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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 was first registered as an RTO on the August 16, 2016 and operates from its office located at Level 1, Suite 322, 241 Adelaide St, Brisbane QLD 4000.

Vast Fitness Academy aims to provide a wide range of courses in the fitness industry and currently offers the: SIS30315 - Certificate III in Fitness & SIS40215 - Certificate IV in Fitness. From hereon Vast Fitness Academy will be known as VFA or the RTO.

Vast Fitness Academy aims to succeed due to several factors which underpin its business operations including:

- Vast Fitness Academy prides itself on its customer service and the relationships that it has built with clients and learners since inception.

- Vast Fitness Academy continually strives to develop new ways to assist and support learners whilst maintaining compliance and quality at all times. Some examples of this may include but not be limited to the following:
  - Access to 3000 + Professionally developed and narrated videos
  - Extensive online resources
  - Developed by industry professionals
  - User friendly learning and assessment materials
  - Dedicated assessment and assistance email addresses
### GENERAL ENQUIRIES
admin@vastfitnessacademy.edu.au

### ONLINE FAQ PAGE:
vastfitessacademy.edu.au/faq

### ASSESSMENT HELP
Message Assessor button in the portal (Link to Help)

### ONLINE FAQ PAGE: (details supplied on enrolment)

### RECOGNITION PRIOR LEARNING
Email: admin@vastfitnessacademy.edu.au
Submit: Within your portal
Online FAQ page: (details supplied on enrolment)

### OFFICE HOURS
9am to 5pm Monday to Friday EST
Notes: Hours are excluding public holidays

### OFFICE LOCATION
LEVEL 1, SUITE 322, 241 ADELAIDE ST, BRISBANE  QLD  4000
**THE AUSTRALIAN QUALIFICATIONS FRAMEWORK**

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 it assists national consistency for all trainees, learners, 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 from: [http://www.aqf.edu.au/](http://www.aqf.edu.au/)

**ABOUT VET**

**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) The Standards for National VET Regulator (NVR) 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.
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 5000 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 USE AN RTO?

Only RTOs 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) RTOs can offer qualifications at the following levels:

1. Certificates I, II, III and IV
2. Diploma
3. Advanced Diploma
4. Vocational Graduate Certificate
5. Vocational Graduate Diploma.

Being registered by ASQA means an RTO must act in your best interests and meet the Standards for NVR Registered Training Organisations.
WHAT IS COMPETENCY?

The broad concept of industry competency concerns the ability to perform particular 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 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 like VFA must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UOCs).
+ GETTING STARTED

ENROLMENT WITH VAST FITNESS ACADEMY

To enrol in one of Vast Fitness Academy courses, simply visit the website http://vastfitnessacademy.edu.au and click on the “Enquire Now” button. This is all you need to do to start the enrolment process.

Once you have enquired, one of our friendly career advisers will contact you to find out what payment option is best for you, taking into consideration how much time you intend to study.

Your career adviser will then send you confirmation of your payment arrangements and an enrolment link to set up your student profile. At this stage you can choose to apply for Recognition of prior learning.

During the enrolment process you will need to provide evidence of having Grade 10 equivalent Language Literacy Numeracy (LLN) skills. This information can be directly uploaded to the student portal. At this stage a VFA assessor will need to verify your proof of LLN skills. Please note: It may take up to 24 hours for approval from administration, however once approval is made you will have access to your course account.

Once your LLN is verified you gain full access to all content and resources to start your journey to a new career.

⚠️ PLEASE NOTE: Sometimes our emails find their way into Learners junk mail files. We have no control over this so please check before you call us.
+ TERMS & CONDITIONS

The RTO, Vast Training Academy 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 / OHS

Enrolment into a qualification or course with VFA is subject to the terms, conditions and policies outlined in our pre-enrolment information and as detailed below.

ABOUT VAST FITNESS ACADEMY

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

FEES STRUCTURE
All fees will be competitive when compared to others in the marketplace, 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 Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the
Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to
these costs may be provided as an attachment to this information or on our website.

Qualifications will not generally be issued until full payment has been made.

PAYMENT TERMS AND CONDITIONS
If a student elects to pay via a payment plan, agreement to the terms and conditions in the online
enrolment portal is verification of consent to all terms and conditions associated with the payment
plan.

VFA management will be notified if the third party payment service EzyPay, has attempted to
process the payment three times and the payment has not been received. At this time VFA staff will
contact the student to determine why the payment was not processed. If VFA is not satisfied by the
reason of a non-payment, access to the online portal and recourses will be temporarily blocked until
the matter is resolved.

