

A student may continue their studies once their debt is settled in full or a structured payment arrangement is made with the Debt Collection Agency. However, if a student's course expires during this time, they will be required to purchase an extension upfront (a payment plan option is not available)

UNPAID ACCOUNTS THROUGH DEBIT SUCCESS

The VFA accounts team will be notified if the third-party payment service Debit Success, has attempted to process the student payment and the payment has not been received. If the student does not contact Debit Success regarding their outstanding fees, the below process will be taken.



COMMUNICATION PROCESS FOR OUTSTANDING FEES

STEP 1:

Debit Success will follow the dispute resolution process outlined in the student's Debit Success Contract for missed payments.

STEP 2:

The VFA accounts team will be notified if the third-party payment service Debit Success, has attempted to process the student payment and the payment has not been received.

If VFA is not satisfied with the reason for a non-payment, access to the online portal will be temporarily locked until the matter is resolved.

STEP 3:

The VFA management will be notified if the third-party payment service Debit Success, has attempted to process the student payment four consecutive times and the payment has not been received. Debit Success will notify the student of the intention to progress to the use of their Debt recovery partner.

All outstanding course fees and additional debt recovery fees will be issued to the student for recovery in line with the cost recovery clause.

IMPORTANT NOTE:

A student may continue their studies once their debt is settled in full or a structured payment arrangement is made with the Debt Collection Agency. However, if a student's course expires during this time, they will be required to purchase an extension upfront (a payment plan option is not available).



COURSE TIMEFRAMES

Please refer to the below course timeframes outlined across the tables below.

SINGLE COURSES

| COURSE | TIMEFRAME |
|---|-----------------|
| 11046NAT - CERTIFICATE IV IN NUTRITION <i>Sports Nutrition Coach elective stream.</i> | Up to 12 months |
| 11046NAT - CERTIFICATE IV IN NUTRITION <i>Health & Wellness Coach elective stream.</i> | Up to 12 months |
| 11046NAT - CERTIFICATE IV IN NUTRITION <i>Both elective streams (Sports Nutrition Coach + Health & Wellness Coach).</i> | Up to 12 months |
| SIS30321- CERTIFICATE III IN FITNESS | Up to 12 months |
| SIS40221 - CERTIFICATE IV IN FITNESS | Up to 12 months |

PACKAGED COURSES

| COMPLETE PERSONAL TRAINER COURSE | |
|---|-----------------|
| COURSE | TIMEFRAME |
| SIS30321- CERTIFICATE III IN FITNESS | Up to 12 months |
| SIS40221 - CERTIFICATE IV IN FITNESS | Up to 12 months |
| <p>COURSE PACKAGE CONDITIONS: The SIS40221 - Certificate IV in Fitness commence straight after completion of the SIS30321 - Certificate III in Fitness; in which the 12-month timeframe begins.</p> | |

FAST TRACK PERSONAL TRAINER COURSE

| COURSE | TIMEFRAME |
|--|-----------------|
| FAST TRACK 'ENTRY UNITS' | Up to 7 months |
| FAST TRACK 'PT UNITS' (SIS40221 - Certificate IV in Fitness) | Up to 12 months |

COURSE PACKAGE CONDITIONS:

The Fast Track 'PT Units' (SIS40221 - Certificate IV in Fitness) commence straight after completion of the Fast Track 'Entry Units'; in which the 12-month time frame begins.

ULTIMATE FAST-TRACK PERSONAL TRAINER COURSE

| COURSE | TIMEFRAME |
|---|-----------------|
| FAST TRACK 'ENTRY UNITS' | Up to 7 months |
| SIS40221 - CERTIFICATE IV IN FITNESS | Up to 12 months |
| 11046NAT - CERTIFICATE IV IN NUTRITION <i>Both elective streams (Sports Nutrition Coach + Health & Wellness Coach).</i> | Up to 18 months |

COURSE PACKAGE CONDITIONS:

- The Fast Track 'Entry Units' are completed simultaneously with the 11046NAT - Certificate IV in Nutrition.
- The Fast Track 'PT Units' (SIS40221 - Certificate IV in Fitness) commence straight after completion of the Fast Track 'Entry Units'; in which the 12-month timeframe begins.
- Additional time is provided for students within this package to complete the 11046NAT - Certificate IV in Nutrition.

SHORT COURSES

To view our full range of short courses please visit our website [CLICK HERE.](#)

EXCEEDING COURSE COMPLETION TIME FRAME

VFA reserves the right to cancel an enrolment without notice, if after the allocated course timeframe period; a student has not completed and achieved their qualification. If part of the qualification has been completed, a Statement of Attainment will be issued for those units completed upon request.

FITNESS + PROGRAM

Enhance your VFA study experience with our **Fitness+ Program**. This upgraded support service is available for the below qualifications:

- SIS30321 - Certificate III in Fitness.
- SIS40221 - Certificate IV in Fitness.
- Fast Track Personal Trainer course.
- Complete Personal Trainer course.

Fitness+ students are linked directly to a Vast Certified Mentor (VCM); who is equipped with the skills and knowledge to assist students with the practical task components of the course. Each student will have a personal assessor, to provide accountability and goal-setting strategies.

Students who participate in the Fitness+ program agree to their contact details being shared with the Vast Certified Mentor. The student and Vast Certified Mentor will be introduced via email after the student has completed the required theoretical tasks in the VFA student portal.

ACCESS TO YOUR VAST CERTIFIED MENTOR AS PART OF THE FITNESS+ PROGRAM

When enrolled in the Fitness+ Program, students are to become familiar with the information provided below regarding refunds and access to their Vast Certified Mentor whilst undertaking the program.

Refunds are **not applicable** for unused mentoring services provided by a Vast Certified Mentor. If a student exceeds their course time frames, they will no longer have access to the Vast Certified Mentor. Students who exceed their course time frames **must** purchase a course extension **and** re-purchase a Vast Certified Mentor's services; costs associated with this are outlined below:

| COURSE EXTENSION TIMEFRAME | FEE |
|----------------------------|--------|
| 1 MONTH | \$400 |
| 3 MONTHS | \$700 |
| 6 MONTHS | \$1050 |

FITNESS+ MENTOR DISPUTES

It is the responsibility of the student to raise any concerns to their allocated VFA point of contact regarding their mentor and the level of support received from mentors. For example (but not limited to), mentor professionalism, mentor availability and general support.

Students agree to work with VFA to find a solution to the matter which may or may not be out of VFA's control. This may include the re-allocation of a Vast Certified Mentor within an appropriate geographical location of 100km within the original mentoring location/host facility.