Course fees must be paid in full before the certificate can be issued.

Credit Card Payments
If payments are made via credit card, you acknowledge that you are the owner or have express
permission of the owner to authorise that transaction. If payment is being made by a third party,
you are required to obtain permission to add their name and card details to your personal student
account.

Unpaid Accounts
If an account it 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 cost and fees in this
process.
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 cost 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 will ensure that fees paid in advance are protected via membership with the Australian Council for Private Education and Training (ACPET).

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 fees, and the observance of VFA policy.

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

- Are abusive, aggressive, or insulting towards VFA staff members or other learners.
- 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 to attend training sessions to a minimum level set for competence.
- 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.
- The use of profanity or threats of violence when communicating with Support staff 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.
- 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 control due to regulation changes.
- By signing up to 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 they 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 Vast Fitness Academy currently the head office is Level 1, Suite 322, 241 Adelaide St, Brisbane QLD 4000.

• Payment must be made prior to course commencement. If payment is made through a third-party or wholesaler, students must ensure they have a valid voucher. Students attempting to access courses without a valid voucher or proof of payment are subject to the full course fees payable as advertised on the website at the full RRP. Students agree that if no voucher is entered then they are liable for the full course fee as the otherwise paying seat or cost that will now be vacant/owing will deprive the company of the revenue it would provide.

• Any attempt to tarnish the Institute's reputation in the public domain would be classed as an actionable offense and may lead to cancelation of your 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.

**NOTE:** VFA staff will not accept abuse, raised voices, threats, or aggression from learners and should this occur VFA staff will inform the learner in writing that the matter is being referred to Compliance Manager. Where a learner’s behaviour is in breach of VFA code of conduct, the learner’s enrolment with VFA may be terminated. Where a learner’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 included but not limited to our Face-to-Face courses and Digital Online courses.

Users, subscribers and students are constituted as the same interpretation herein.

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

Students will have full access of their records and completions when completing training courses with VFA. VFA will never release any of the students analytical, outcomes or intellectual learning data outside the rules of an ASQA, Privacy Rules, and State or federal rules. Note: Students are required to keep all passwords and logins to themselves and a learner 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, cyber bullying 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 and any person found guilty of bullying whether it be online or face to face 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.
DISCLAIMER

As VFA courses and websites may have the ability for subscribers/members to publish or share their opinion, VFA takes no responsibility for personal opinions or shares from Subscribers nor any links to external websites. Forums are not constantly screened, moderated, approved, reviewed or endorsed by VFA.

Note: By posting to or viewing such forums, you take sole responsibility for your actions and by accessing the forums you agree that VFA cannot be held responsible or liable for any of the content. VFA reserves the right to remove any content as they seem fit from their forums and take action against anyone who breaks the rules of education.

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 to 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 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
• Content that is unlawful
• 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 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 forums, 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 forums, websites and courses you will be required to register for a personal account to use most features. You agree by signing up and VFA providing you with credentials and access that you accept full responsibility of 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, with respect to 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 with 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 contents of these external sites.

PARTICIPATION IN PROFESSIONAL DEVELOPMENT AND RESEARCH
As a 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 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 condition 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.

SOCIAL MEDIA

As social media is readily available these days it is very easy to breach the student handbook incidentally or intentionally. As such, 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
- MySpace
- Instagram
- Forums
- Chartrooms
- Blogs
- Emails

UNDERSTANDING PERSONAL SPACE

As students have privacy VFA must respect within the online and classroom environment, so do our personnel. Personnel and representatives of VFA may too have their own personal or business social accounts.

We have a strict rule of keeping personal accounts private; therefore, the staff is prohibited to contact students via social media without prior consent. If you contact a staff member and you receive no reply it is not that they do not want to make contact, it is not permitted by VFA.
STUDENT PLAGIARISM PROCEDURE

ACADEMIC HONESTY

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 their 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 – 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.

PLAGIARISM POLICY

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 to its programs. All Students will be informed of the penalties associated with plagiarism/cheating prior to and following their enrolment by means of the terms and conditions of enrolment within the student handbook.

DEFINITIONS

**Plagiarism:**

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

**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.
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 Manager 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 Head of the Institute by the VFA Manager 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 offense.

- In the case of a student denying their involvement in plagiarism or cheating, the VFA 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 offense. The VFA 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 VFA 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 students 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 students appeal has been decided in favour of the decision to cancel the student’s enrolment, by the head of the Institute, or at the head of the Institutes discretion, an independent adjudicator.
PROMOTING HONESTY AND AVOIDING PLAGIARISM AND CHEATING

VFA Trainers and assessors should stress the importance of integrity to the learning process. Honest work builds self-esteem, knowledge, and skills. In contrast, cheaters don’t learn; they undermine the quality of education we provide. Highlight the importance of academic honesty in class, Online Training, Online forums and in handouts, and refer suspected violations to the VFA Manager.

VFA courses have a set of clear standards for assignments and marking that advises students they may collaborate, 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 (Viper). All Parties can access Viper software from http://www.scanmyessay.com/. If the anti-plagiarism scanner reports that a Students assessment is too similar to an existing document, then the Trainer and Assessor must inform the VFA Manager so that appropriate action can be undertaken.

SEE CHART BELOW on following page...
POTENTIAL CHEATING OR PLAGIARISM IDENTIFIED BY RTO ASSESSOR OR STAFF

IS STAFF MEMBER RTO MANAGER?

TRAINER PROVIDES RTO MANAGER WITH ORIGINAL WORK & A STATEMENT AS TO WHY HE/SHE BELIEVES IT WAS PLAGIARISED

RTO MANAGER SPEAKS TO STUDENT TO ASCERTAIN HOW PLAGIARISM OCCURRED & WHETHER THERE ARE GROUNDS FOR BELIEVING IT WAS INTENTIONAL. TRAINER PROVIDES RTO MANAGER WITH ORIGINAL WORK & A STATEMENT AS TO WHY HE/SHE BELIEVES IT WAS PLAGIARISED

TRAINING MANAGER MUST DECIDE WHETHER THERE WAS INTENTION TO OBTAIN UNFAIR ADVANTAGE. HE/SHE ASKS:
- Were the students in this cohort given information on how to acknowledge the work of others?
- Has the student signed an assessment cover sheet?
- Has the student already received feedback on similar assignments?
- Is this a first-year student?
- RTO Manager may: consult with Trainer & Assessor or CEO

RTO MANAGER SPEAKS TO STUDENT TO ASCERTAIN HOW PLAGIARISM OCCURRED & WHETHER THERE ARE GROUNDS FOR BELIEVING IT WAS INTENTIONAL. TRAINER PROVIDES RTO MANAGER WITH ORIGINAL WORK & A STATEMENT AS TO WHY HE/SHE BELIEVES IT WAS PLAGIARISED

RTO MANAGER MAKES A JUDGEMENT ON SEVERITY & INTENTION

INTENTIONAL

UNINTENTIONAL

INTENTIONAL BUT SUBSTANTIAL

UNINTENTIONAL & MINOR

RTO MANAGER: • at meeting gives warning letter to student • refers student for further guidance on plagiarism • forwards warning letter to CEO

RTO MANAGER: • gives feedback to student • makes an appropriate reduction of marks • refers student to trainer further guidance on plagiarism

IS STUDENT ALREADY ON STUDENT PLAGIARISM REGISTER?

RTO MANAGER: • disallows work • gives disallow student work letter to student • forwards this letter to CEO

RTO MANAGER: • refers student to CEO • sends original piece of assessment to CEO

DOES STUDENT APPEAL?

RTO DISCIPLINE HEARING

RTO MANAGER IS INFORMED OF OUTCOME. IF CHARGE OF CHEATING NOT UPHELD, STUDENT WORK MUST BE ASSESSED

STUDENT MAY APPEAL ON PROCEDURAL GROUNDS

END OF MATTER.
DISCIPLINARY PROCEDURES

Disciplinary procedures will be implemented in the event of student misconduct. Student misconduct can include, but is not limited to, the following:

- Any action that can be considered as damaging in nature or with intent to tarnish or hurt the reputation of VFA.
- Any activities that cause or may cause interference with the day-to-day running of VFA activities of the organisation.
- Conduct that would constitute a criminal offence.
- Work that is copied or plagiarised will not be accepted.
- Harassment of fellow staff or students including but not limited to Sexual, racial or other harassment.
- Failure to uphold the student handbook and its code of conduct.
- Use of course materials for purposes other than educational purposes, outside commercial gain or fair use.
- Any threatening, violent, intimidating, offensive behaviour will not be accepted.
- Any type of dishonesty, fraud, cheating, will not be tolerated.
- Breach of any part of the Students Handbook.

In the event that disciplinary action is required, the student will be dismissed from a course without a refund.