COURSE EXTENSIONS AND EXTRA STUDY TIME

If a student is having difficulty meeting these timeframes, VFA may grant extensions under certain circumstances and apply a small additional delivery and assessment fee for the extension (as outlined in the table below):

| COURSE EXTENSION TIMEFRAME | FEES |
|----------------------------|-------|
| 1 MONTH | \$150 |
| 3 MONTHS | \$300 |
| 6 MONTHS | \$550 |

IMPORTANT INFORMATION REGARDING EXTENSIONS

Extensions are for courses out of time; in order to continue students must bring their accounts into credit time and then pay for the additional days thereafter. This will result in the student having to back pay the time from their course expiry.

For example, if a student's course time frame has already been expired for a month and they apply for a three (3) month extension (and it is approved), the student will use the first month of their extension to bring their course into credit and will have two (2) months out of the three (3) to study.

IMPORTANT NOTE

Extensions are not always available as an option and are approved at the discretion of the RTO and the ASQA rules regarding superseded qualifications. It is the student's responsibility to meet their course timeframes and/ or make appropriate agreements.

VFA does not put course s on hold in any circumstances.

PURCHASING A COURSE EXTENSION

When purchasing a course extension, VFA offers payment plans and paid in full payment options. Please [CLICK HERE](#) to view extension options, and to apply and pay for a course extension.

REQUESTING AN EXTENSION FOR EXTENUATING CIRCUMSTANCES

Extenuating circumstances may include cases where a student is suffering from a medical ailment that presented itself **after** the cooling-off period (which is not pre-existing), that is beyond the student's control. In such cases, the student is able to apply for an extension (free of charge) for up to three (3) months.

Students applying for an extension due to extenuating circumstances must apply in writing to enrolments@vastfitnessacademy.edu.au and request an 'Extension Request Form'. This form must be completed in full and returned to VFA's enrolments team via email along with verifiable evidence which includes a minimum of a medical certificate.

No refund of course fees apply, and the student will remain liable for all payments as agreed under their payment plan. In cases where a student has a condition, impairment, disability or personal situation that is pre-existing at the time of enrolment, no refunds will be available outside of the cooling-off period due to this cause.

IMPORTANT NOTE:

Individual cases of extenuating circumstances will be considered on a case-by-case basis. Extenuating circumstances may include but not be limited to:

- *Sickness or death in the immediate family*
- *Individual Medical circumstance.*

PROVIDING EVIDENCE FOR EXTENUATING CIRCUMSTANCES

A medical certificate or other equivalent documentation **MUST** be provided as evidence.

The following reasons are not considered legitimate for consideration of extenuating circumstances and or hardship, and will not lead to an extension free of charge:

- Change in your employment status.
- Pre-existing or recent study arrangements with another training provider (i.e. university).
- Changes to your personal circumstances relating to your financial situation.
- Pregnancy.
- Changes in the time you have available to study.
- Changes to your location or housing situation.
- Your lack of progression through the course.
- Failure to find a qualified mentor in the appropriate timeframe.
- Not achieving competence against the entry requirements or any unit of competency within the allocated timeframe.

REQUESTING AN EXTENSION FOR EXTENUATING CIRCUMSTANCES

All requests for course extensions must be requested in writing. Please [CLICK HERE](#) to apply an extenuating circumstance extension. Be sure to supply supporting documentation otherwise your request may be denied.

RTO CODE OF PRACTICE

VFA may seek to terminate the enrolment of a student if they:

- Are abusive, aggressive, or insulting towards VFA staff members or other students (via face-to-face, phone or written communication).
- Do not comply with the confidentiality rights of other persons.
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of VFA, other students or persons, or themselves.
- Have provided false or misleading information.
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with VFA, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Fail or refuse to undertake assessment activities as required by VFA delivery requirements.
- Do not comply with proper safety procedures, including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.
- Breach or fail to comply with the rules of education.
- Use profanity or make threats of violence when communicating with VFA staff - this behaviour will not be tolerated. Students who fail to communicate effectively or come across as aggressive may be faced with their enrolment being cancelled without a refund.

In addition to the above information, the following also applies:

- Any attempt to tarnish the institutes reputation in the public domain would be classed as an actionable offence and may lead to cancellation of your enrolment.
- Students understand that ASQA may change rules and guidelines at any time, which may affect their enrolment. If at any point a student's enrolment must be changed or amended due to ASQA rules or guidelines, the student agrees not to hold VFA liable for any damages in this event. Students agree to work with VFA to find a solution to the matter which may or may not be out of VFA's control due to regulation changes.
- By enrolling with VFA via our online website portal you give VFA and its Affiliates the permission to send emails in relation to training and products via mail-out and electronic marketing (to OPT out of this students can do so in writing to admin@vastfitnessacademy.edu.au).
- In the event of a legal dispute, any legal proceedings will hereby be agreed to by both parties, and resolved in the state of the head office for VFA - The head office is 1/84 Wises Road, Maroochydore Qld, 4558.
- Any attempt to tarnish the institutes reputation in the public domain would be classed as an actionable offence and may lead to the cancelation of enrolment.
- The student or company in an agreement with the RTO accepts liability for any legal and or other expenses incurred by the RTO in their attempt to obtain payment of any overdue amount.

IMPORTANT NOTE

VFA staff will not accept abuse, raised voices, threats, or aggression from students and should this occur VFA staff will inform the student in writing that the matter is being referred to the academic manager.

Where a student's behaviour is in breach of VFA's code of conduct, the student's enrolment with VFA may be terminated. Where a student's enrolment is terminated due to a breach of the code of conduct, no refund will be available.

RULES OF EDUCATION

VFA has a strong policy when it comes to courses, including but not limited to our digital online courses. Users, subscribers and students are constituted as the same interpretation herein.

PROCEDURES FOR STUDENTS TO ACCESS; INTERPRET AND EFFECTIVELY USE THEIR OWN ANALYTICAL LEARNING DATA

Students will have full access to their records and completions when completing training courses with VFA.

VFA will never release any of the student's analytical, outcomes or intellectual learning data outside the rules of ASQA, privacy rules, and state or federal rules.

IMPORTANT NOTE

Students are required to keep all passwords and logins to themselves and a student allowing access to a third party without the consent of VFA would be fully responsible for any third-party acquisition of that data.

PROCEDURES TO MINIMISE ONLINE BULLYING

According to Cybersmart, cyberbullying is “the use of technology to bully a person or group. Bullying is repeated behaviour by an individual or group with the intent to harm another person or group”.

Bullying can come in many forms and can include but not be limited to:

- Social
- Psychological
- Physical harm
- Peer
- Emotional
- Verbal
- Cyber bullying.