For more information please visit above disciplinary procedures of this document as well as complaints and appeals

DATA LOSS AND SECURITY THREATS

VFA takes no responsibility in the event of 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.
REFUND POLICY

VFA HAS A STRICT REFUND POLICY.

VFA reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations, Transfers and Transitions Table for details.

EXCEEDING ENROLMENT TIME FRAME

VFA reserves the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed.

If a learner is having difficulty meeting this deadline, VFA may grant extensions under certain circumstances and apply a small additional delivery and assessment fee for the extension, to the cost of $262.50 for one (1) month, cost of $525 for three (3) months and $890 for six (6) months. Extensions are for courses out of time; in order to continue students must bring their accounts into credit time then pay for the additional days thereafter. This will result in the student having to back pay the time from their subscription ending. For example: If a student’s time has lapsed a month ago 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.

Extensions are not always available as an option and are determined at the discretion of the RTO and the ASQA rules in regards to superseded qualifications. It is the learner’s responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with the following:

<table>
<thead>
<tr>
<th>COURSE COMPLETION DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTENSIVE DELIVERY (CLASSROOM)</td>
</tr>
<tr>
<td>The last day of delivery, however a small extension can be granted where necessary.</td>
</tr>
<tr>
<td>BLENDED DELIVERY</td>
</tr>
<tr>
<td>12 months from course commencement.</td>
</tr>
<tr>
<td>SELF-PACED DELIVERY (ONLINE)</td>
</tr>
<tr>
<td>12 months from course commencement.</td>
</tr>
</tbody>
</table>
CANCELLATIONS, WITHDRAWALS, TRANSFERS AND TRANSITIONS

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to admin@vastfitnessacademy.edu.au. See table below for further break down of fees. 

<table>
<thead>
<tr>
<th>REQUEST TO CANCEL/WITHDRAW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal prior to course or module commencement</td>
</tr>
</tbody>
</table>

**Note:**
A participant is considered to have commenced a course once they have received their log in details, paperwork or training materials.

- If a participant withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee.

- If a participant withdraws from a course before the commencement of the course, but has purchased using a voucher or affiliate sale provider, a full refund will be made, less the commission fee to that affiliate party and or Voucher and less a 25% non-refundable administration fee.

- If a participant withdraws from a course before the commencement of the course, but has received a RPL kit and has gone past the 4 week submitting application time frame a full refund will be made, less the commission fee to that affiliate party and or Voucher, less a 25% non-refundable administration fee as well as $10 per month subscription fee.

- If a participant enrolls in a course via our website (voucher form) or via email (enrolment form) and fails to self second stage enrol. Their enrolment is automatically processed without RPL, once the time has passed a 4-week waiting period. Student’s time on course will automatically start and they will have access to their course materials and trainer and assessor. NO REFUND would be offered Please see (Withdrawal after course commencement)

**Special Notes:** Prior to course commencement there is a 7-day cooling off period. After this point there is no refund for change of mind.

When purchases are made via a 3rd party please note items special terms and conditions.

- If an employer has made a partial payment for an employee to participate in study under a Government funded program and the employee cancels enrolment before commencement of their course, a full refund will be made to the employer.

| Withdrawal after course commencement |

Once enrolled and the participant has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have been assigned a trainer, received their log in details, the paperwork or training materials. Students who have received their product and subscription are not entitled to a refund.
| Withdrawal due to illness or hardship | Where genuine hardship has been evidenced, extenuating circumstances may result in the refund of course fees. This is at the discretion of the CEO or their delegate. In cases where students are suffering from a medical ailment and are able to provide adequate documentation of such, upon application in writing, the student’s enrolment may be extended for a period of no more than three months. No refund of course fees apply and the student will remain liable for all payments as agreed under their payment plan.

The following conditions apply:

  • Participant must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc.
  • The Participant will forfeit the 25% non-refundable administration fee
  • The Participant will forfeit the Commission fee if the course was purchased through a voucher or affiliate party.
  • Withdrawal must take place prior to the expiration of the course

| Withdrawal for change of mind | No change of mind for purchases once enrolled and the participant has commenced the course. A refund will NOT apply. A participant is considered to have commenced a course once they have received their log in details, paperwork or training materials.

| Failing to meet LLN conditions | There is No change of mind for purchases once enrolled and the participant has commenced the course, in the event that VFA rejects an enrolment or a student does not meet the LLN requirements a refund may be granted depending on the following conditions:

  • Participant must produce satisfactory evidence of the circumstances of his/her withdrawal;
  • The Participant will forfeit the Commission fee if the course was purchased through a voucher or affiliate party. If not refundable to VFA;
  • Where VFA has spent considerable time on a student’s administration the student will forfeit the 25% non-refundable administration fee.
  • Students have 4 weeks to provide LLN Status; if a student goes past this census period from enrolment regardless of outcome no refund would be offered. |
### REQUEST TO TRANSFER/EXTEND/TRANSITION

<table>
<thead>
<tr>
<th>Request Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request to upgrade to face to face delivery mode</strong></td>
<td>Difference in course fees payable by learner if applicable and if face-to-face option is offered by VFA.</td>
</tr>
<tr>
<td><strong>Request to change to lower or higher level qualification</strong></td>
<td>$544 administration fee will be charged to transfer plus $18 per unit + any difference in fees payable or refundable.</td>
</tr>
<tr>
<td><strong>Request to change course into another person’s name</strong></td>
<td>Option only available if student has not started the course but has gone past the refundable period. $144 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).</td>
</tr>
<tr>
<td><strong>First aid/paramedical cancellations</strong></td>
<td>A booking is constituted as being provided with a date and time as well as any pre entry enrolment links. Practical component is the practical training session. If a booking has been made and enrolments have occurred but not commenced practical component then there is a forfeiture fee of 25% of the total fee payable for cancellation as well as any percentage to agents and third parties in advance. When enrolment has occurred and commencement of practical has occurred there is no refund applicable. It is agreed that seven (7) days notice must be given if the booking is to be cancelled for practical sessions and in the event of failing to attend the client is liable for the full course fee as the otherwise paying seat will now be vacant and will deprive the RTO of the revenue it would provide.</td>
</tr>
<tr>
<td><strong>Transitions and teach-outs</strong></td>
<td>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 a RTO must comply with any such General Direction and as such you will be notified in regards to changes to your training products by way of the notification tab on the website under terms and conditions then Important notifications. <a href="http://vastfitnessacademy.com.au">http://vastfitnessacademy.com.au</a> For further information in regards to transitions and teach outs we refer you to: <a href="http://www.asqa.gov.au/verve/_resources/General_direction_-_Learner_Transition.pdf#page=4">http://www.asqa.gov.au/verve/_resources/General_direction_-_Learner_Transition.pdf#page=4</a>.</td>
</tr>
</tbody>
</table>

**IN ADDITION**

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 learner’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).
### Transitions and teach-outs

**Transition period means**, where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner’s training, assessment, and AQF certification.

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 for a superseded qualification may be issued to an eligible student until expiry of the teach-out period (refer column at right) applicable to the qualification. Upon 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 in regards to Transitions and Teach out as follows:

- $350 for a single qualification
- $400 for a double/dual qualification
- $450 for a Triple qualification.

All transitions come with an additional 12 months of subscription that will be added to any remaining time in the students account prior to transition.

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 only when they have enrolled in a product after the [http://training.gov.au](http://training.gov.au) has made it superseded and in any event we would ensure 12 months free of charge subscription be added to the student’s portal combined with any existing time remaining. (Each student would be addressed as a case by case basis).

### EXTENUATING CIRCUMSTANCES

*Individual cases of extenuating circumstances will be considered on a case-by-case basis.

Extenuating circumstances may include but not be limited to:

1. Sickness or death in immediate family
2. Individual Medical circumstance

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

**(NOTE: VFA reserves the right to offer a refund or proportional refund in circumstances it believes are warranted). However there will not be a refund for any monies already paid out in relation to the training program and each case is judged on its merits (A medical certificate does not guarantee a refund).**
LEARNERS RIGHTS IF RTO CEASES TO DELIVER THE TRAINING PACKAGE

Where VFA is forced to cancel a course, learners will be entitled to transfer to another VFA course or receive a full refund. Where a learner opts to transfer to another course the options as detailed in the Cancellations and Transfers Table will apply.

+ RECOVERY OF FEES

In the event that any invoice, bill or amount is outstanding past the due date owed to the RTO, 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.

If a student misses four (4) concurrent payments when on a payment plan and has not made further arrangements with the VFA Accounts Department, the payment plan will be cancelled and all remaining monies owed on that payment plan will be invoiced in full. If payment is then still not fulfilled this will be referred to the debt collection provider of Vast Training Academy.

When a certificate is issued by the RTO to the student all payments must be made prior to receiving certificates. In the event payment is not made on issuing the certificate, an invoice will be raised to either the student, workplace or company brokering the certificate and if not paid the student and or company will be held liable for costs and damages.