Bullying can lead to a person feeling shame, guilt, fear, withdrawal, loneliness and depression and as such VFA does not condone bullying in any shape or form any person found guilty of bullying will have their enrolment cancelled immediately and further action may be sought.

Students are to report any bullying to the head of VFA at admin@vastfitnessacademy.edu.au as well as any Work, Health and Safety issues that may arise.

CONDITIONS OF ENROLMENT

VFA agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of course fees, and the observance of VFA policy.

RULES FOR ONLINE/ E-ASSESSMENTS CONDUCT

In using VFA systems you agree to use all of VFA products including but not limited to, forums, website and courses in alignment with the terms and conditions found within this handbook.

VFA does not condone the following:

- Publication of any content that may infringe on intellectual property rights, including, but not limited to any trade secrets, copyright or Trademarks.
- Disclosure of content that you are not at the discretion to disclose under confidentiality or legal obligations.
- The use of pornographic material, language or images other than PG rating.
- Marketing or advertisement of any sort that has not been formally approved by VFA management.
- Any content that otherwise harms others will not be tolerated.
- Unlawful content.
- Content that interferes with or disrupts VFA systems, any user, host, or network, in any shape or form. (i.e., sending a virus or spam, overloading the servers, etc.)
- Reproduction of content from VFA forums, sites and courses without written consent from the management of VFA.
- Use of VFA name, trademarks, server or other materials.

It should be known that VFA does not routinely screen or monitor content on its social media accounts, websites and courses posted by subscribers. VFA reserves the right to remove any content as it sees fit as it becomes aware that it may be prohibited content; however, has no obligation to do so. During your subscription you agree that you will not misrepresent or attempt to misrepresent your identity. You will not gain or try to gain any other user's account.

USER ACCOUNTS/SUBSCRIPTIONS

Across all of our student learning platforms, third-party websites and courses you will be required to register for a personal account to use most features. By signing up and VFA providing you with credentials and access, you agree that you accept full responsibility for the account. Your details are yours and you agree that you will never divulge or share access to third parties for any reason, or access information to your account with any third party for any reason.

USER SUBMISSIONS

VFA systems and sites may allow you the ability to upload information, text, or materials, concerning data supplied by yourself in connection with your use. You agree that by uploading documents you grant VFA a fully transferable, worldwide, royalty-free and exclusive license to use, distribute, sublicense, reproduce, modify, adapt, publicly perform and publicly display such content.

If you do not wish to grant these rights, your data or expression should be made by way of marking documents with "Private and confidential and not for reproduction and commercial use." Without such, VFA assumes that you grant access without limitations.

VFA SITES AND LINKS

VFA sites may have links to and from other websites and resources from time to time that are maintained or controlled by others. You understand that VFA is not responsible for, nor do we routinely screen, approve, review or endorse the content of these external sites.

PARTICIPATION IN PROFESSIONAL DEVELOPMENT AND RESEARCH

As an RTO we are required to continually develop and review our training systems. As such any records of your participation in any of our courses may be used for government or RTO professional development within the privacy principles.

Training materials may be subject to variation with the student's best interest in mind to allow for the continual development of VFA products. Any data attained will not expose your personal identity unlawfully.

INDEMNIFICATION

VFA notes that use of our systems constitutes acceptance of our terms and conditions and as such you agree to indemnify, defend and hold harmless VFA in the event that VFA respective subsidiaries and affiliates, from any and all claims, liabilities, expenses and damages.

CODE OF CONDUCT

All persons completing a program with VFA must agree to abide by the following code of conduct:

1. Registration for a single account only.
2. Ensure that all assignments, questions, topics and exams are that of self-work.
3. You agree that showing your answers or work to others, including marking and assessment work, is not allowed.
4. You agree not to engage in any activity that could be classified as dishonest or in a way that may improve/hurt your results or the results of others.
5. You agree to the terms and conditions set out in the student handbook.
6. You agree that your course may be cancelled if you breach any rule imposed within the student handbook.

DATA LOSS AND SECURITY THREATS

VFA takes no responsibility in the event of data loss from viruses caused by Internet security threats, however, maintains that all data will remain secure from external attacks in accordance with the NVR standards and Privacy Principles.

Students will have the responsibility of securing themselves against the aforementioned.

SOCIAL MEDIA

As social media is readily available these days it is very easy to breach the student handbook incidentally or intentionally.

As such, this is a reminder that any slander, harassment and sledging, will not be tolerated in any form inclusive on any social media outlets including but not limited to:

- Facebook
- Twitter
- Pinterest
- Instagram
- Forums
- Blogs
- LinkedIn
- Emails.

ACCESS TO THE ONLINE LEARNING PORTAL & COURSE RESOURCES (DURING STUDIES AND AFTER GRADUATING)

Students are provided with access to their course assessments and learning resources through our industry-leading learning portal upon commencement of enrolment.

Students will have access to course assessments and recourses during the timeframe of their course; this includes access to completed units of competency. Once a unit of competency has been completed, students will not, however, be able to re-submit or update any of their responses. It is not until a course has been entirely completed (or expired) that students will no longer be able to access course material.

IMPORTANT NOTE

To reiterate, once students have entirely completed (or graduated from) any individual course and/or the course has expired, access to this course will no longer be available to the student; this includes access to online resources, access to assessors or access to assessment items.

It is the responsibility of VFA students to save any course resources (i.e., student resource guides) prior course completion, and VFA strongly recommends doing so.

Our VFA assessors and administration team will not be able to provide resources or course materials for any courses via email or any other format.

INTELLECTUAL PROPERTY

While studying, students can print copies of assessments and learning resources/materials to assist them with completing their studies. However, students are to be aware that all assessment products are Intellectual Property (IP) of VFA; as such, any/all IP is not authorised to be distributed, on-sold or commercialised in any way whatsoever. If a student is deemed to have breached this requirement legal action will be taken.

PLAGIARISM, COLLUSION AND CONTRACT CHEATING POLICY & PROCEDURES

ACADEMIC HONESTY

Plagiarism, collusion and contract cheating constitute will not be tolerated under any circumstance as this is a breach of academic integrity and VFA's code of conduct.

VFA and its students have a responsibility to ensure the authenticity of work. When it comes to any submitted work for assessment, work must be the student's own. Where sources of information have been used or quoted these sources must be acknowledged appropriately. This means wherever work is submitted that is not one's self-work/original work, it must be acknowledged.