+ CONFIDENTIALITY AGREEMENTS

Any person who receives and signs a settlement or non-disclosure agreement is bound by the terms of said agreement and a breach of this may lead to legal proceedings.

+ RIGHT OF RESPONSE

VFA and students both have a right to a response.
+ PRIVACY PRINCIPLES

VFA will adhere to all the privacy principles, at all times.

NOTIFICATION

VFA will take reasonable steps to notify you, or otherwise ensure you are aware of the purpose for which the information is collected, other parties it will be disclosed to, and that 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

Generally, VFA will only use personal information for the primary purposes for which it was collected. There are a few exceptions to this, such as when we have told you, or you would reasonably expect, that information is usually used in this secondary way. For example, some personal information provided to VFA through application forms will be published on the National Register in accordance with section 216 of the NVR Act.

Information may also be shared with state and territory government and other Australian Government authorities and ministers, occupational licensing bodies, overseas authorities, and others in accordance with the information sharing provisions contained in the NVR Act or the provisions of the Privacy Act.

NOTIFICATION

APP 6 outlines when an organisation may use or disclose personal information. Specifically, an organisation may use or disclose an individual’s personal information when it is done for the same purpose for which the information was collected (the primary purpose). Use or disclosure for another purpose (a secondary purpose) is only permitted when one of the exceptions to APP 6 applies.

These exceptions include, but are not limited to, where:

- The secondary purpose is directly related to the primary purpose of collection, and is within the individual’s reasonable expectations.
- The individual has consented to the use or disclosure for that other purpose
- The use or disclosure is required or authorised by or under law

IN THE EVENT OF A COMPLAINT

The information will be shared only with parties that are directly involved or necessary to involve in order to resolve the issue.

In the event that a student goes outside our internal complaints and appeals policies, students agree that they consent to VFA to use or disclosure any or all information for either resolving or defending its position on the matter.

From this point if you agree to the terms and conditions you are notified and accepting of this notification.
ELIGIBILITY

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.

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

Learners will need to have a basic proficiency in:

- Copy and Paste
- Accessing information stored on websites and from a USB
- Saving a word document
- Sending and receiving emails with attachments
- Open web browsers and follow instructions
- Use in Excel, and Microsoft word
- Specific course requirements as determined by units of Competency.

It may also be beneficial for learners to have an understanding of using Microsoft PowerPoint.

VFA does not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties. Please contact an VFA staff member if you are unsure about the computer requirements for a specific course.

ENGLISH

Learners will need to have a good command of written and spoken English (equivalent to general IELTS Band 6).

“Band 6: Competent user: has generally effective command of the language despite some inaccuracies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.”
+ **LANGUAGE, LITERACY & NUMERACY (LLN)**

All students will be observed throughout the enrolment process. Applicants must have Reading and Writing ability in English equivalent to year 10.

Students are required to [Check Their LLN Status](#) prior to purchase and or enrolment. If a student does not meet the entry requirement VFA will not continue their enrolment to the Second stage of enrolment. Any fees paid up to this point would be refunded less any fees paid to third parties or non-refundable items within advertisement as per the terms and conditions, providing it were within 7 days of enrolment.

If the student does meet the requirement but VFA believes they may require additional support they will be referred to a language specialist for assessment and assistance (at own cost) if they wish to continue.

+ **PARTICIPANTS CHARTER**

All participants in VFA courses and programs have a right to:

- Receive a copy of and have access to our complaints process
- The opportunity for feedback on services provided
- Have access to their own records on request
- Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
- A safe learning environment free from danger, abuse or harassment (WHS)
- Be treated by others with respect and dignity
- Treated others respect and dignity
- Provide an environment safe from threats and bullying
+ **INDUCTION/ORIENTATION**

Learners may, at VFA 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
- Face to face
- Multimedia
- Other method 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: [www.austlii.edu.au](http://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
- Delivery Options.

+ SUPPORT AND ASSISTANCE

In circumstances where VFA is unable to assist learners 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 referral to counsellors, associations, or government agencies that can assist with specific needs.

It is recommended that all students read the USER GUIDE LOCATED HERE as well as read the frequently asked questions located on our http://vastfitnessacademy.edu.au.
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 at the VFA Trainer/Assessor discretion in some courses, as long as 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 competency mark (C).

Elements that may be included (depending on course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, 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.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, VFA may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that VFA feels is valid. In such circumstances, VFA may seek assistance from an outside source (counsellor, tutor, etc.) and will record the process for reporting to the Registering Authority.

Where a client has been assessed three times and is still Not Competent (NC), VFA may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the VFA Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.
A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Handicap
- Cultural background
- LL&N difficulties
- Other trauma or reasons

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification, while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with VFA policies, clients will have access to personal information and will be advised of all outcomes in writing.

**+ VOLUME OF LEARNING**

All of VFA courses are created to support the volume of learning 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 classes, 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, and
- 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.

To see a sample of our Volume of Learning workings please CLICK HERE.

As a student if you would like further information in relation to the VoL please feel free to ask.

+ PRIOR LEARNING (RPL)

In some cases, students may be able to apply for Recognition of Prior Learning (RPL).

RPL is a form of assessment used to determine whether you have acquired, through work, life experience or previous training, the skills, knowledge and experience needed to meet the standards of a particular course or qualification, and that your skills are current.

It should be noted that we specialise and advertise as an online education provider and as such the process of RPL can be quite difficult in some instances.

In particular, in regards to reassessing 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.

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:

- In the form of tasks
- Work roles
- Samples of work
- Video submissions
- Suitably qualified third party validations
- Face to face demonstrations

Most RPL claims will use a pooled evidence approach for deeming competency via distance education, whereas to use multiple evidence techniques to confirm the Skills and Knowledge of the candidate, whilst ensuring all other aspects are achieved from the unit/course requirement.
Note: Face to face for RPL may attract an additional cost to the student. This is negotiated on a case-by-case basis; however, the daily rate is $500 per day.

Please refer to the Recognition (RPL video on VFA website under the FAQ page if you want to apply for RPL or watch a sample of how to complete a RPL kit HERE).

The availability of RPL will depend on the learner’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.

NOTE: Students will have to complete a FULL RPL kit. Failure to do so will result in no RPL being granted.

As courses can change over time it is VFA policy that anyone who pays for a course and requests RPL, will have 4 weeks from receipt of the RPL kit to supply their evidence.

After this point if they have failed to produce or arrange an extension student will be automatically added to the online system and all the units will be issued.

To remove units and apply RPL from this point will attract a $144 fee per unit.

There is no fee to receive a RPL kit however a fee of $200.00 per unit applies if you wish to submit the RPL kit for assessment. Please contact the academic coordinator for further information on payment arrangements at assessments@vastfitnessacademy.edu.au.

Students 12 month Subscription will start from the date the units are issued or date that RPL was approved.

IMPORTANT

As an online education provider we do not accept hard copies.

In the event of administration requesting a hard copy from a student please ensure that any information supplied is in copy format, as we will not repost back.

If you have material that is sensitive or original files they will be posted at your own risk and a return post pack with tracking facility pre-paid must be available. This also must be highlighted at first instance as we upload and store copies to our system and destroy the files sent in.

In the instance where a student requires data from our system it will invoke an Administration fee of $44 a direct cost for this service.
VFA offers ‘Recognition of Current Competency’ (RCC). RCC is where a learner has previously and successfully completed the requirements for a unit of competency from another RTO/Training provider and is now required to be reassessed to ensure the learner is still competent and current.

For example, due to the nature of the unit of competency HLTAID003 - Provide First Aid, VFA do not offer this unit online and it must be completed externally through another RTO or training provider. In this instance, VFA recognises this unit as ‘RCC’.

VFA PROCESSES FOR RCC (RECOGNITION PROCESS):
Before providing credit for a unit on the basis of a qualification, statement of attainment or record of results provided by the student, VFA will need to authenticate the information in the document by contacting the organisation that issued the document and confirming the content is valid.

For a certificate to be accepted by VFA it must contain the following details (as a minimum requirement):
- Students Name
- Date of Issue
- AQF logo or AQF statement
- NRT logo
- Correct unit title and code
- Currency of the certificate/statement of attainment
- The RTO Provider number for the organisation that facilitated the training.

If you have previously completed a unit or units from a nationally recognized course which make up part of the course you are undertaking with VFA then credit transfer can be applied.

There is no cost to submit an application for a credit transfer. All you need to do is request a credit transfer application after enrolling by messaging your assessor via the student portal.
+ 8 HELPFUL TIPS FOR STUDYING ONLINE

STEP 1
Our Trainers and Assessors are always available in the event you require any help or assistance with your studies. Simply use the ‘Messages’ section of your Learning Dashboard and you will have a response within 24 hours (not including weekends).

STEP 2
Duration of learning for the Certificate III and Certificate IV in Fitness.
VFA gives you a total of 12 months to complete each certificate. The length of the course will depend on a variety of different factors such 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 only a guide to show how long it takes on average and your study time may vary.