A well-constructed written assessment task (i.e., report, essay etc) should refer to and build on the work of others, supporting and strengthening their work and advancing knowledge. Quoted passages should be placed in quotation marks (or presented as an indented paragraph if longer than three lines) and their source referenced within the text (author, date and page number). A list of references should be provided at the end of the work (where appropriate) to acknowledge the resources used in the completion of the task. Plagiarism is a serious issue and VFA must ensure that all information is acknowledged appropriately.

DEFINITIONS:

PLAGIARISM

Plagiarism is a form of cheating that involves the use of published or unpublished works of others and misrepresenting the material as one's own work.

The following examples as considered to be plagiarism, unless the source of each borrowed material (or quotation) is acknowledged, cited or referenced:

- Reproducing part or all of another person's work.
- Where work has been copied and submitted in part (or in its entirety) from other written information (courses of information on the internet).
- Neglecting to sufficiently reference sources of information.
- Neglecting to sufficiently reference the work of others.

CHEATING

Cheating is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another's work to deceptively obtain a competency result.

CONTRACT CHEATING

When another person (or program/software) contributes to (in part or in its entirety) assessment items and other academic work on a student's behalf, without acknowledging or citing the source of where the information was obtained from.

The following examples as considered to be contract cheating:

- Utilising another person (paid or unpaid) to contribute to (or complete) assessment items (including online tutors).
- Utilising artificial intelligence (AI) to contribute to (or complete) assessment items (i.e., ChatGPT, ChatBot, Jasper, QnABot, Juji Cognitive AI).
- Any form of outsourcing to another person or software to obtain a satisfactory result in an assessment item.

PROMOTING HONESTY AND AVOIDING PLAGIARISM AND CHEATING

VFA trainers/assessors stress the importance of academic integrity in the learning process. Honest work builds self-esteem, knowledge, and skills. In contrast, dishonest students do not learn, and they undermine the quality of education we provide. VFA upholds the importance of academic honesty in online training, online forums and in handouts, and will refer suspected violations to the VFA academic manager.

VFA courses have a set of clear standards for assignments and marking that advise students they may collaborate with other students, and if so, how much and the requirements of collaboration.

To avoid plagiarism and cheating in the online environment VFA encourages students to verify their work by using anti-plagiarism scanning software available called Grammarly. All parties can access [Grammarly software](#).

PLAGIARISM/CHEATING DETECTION SOFTWARE (TURNITIN)

VFA is committed to identifying all plagiarism/cheating by students undertaking any of its training courses and must apply corrective actions to prevent plagiarism and cheating in its programs.

VFA uses Turnitin as a tool to ensure academic integrity of our students work. Turnitin is used to detect original and similar text to minimise plagiarism collusion and contract cheating and to uphold academic integrity. Turnitin is integrated throughout VFA's online learning portal for any written assessment or submission that requires students to provide short answer responses. Student submissions will be compared against billions of journals, websites, publications, and assignments already submitted to Turnitin from other colleges/institutes or VFA students.

For written assessments, VFA assessors will receive an originality report created by Turnitin to determine the authenticity of a student's response; this report identifies where content in a student's submission has been text-matched to other sources of information or other students work (this is expressed as a percentage).

When commencing an assessment that has plagiarism detection enabled, students will see a message on the assessment overview indicating their submission will be sent through Turnitin. Students will be required to read and agree to Turnitin's End User Licence Agreement before submitting their assessment.

PLAGIARISM/CHEATING PENALTY PROCEDURE

- Students identified as engaging in any actual or suspected form of activity in plagiarism or cheating in any assessment will be reported to the VFA program head of the department immediately following the discovery of the action.
- Evidence of the activity will be reported in writing and contain a detailed account of the event or actual documented evidence of the action and be submitted to VFA's academic manager by the VFA program head of department immediately following the receipt of the trainer/assessor report.
- On the receipt of the written report detailing plagiarism or cheating, the VFA manager will seek an interview with the student or persons involved in the allegation of plagiarism or cheating.
- The student's interview will be utilised to advise the student or persons of the allegation and of their right to state their account of the alleged offence.
- In the case of a student denying their involvement in plagiarism or cheating, the academic manager will delay any further action until the allegation is further reviewed and evidence examined.
- Where the allegation cannot be substantiated by reasonable evidence, the student's assessment outcome will be upheld.
- Where the allegation is authenticated by the evidence presented, the student's assessment outcome will be cancelled, and the student will be provided with an opportunity to take responsibility for their actions and own up to the offence. The academic manager shall apply their own discretion as to whether the students' enrolment should be cancelled.
- Where the allegation is authenticated and the student refuses to admit their wrongdoing, the assessment outcome will be cancelled. The academic manager shall apply their own discretion as to whether the student's enrolment should be cancelled, and a Statement of Attainment issued for all units of competency previously gained.
- All student interview outcomes will be recorded in writing and placed on the student's file.
- Should a student decide to appeal the outcome, the student's enrolment shall be maintained during the period of the appeal and only cancelled when the student's appeal has been decided in favour of the decision to cancel the student's enrolment, by the academic manager or an independent adjudicator.

RE-ASSESSMENT/RE-MARKING OF ASSESSMENT ITEMS

Once students have completed a Unit of Competency (UoC), an outcome of either **competency achieved (C)** or **competency not achieved (CNA)** will be awarded for that UoC. To achieve an overall result/outcome of **competency achieved (C)** for a UoC, students must successfully complete all tasks within a unit (received a grade of 100%).

If any assessment items are incorrect or if a VFA assessor requires more information, students will receive a 'returned' status within the relevant unit/s of competency. This 'returned' status identifies the assessment items to be reviewed/re-submitted.

VFA provides all students with an opportunity to re-submit their work/responses, in which written feedback and support is provided to assist students in recognising the gaps in their knowledge and skills.

RESUBMISSION FEES

Students are provided with two resubmission attempts per UoC to achieve **satisfactory** gradings for assessments (at no additional cost). If, after the 3rd resubmission attempt, the student's responses have been marked as 'returned', an additional cost of \$100 per re-assessment (per UoC) is charged to the student (or employer, if applicable).

If, after the 4th attempt, the student is still assessed as **competency not achieved (CNA)** for a task, they will need to re-enrol in the UoC and begin again at an additional cost of \$300.

The above-mentioned fees are outlined in the table below:

| RESUBMISSION ATTEMPT | FEES |
|-----------------------------------|-----------------|
| 1ST RESUBMISSION: | Nil |
| 2ND RESUBMISSION: | Nil |
| 3RD RESUBMISSION: | Nil |
| 4TH RESUBMISSION | \$100 (per UoC) |
| RESUBMISSION RE-ENROLMENT: | \$300 (per UoC) |

PRIVACY PRINCIPLES

NOTIFICATION

VFA will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected, and other parties it will be disclosed to, and that the VFA privacy policy provides information about how to access and seek correction of that personal information. VFA will also take reasonable steps to ensure you are aware of how to lodge a complaint about a breach of the Privacy Act.