<table>
<thead>
<tr>
<th>Hours/Week</th>
<th>Certificate III in Fitness</th>
<th>Certificate IV in Fitness</th>
<th>Total Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>9-11 hrs/week</td>
<td>22-27 weeks/6 months</td>
<td>22-27 weeks/6 months</td>
<td>44-54 weeks/12 months</td>
</tr>
<tr>
<td>27-33 hrs/week</td>
<td>14-18 weeks/4 months</td>
<td>14-18 weeks/4 months</td>
<td>28-36 weeks/8 months</td>
</tr>
<tr>
<td>36-44 hrs/week</td>
<td>7-9 weeks/2 months</td>
<td>7-9 weeks/2 months</td>
<td>14-18 weeks/4 months</td>
</tr>
</tbody>
</table>

STEP 3
When answering assessment questions, the more information and detail you provide the better. This will ensure you aren’t wasting time getting responses from your Trainer requesting “more information”, “please expand” etc.
You are able to give answers directly from the slides and SRG’s.
The written/oral questions and project will ultimately be longer and more in-depth in your responses in comparison to the activity questions.

STEP 4
It is recommended that you follow the below structure when completing each unit of study. Please ensure you are completing one unit at a time before moving onto the next.
1. Read Section 1 unit content
2. Answer Section 1 activities
3. Read Section 2 unit content
4. Answer Section 2 activities
5. Answer Written/Oral questions
6. Complete the Project

STEP 5
Please allow sufficient time for your workbooks to be assessed by one of our Trainers. This can take up to 12 days from the day you have submitted your workbook for assessment. Please continue working through other units of study whilst waiting for your assessment to be marked.

STEP 6
In the event you need to update/edit any of your details please use the ‘Settings’ tab at the top menu bar of your Learning Portal. Please ensure all the details are correct at all times.

STEP 7
For any further questions please visit our website and our FAQ’s page.

STEP 8
VFA highly recommends you view our Student User Guide 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 and 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 bad and have a complaints and appeals process to ensure nothing is missed.

**NOTE:** Students who go outside the internal feedback channel be it by a review site or social media, facebook, twitter, and 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 items 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:**

- Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- Demonstrating a capacity and willingness to adhere to VFA standards and code of conduct
- Ability to 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.
+ SPECIFIC NEEDS GROUPS

VFA will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of VFA, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

Note: VFA makes no guarantees that we can cater for special needs it is solely dependent on staffing at the time.

+ ANTI-DISCRIMINATION

VFA 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 applicant or others.

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

Note: In the instance a student 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.

+ CONFIDENTIALITY

VFA will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

Please refer to section “Right of Response.”
+ SEXUAL HARASSMENT

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship that is mutual or consensual.

Sexual harassment is a type of sex discrimination.

The Sex Discrimination Act 1984 (Cth) makes sexual harassment unlawful in some circumstances.

Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Sexual harassment disproportionately affects women with 1 in 5 experiencing sexual harassment in the workplace at some time. However, 1 in 20 men also report experiencing sexual harassment in the workplace.

IDENTIFYING SEXUAL HARASSMENT

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- Staring or leering
- Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- Intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

IN WHAT CIRCUMSTANCES IS SEXUAL HARASSMENT UNLAWFUL?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.
+ DISCIPLINARY PROCEDURES

Where students are in breach of VFA policy, 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 problem, VFA may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more 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 action will be recorded with written outcomes supplied to the student(s) involved.

+ 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 learners 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 learners 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, third parties and other learners.

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 facilitator/assessor. If you are not satisfied with the result or action you may then undertake a complaint or appeal through Step 2.

STEP 2:
a) 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 receipt the complaint and will make written contact as soon as practically possible, preferably within 48 hours.
b) 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 (Level 1, Suite 322, 241 Adelaide St, Brisbane QLD 4000) for actioning.

c) 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.

*If the grievance concerns a particular VFA staff member, STEP 2(b) will automatically follow.

STEP 3:
The complainant may at any point in this process action their grievance with:

a) A trade union, or association
b) The Anti-Discrimination Board
c) An independent third party nominated by VFA

PRINCIPALS
All issues, complaints and grievances are taken seriously by the staff and management of our business 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 principals 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 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 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 it is possible that 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.

It is VFA 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 it is possible that 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 requirement 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 attendance, 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, RTO’s, 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/OHS records
- Student results
- Audits
- Partnerships
- Industry arrangements
- Other
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.