USE AND DISCLOSURE

Under the Data Provision Requirements 2012, VFA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by VFA for statistical, regulatory and research purposes.

Vast Fitness Academy may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Employer – if you are enrolled in training paid by your employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting student surveys.
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts.
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt-out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988, the VET Data Policy and all NCVER policies and protocols (including those published on [NCVER website](#)).

STUDENT ELIGIBILITY FOR ENROLMENT

All participants must be over the age of 18 to participate in a course with VFA unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate VFA staff member.

All VFA courses do require a basic level of computer literacy. Students will need access to a computer with a word-processor (e.g., Microsoft Word) and access to email and the Internet.

Students will need to have a basic proficiency in:

- Accessing information stored on websites and from a USB.
- Saving a word document.
- Sending and receiving emails with attachments.
- Opening web browsers (i.e., Google Chrome).
- Using Excel, and Microsoft Word.
- Using PDF programs (i.e., Adobe).
- Specific course requirements as determined by Units of Competency (UoC).
- It may also be beneficial for students to have an understanding of using Microsoft PowerPoint.

VFA does not provide these resources, nor do we supply additional support or training for students experiencing IT or computer technical difficulties. Please contact your assessor if you are unsure about the computer requirements for a specific course.



COURSE INDUCTION/ORIENTATION

Students may, at VFA's discretion, be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, legislative requirements, WHS etc. (as provided in this document).

This orientation may take whatever form VFA feels is appropriate for the circumstances including any or all of:

- Verbal
- Written
- Electronic
- Multimedia
- Other methods approved by VFA.

LEGISLATIVE REQUIREMENTS

VFA and its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and conditions of registration.
- State and territory legislation pertaining to training.
- Australian, state and territory laws governing:
 - *Workplace health and safety.*
 - *Workplace harassment, victimisation and bullying.*
 - *Anti-discrimination, including equal opportunity and racial vilification.*
 - *Disability discrimination.*
 - *Vocational Education and Training.*
 - *Apprenticeships and traineeships.*

You may view and download these Acts at the Australasian Legal Information Institute ([AustLII](https://www.austlii.edu.au)) website which provides free online access to Australian Government, State and Territory case law and legislation.



PRE-DELIVERY ASSESSMENT

Prior to enrolment you should advise VFA of any specific needs so we can assist you with, or refer you to appropriate assistance for:

- Client Support Services including LLN.
- Recognition of Prior Learning (RPL).
- Learning Pathways.
- Assessment Procedures & Process.

LANGUAGE, LITERACY & NUMERACY (STUDENT CAPABILITIES)

As an RTO, VFA establishes the support needs of individual students and if required, provided access to the support services or education organisations necessary for the individual student/participant to meet the LLN requirements of the training product (specified in the training packages or accredited course).

Before enrolment or course commencement (whichever is earliest), VFA recognises any support service requirements including literacy, numeracy, English language or physical capabilities that a student would need to successfully complete the chosen course.

During the enrolment process, you will be required to provide evidence of having satisfactory Language, Literacy and Numeracy (LLN) skills for the course that you have chosen to enrol in. This step is prompted within the student portal in which you will be directed to an external link to complete an LLN quiz.

Once the LLN quiz is completed, a member of our VFA administration team will need to verify your LLN skills before you can gain access to your studies.

IMPORTANT INFORMATION:

Approving LLN is not an automated process - it may take up to 48-hours for our VFA administration team to approve your LLN. In the meantime, students will have access to their student portal dashboard, however, will need to wait until the LLN quiz is completed and the results have been validated by VFA before beginning studies.

Once your LLN is verified and approved, you will then gain access to your course content and resources to begin your studies and start your journey to a new career.

Sometimes our emails find their way into student's junk/spam mail folders. We have no control over this so please check before you call us.

UNABLE TO MEET PRE-DELIVERY ASSESSMENT/LLN REQUIREMENTS

Students who do not meet the necessary LLN acceptance/entry requirements for the course they are enrolled in (identified through the LLN quiz), will not be able to commence with their studies and the enrolment will be cancelled. In instances such as this, students are contacted by VFA's Academic Manager who will refer students to additional/external support services, and a full refund will be provided to the student for their course (including any additional admin fees). Refunds will be refunded to the students selected bank account, in which students will need to supply the correct bank details via email.

VFA endeavours to provide support to our students and only accepts student enrolments where our support services can meet the needs of our learners. Should a student participate in any 3rd party language, literacy and numeracy support courses/services and then return to VFA to re-enrol into their original course, students will be asked to re-sit the LLN quiz and go through VFA's standard enrolment practices prior to enrolment.

SUPPORT AND ASSISTANCE

TRAINING THAT MEETS YOUR NEEDS

VFA is committed to ensuring that students receive training, assessment and support services that meet their individual needs. To achieve this, we need to know what your needs are.

If at any point throughout your course you require any assistance or support, please discuss these needs with a VFA team member and we will do our best to assist.

If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs.

If you do not tell us about any concerns or conditions that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you. It is recommended that all students read the below table for recommended providers.

REFERRING STUDENTS TO OTHER ORGANISATIONS/ AGENCIES FOR ADDITIONAL SUPPORT

In circumstances where VFA is unable to assist students with specific needs, VFA will do its best to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referrals to counsellors, associations, or government agencies that can assist with specific needs.

It is recommended that all students read the below table for recommended providers:

| | |
|---|---|
| EMPLOYEE ASSISTANCE PROGRAM | Hunterlink National : Ph: 1800 554 654 |
| REACH OUT | Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction. |
| COUNSELLING ONLINE | Counselling Online is a free 24/7 drug and alcohol counselling service in Australia that supports people affected by alcohol and other drugs. |
| HEAD SPACE | Head Space is an online and telephone service that which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12-25 years of age. Ph: 1800 650 890 (available from 9am - 1am 7 days a week) |
| COUNSELLING SERVICES | Referral to appropriate 24/7 services such as: Beyond Blue : Ph: 1300224636 Lifeline : Ph: 131114 |
| READING AND WRITING HOTLINE | Reading and writing Hotline : Ph: 1300 655 506. There are also numerous adult reading/writing apps for smart phones/tablets aimed at supporting literacy. |
| LLN TRAINING COURSES PROVIDED BY LOCAL TAFE COLLEGES | These institutes have specialist LLN Teachers to support individual participants own level of development and can be accessed via a Google Search of local TAFEs and course availability. |

FLEXIBLE ASSESSMENT/REASONABLE ADJUSTMENT

All assessments conducted by VFA will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However, these are flexible and may be adjusted at the VFA trainer/assessor's discretion in some courses, if they meet ASQA guidelines and the minimum requirements for competency for the specific course. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

Students are required to be competent in all areas to receive an overall satisfactory mark (C). Elements that may be included (depending on course) in the assessment process are:

- Online theory exams.
- Short answer question.
- Underpinning knowledge for the course unit requirements.
- Practical assessments.
- Verbal and non-verbal communication.
- Personal presentation appropriate to the environment.
- Problem-solving. For example: learning to learn, decision-making, and creative thinking.
- Positive helpful attitude towards others and the organisation.
- Respect for the understanding of all cultures and beliefs.
- Working with others in teams.
- Organising own schedules to achieve goals.

UNDERSTANDING REASONABLE ADJUSTMENT

Where the VFA trainer/assessor identifies a requirement to vary the program of study to support an individual student, 'reasonable adjustment' will be applied. Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance varies and where the outcome of the assessment is not altered.

While reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise, the comparability of standards will be compromised.

Assessors must submit a reasonable adjustment request, to the academic manager that outlines the adjustment to be considered and the reason for the adjustment to be applied. The academic manager must respond (approval or non-approval) to any reasonable adjustment request.

MARKING TIMEFRAMES, FEEDBACK AND RE-SUBMISSIONS

Students should allow up to 21 'business days' for VFA assessors to mark their submitted work for each Unit of Competency.

This timeframe starts only once all requirements of a single unit (or assessment) are met and not after submitting an individual question/ response.

The '21 business days' begins only from the last submitted response within a single UoC (or assessment item), it does not begin from when you submit your first response.

For example, if you begin a UoC and submit a single question, but then you don't finish/come back to this unit for over a month, this individual question will not be marked. It is only once all questions are submitted that a VFA assessor will begin the marking process.

If students are required to re-submit any of their work, their VFA assessor will mark the question/task as 'Returned to Student', in which students are not charged for re-submitting their work for a second time, nor do they need to purchase an extension for the assessing timeframe. Feedback for a particular question can be found simply by clicking the 'review' tab and re-opening the specific question. Please be aware that additional fees apply if a third resubmission is required for a unit of competency.

Where a student's work is assessed to be not yet competent, they will be provided with additional advice, coaching, or tutoring and the opportunity to re-submit the work with a view to having it assessed as competent.

RECEIVING FEEDBACK AND SUPPORT FROM ASSESSORS

Throughout your studies you will be allocated to one (1) assessor (per course) as your main contact/support personnel. Your assessor will provide feedback after the completion (and grading) of each unit of competency. This feedback will provide information on how you are progressing through your course. In some instances, you may have additional assessors marking your work or providing support to grade assessments in a timely manner.

Should you require any support while completing a unit of competency, it is your responsibility to reach out to your assessor, to ask for assistance.

Due to the online nature of the course/s provided by Vast, if you do not reach out to your assessor via the online portal when you need assistance, your assessor will not know that you require additional support. Our team relies on open, honest communication in order to support you throughout your studies.

Excessive support questions may not be responded to in VFA's 48-hour response time framework. Examples of excessive support may include:

- Emailing/messaging your assessor multiple times a day.
- Emailing/messaging your assessor every day.
- Not reviewing assessor feedback on returned items prior to asking additional questions.

VOLUME OF LEARNING (VOL)

All VFA courses are created to support the volume of learning (VOL) allocated to a qualification. This should include all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes.

These activities may include some or all of the following: guided learning (such as videos, lectures, tutorials, on-line study or self-paced study guides), individual study, research, learning activities in the workplace and assessment activities.

The teaching, learning and assessment activities are usually measured in equivalent full-time years. The generally accepted length of a full-time year, used for educational participation, is 1200 hours.

The volume of learning allocated in the design of a qualification may vary depending upon:

- The level of the previous qualification required for entry.
- Whether the purpose of the qualification is for deepening or broadening of knowledge and skills, or
- Whether the qualification leads to professional outcomes or is generalist in purpose.
- It would be usual for the maximum volume of learning to be allocated to qualifications designed for:
 - Building on a previous qualification in a different discipline regardless of the level of the previous qualification.
 - Those that build on a qualification from any lower level.
 - Those that require workplace, clinical or professional practice.
- If the minimum volume of learning is allocated to a qualification, the components of the program of learning must be predominately or entirely at the level of the qualification type.

If credit, such as through articulation arrangements, contributes to the volume of learning the learning outcomes for the qualification must be achievable despite the reduced volume of learning.

As a student, if you would like further information concerning the VOL, please feel free to ask VFA's support staff.



RECOGNITION OF PRIOR LEARNING (RPL) AND DIRECT CREDIT TRANSFERS (CT)

VFA students may be eligible to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT). The table below outlines the difference between the two types of recognition:

| WHAT IS RPL? | WHAT IS A CT? |
|---|---|
| <p>RPL is a form of assessment used to determine whether you have acquired, through work, experience or previous training, the skills, knowledge and experience needed to meet the standards of a course or qualification, and that your skills are current.</p> | <p>A credit transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.</p> <p>For example, if you have completed a unit of competency in the past, you may be able to gain credit for this if the exact code matches another unit in your intended course.</p> |

It should be noted that we specialise as an online education provider and as such the process of RPL can be quite difficult in some instances, in particular, regarding reassessing practical skills online. Whilst knowledge can be tested through the online system using tools such as questioning and in certain circumstances a phone competency conversation, this does not account for the witnessing of skills, and the skills will still need to be demonstrated.

***In accordance with Clause 3.5 VFA will only accept and provide a CT to learners for units of competency and/or modules where these are evidenced by:**

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the USI Registrar.

***In relation to the unit of competency HLTAID011 – Provide First Aid, CT can only be granted if the unit of competency is current (within 3 years of its completion date);**

***All documentation must specify the date that competency was achieved in order for VFA to grant CT.**

WHAT EVIDENCE DO I NEED TO SUBMIT AN RPL REQUEST?

Students need to be prepared to provide evidence of skill demonstration, in any event, to ensure they meet the requirements for competency.

Examples of methods that may be used to demonstrate skills may include but not be limited to:

- Resumes/CV's
- Work roles
- Samples of work
- Video submissions
- Transcripts/previous qualifications
- Suitably qualified third-party validations/reports.

IMPORTANT NOTE:

A university transcript cannot be used as a single form of evidence - this is because in most cases, the requirements of a university degree do not match courses within the VET sector.

STEPS FOR SUBMITTING AN RPL APPLICATION

| | |
|----------------|--|
| STEP 1: | <p>Once your enrolment has been finalised, you will need to email our VFA administration team (admin@vastfitnessacademy.edu.au) and express your interest in an RPL request and identify the units of competency in which you wish to gain RPL for.</p> <p><i>Our administration team will supply you with an RPL Application Kit specific to your chosen qualification you have enrolled into.</i></p> |
| STEP 2: | <p>Complete the relevant RPL kit in full and return to admin@vastfitnessacademy.edu.au within 30 days along with your supporting evidence. This is where you will provide as much detail as possible and indicate the UoC you wish you receive RPL for.</p> <p><i>Failure to complete an RPL Kit will result in no RPL being granted.</i></p> |
| STEP 3: | <p>Once our administration team has received your completed RPL Kit; you will receive an RPL Matrix for each UoC, you have requested RPL for.</p> |

When submitting evidence for RPL, students must ensure that their evidence is:

| | |
|-------------------------------|---|
| RELEVANT / SUFFICIENT: | <p>Is the evidence provided relevant to the specific unit for which you are applying?</p> <p><i>For example, an anatomy unit completed in a massage or nursing course may not be relevant to an anatomy unit completed in a fitness course.</i></p> |
| CURRENT: | <p>Have you been demonstrating these skills or is your qualification from the present or very recent past?</p> <p><i>For example, if a student has completed a formal qualification more than 4 years previously – this qualification would not be regarded as current; therefore, RPL cannot be granted).</i></p> |
| VALID: | <p>Does your evidence show/prove that you have the skills/knowledge/practical competency for the specific UoC for which you are requesting RPL?</p> |
| AUTHENTIC: | <p>Is the evidence you have presented for assessment your own work?</p> |

UNDERSTANDING RPL FEES

Students must be enrolled in an accredited course with VFA in order to apply for RPL or CT.

VFA offers a free Credit Transfer (CT) application service for our students, however due to the extensive time required to process an RPL request, **additional fees** are required for RPL.

Please refer to the table below for RPL fees:

| FEE BREAKDOWN | COST | CONDITIONS |
|--|------------------|---|
| UPFRONT APPLICATION FEE: | \$300 | <ul style="list-style-type: none">To be paid in full upon the RPL request.NON-REFUNDABLE |
| PROCESSING FEE: (PER UNIT OF COMPETENCY) | \$100 (per unit) | <ul style="list-style-type: none">To be paid in full upon the RPL request.NON-REFUNDABLE |

Student must be mindful of the following information regarding RPL:

- The RPL assessment process will not begin until all payments are made, and all documentation is received from the student upfront.
- Requesting and making a payment for RPL **does not** guarantee the student will receive RPL for the intended UoC.
- If an RPL request does not meet the RPL requirements, no payments made by students for RPL will be refunded.

IMPORTANT CONSIDERATIONS PRIOR TO REQUESTING RPL

- In order to obtain RPL the evidence provided by students must show that their knowledge and skills are current. As a guide, it is highly unlikely for RPL to be granted to applicants who have not completed relevant qualifications, relevant employment experience, continuous education/professional development **within the previous four (4) years.**
- As an online education provider, we do not accept hard copies. All documents **MUST** be supplied in digital format to the academic manager.
- The availability of RPL will depend on the student's experience, qualifications and evidence as well as relevant training package guidelines.
- The RPL process shall be consistent with The RPL National Principles as defined by the AQF.
- If RPL is not granted for the specific unit and/or there are any units remaining to be completed, further study will be required to complete the qualification.

8 HELPFUL TIPS FOR STUDYING ONLINE

TIP 1

Our trainers/assessors are always available in the event you require any help or assistance with your studies. Simply use the email icon in your learning plan to send your trainer/assessor and email and you will have a response within 48 hours (including public holidays but not including weekends).

TIP 2

Duration of learning for the SIS30321 - Certificate III in Fitness, SIS40221 - Certificate IV in Fitness and 11046NAT - Certificate IV in Nutrition.

VFA gives you a total of 12 months to complete each of the above full certificates. The length of the course will depend on a variety of different factors such as the amount of time you have available to study and the previous relevant experience that you have. Below is a guide to assist in determining the average time it takes to study online. Please note that this is a guide only and your study time may vary.

| SUGGESTED HRS/WEEKS | SIS30321 - CERTIFICATE III IN FITNESS | SIS40221 - CERTIFICATE IV IN FITNESS | 11046NAT - CERTIFICATE IV IN NUTRITION (EITHER ELECTIVE STREAM) |
|---------------------|---------------------------------------|--------------------------------------|---|
| 12-16 hrs/week | 22-27 weeks/6 months | 22-27 weeks/6 months | 38-52 weeks/12 months |
| 23-36 hrs/week | 14-18 weeks/4 months | 14-18 weeks/4 months | 22-36 weeks/8 months |
| 36-44 hrs/week | 7-9 weeks /2 months | 9 weeks/2 months | 13-18 weeks/4 months |

TIP 3

- When answering assessment questions, the more information and detail you provide the better. This will ensure you aren't wasting time receiving responses from your Assessor requesting for "more information" or to "expand" on your response.
- You are able to give answers directly from the slides and SRG's.
- The responses required for short answer/ oral-communication questions and projects will ultimately be longer and more in-depth in your responses in comparison to the activity questions.

TIP 4

When completing each UoC, it is recommended that you follow the structure of the specific unit. As the majority of units include a theory and practical component, it is always best to begin with the theory before beginning any practical requirements. This ensures you understand the underpinning knowledge required to ultimately complete your practical activities.

TIP 5

Please allow sufficient time for your responses/submissions to be assessed by one of our Assessors (up to 21 working days). Please continue working through other units of study whilst waiting for your assessment to be marked.

TIP 6

In the event you need to update/edit any of your details please use the **settings tab** at the top menu of your learning portal. Please ensure all the details are always correct.

TIP 7

For any further questions please visit our [website](#) and our FAQ's page.

TIP 8

VFA highly recommends you view our student resource guides before commencing our study.

FEEDBACK AND COMMUNICATION

VFA embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of VFA services.

VFA would appreciate feedback in regard to your opinions, satisfaction, or other views about VFA operations, policies, procedures, training delivery and assessment.

VFA will analyse and utilise this feedback and communication to:

- Review its policies and procedures and
- Plan for improvement

Feedback can be supplied directly to facilitators, other VFA staff, or as written suggestions that may include the use of VFA feedback forms.

We take feedback very seriously (be it good or constructive) and ensure we have a complaints and appeals process to ensure nothing is missed.

IMPORTANT NOTE:

Students who go outside the internal feedback channel, be it by a review site or social media (for example but not limited to Facebook, Twitter, Instagram or LinkedIn) to write reviews that may tarnish the institutes reputation may result in them breaching the condition of entry into VFA programs and may find their enrolments cancelled or suspended. Any student who falsifies information to any government body or other organisation will find their enrolment cancelled.



EQUAL OPPORTUNITY

All admissions to VFA courses shall be determined fairly without consideration of an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such considerations pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to the laws of the land or VFA code of conduct.

Applicants will be assessed on their ability to:

- Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- Demonstrate a capacity and willingness to adhere to VFA standards and code of conduct
- Undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- Other items as determined for specific courses on a time-to-time basis.

ANTI-DISCRIMINATION

VFA's policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or wellbeing of the individual or others.

All persons will be treated fairly and have their applications considered on the basis of their merits.

Note: In the instance that an individual does not meet the entry requirements for a course, this is not discrimination; this is an entry requirement issued by the Government that cannot be changed.

COMPLAINTS AND ASSESSMENT APPEALS

VFA takes all complaints seriously and will advise enrolled students of their right to lodge complaints and any assessment appeals using VFA 'Three (3) Step Appeals Process'. **VFA will ensure this information is available to students in advance of any enrolment or contract by any or all of the following:**

- Details provided on VFA Student portal
- In pre-enrolment information supplied to students via the student handbook
- On the VFA website available for download via the student handbook.

WHEN CAN A STUDENT MAKE A COMPLAINT/ ASSESSMENT APPEAL?

COMPLAINTS:

Can be made about but not limited to the RTO, its staff and trainers/assessors, third parties and other students.

ASSESSMENT APPEALS:

Can be made to request a re-evaluation of an assessment decision originally made by a VFA assessor.

3 STEP COMPLAINTS AND APPEALS PROCESS

| | |
|----------------|---|
| STEP 1: | The issue can be raised directly with your trainer/assessor or our administration team. If you are not satisfied with the result or action, you may then undertake a complaint or appeal through Step 2. |
| STEP 2: | <p>The complainant may raise this issue (complaint or appeal) online via the online portal by clicking on the 'HELP' tab, then selecting the 'complaint' tab OR the complainant may request a word file of the form, which can then be completed in writing and emailed to admin@vastfitnessacademy.edu.au. After receiving the written/noted complaint, VFA will receive the complaint and will make written contact as soon as practically possible, preferably within 48 hours. If the complaint cannot be resolved to the satisfaction of the complainant the grievance will be forwarded to the Chief Executive officer (CEO) of VFA 1/84 Wisers Road, Maroochydore QLD 4558.</p> <p>This contact will attempt to resolve the complaint either between the parties involved or between the complainant and VFA. In the event the CEO feels necessary he/she may at their discretion, outsource the complaint to another independent third party for review. For the purpose of an 'assessment appeal', the CEO will outsource a qualified external assessor to re-evaluate/re-assess the particular item, at no additional cost to the student.</p> |
| STEP 3: | <p>The complainant may at any point in this process action their complaint with:</p> <ul style="list-style-type: none">(A) A trade union, or association(B) The Anti-Discrimination Board(C) An independent third party nominated by VFA(D) Office of Fair Training(E) National Training Complaints Hotline (https://www.dewr.gov.au/national-training-complaints-hotline). |

PRINCIPALS

All issues, complaints and grievances are taken seriously by the staff and management of VFA and will be investigated and acted upon as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf, and confidentiality will be maintained to ensure the rights of the complainant are upheld.

VFA follows the principles of natural justice, and therefore any involved parties will have the opportunity to present their case at each stage of the process.

Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, VFA will inform the complainant or appellant in writing, including reasons as to why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

It is VFA's policy that all complaints and appeals are monitored by the CEO to ensure that the complaints and appeals policy is followed correctly. All complaints and appeals received will be immediately assessed to determine if they are a one-off issue or if it could be reoccurring. If it is likely that this can be an ongoing occurrence the RTO's process is to be reviewed to eliminate or mitigate the likelihood of a reoccurrence.

THE PROGRESS OF THE MATTER

It is VFA's policy that all complaints and appeals are monitored by the CEO to ensure that the complaints and appeals policy is followed correctly. All complaints and appeals received will be immediately assessed to determine if they are one-off issues or if it could be reoccurring.

If it is likely that this can be an ongoing occurrence, the RTO's process is to be reviewed to eliminate or mitigate the likelihood of a reoccurrence.

STORING OF RECORDS

All non-student records which are required by law, or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirements for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority. All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on VFA's cloud-based storage, and a backup copy of the data is stored offsite and kept in a safe in the managing director's home. Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- All student records including training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- Relevant correspondence with the Registering Authority, other authorities, RTOs, institutions, entities or individuals.
- Financial records.
- Complaint, incident, and safety registers.

The Registering Authority shall:

- Have access to all records.

OTHER RECORDS

VFA will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records.
- Staff records (qualifications & experience).
- Enrolments.
- Participation.
- Safety/WHS records.
- Student results.
- Audits.
- Partnerships.
- Industry arrangements.
- Other records.

ACCESS TO PERSONAL RECORDS

VFA Students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

COVID-19 INFORMATION

VFA would like to reassure all students that as an education provider, we are committed to supporting you through this ever-changing and challenging time and understand that your state location may have a bearing on your ability to progress through to completion of your certification studies.

If you are impacted by COVID-19 policies in your location that restrict access to facilities for the completion of practical assessments, please reach out to our administration team at admin@vastfitnessacademy.edu.au to discuss the options available to you.

As a business we follow the advice of the state and federal governments in relation to the current coronavirus restrictions. Please refer to the [Australian Government Department of Health website](#), Health Alerts section under Coronavirus (COVID-19) travel and restrictions for more information on the current restrictions in place in your area.

DISCIPLINARY PROCEDURES

Where students are in breach of VFA policy or State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, VFA may take steps to address the situation. Depending on the nature and severity of the situation, VFA may choose to resolve the issue by mediation which will be recorded on student files, written copies and outcomes supplied to the student.

Where the issue is serious or is unable to be resolved, VFA may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such actions will be recorded with written outcomes supplied to the student(s) involved.

The background is a solid teal color with several large, overlapping, semi-transparent geometric shapes in a lighter shade of teal. These shapes include a large downward-pointing chevron on the left side and a curved, arrow-like shape pointing towards the top right.

VAST
FITNESS ACADEMY