



STUDENT HANDBOOK

GUIDE TO YOUR QUALIFICATION

VAST FITNESS ACADEMY RTO #41564

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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 August 16, 2016 and operates from its office located at 3/34 Maud Street, Maroochydore QLD 4558.

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 and 10763NAT - Certificate IV in Nutrition. 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 recourses
 - Developed by industry professionals
 - User friendly learning and assessment materials
 - Dedicated assessment and assistance email addresses

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

CONTACT VAST TRAINING ACADEMY PTY LTD

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

8.30am to 5pm Monday to Thursday EST

8.30am to 3pm Friday EST

Notes: Hours are excluding public holidays

OFFICE LOCATION

3/34 Maud Street, Maroochydore QLD 4558

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/>

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](#).

ABOUT RTOs

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 STUDY WITH 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?

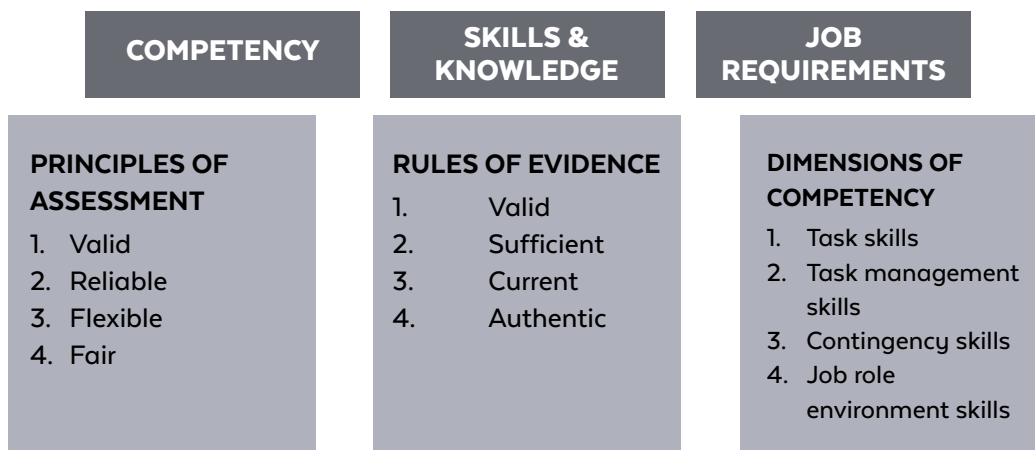
The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attributes relevant to effective participation in an industry, industry 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 the courses that Vast Fitness Academy provides, simply visit the website www.vastfitnessacademy.edu.au and click on the ENROL NOW button.

After submitting your enrolment request a member of the Vast Fitness Academy enrolment team will make contact to finalise the enrolment.

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 information can be directly uploaded to the student portal as part of your enrolment. 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 our VFA Administration team to approve your LLN. Students, however, in the meantime will have access to their student portal dashboard.

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



PLEASE NOTE: Sometimes our emails find their way into Students junk mail files. We have no control over this so please check before you call us.

TERMS & CONDITIONS

The RTO, Vast Fitness 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.

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.

FEE 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 contracts.

Students shall pay for training and assessment services as they are provided. Qualifications will not be issued until full payment of course fees have been made.

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 and can be provided again upon request.

Establishment and additional fees will be charged as per the relevant third parties' terms and conditions, 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:

Ezypay

https://www.ezypay.com/hubfs/document/AU_Customer_Terms_&_Conditions.pdf

Payright

<https://www.payright.com.au/terms-of-use/>

CANCELLATIONS, TRANSFERS & TRANSITIONS

Applicable to all students and all study methods:

REQUEST TO CANCEL/WITHDRAW

<p>Withdrawal prior to course or module commencement</p> <p><i>Special Note: A participant is considered to have commenced a course once they have received their log in details.</i></p>	<p>If a participant withdraws before the commencement of the course, a full refund of the fees will be made, less the \$300 non-refundable administration fee.</p> <p>Special Notes: Prior to course commencement there is a 10-day cooling off period.</p>
<p>Withdrawal after course commencement outside of the 10-day cooling off period</p> <p><i>Special Note: A participant is considered to have commenced a course once they have received their log in details.</i></p>	<p>Once enrolled and the participant has commenced the course, refund of course fees will apply as per the below schedule. The below percentage does not include the \$300 non-refundable administration fee.</p> <p>Cancellation after enrolment:</p> <ul style="list-style-type: none"> • Day 11-14 – 90% refund of course fees. Minus the \$300 non-refundable administration fee. • Day 15-21 – 70% refund of course fees. Minus the \$300 non-refundable administration fee. • Day 22-30 – 50% refund of course fees. Minus the \$300 non-refundable administration fee. <p>Strictly no refunds after 30 days.</p>
<p>Withdraw due to extenuating circumstances</p>	<p>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 apply in writing for an out of policy extension, of up to (6) months and must supply verifiable evidence which includes a minimum of a medical certificate.</p> <p>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.</p> <p>EXTENUATING CIRCUMSTANCES</p> <p>*Individual cases of extenuating circumstances will be considered on a case-by-case basis. Extenuating circumstances may include but not be limited to:</p> <ol style="list-style-type: none"> 1. Sickness or death in immediate family 2. Individual Medical circumstance <p>SPECIAL NOTE: A medical certificate or other equivalent documentation MUST be provided as evidence.</p> <p>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:</p> <ul style="list-style-type: none"> • 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

<p>Request to change course into another person's name</p>	<p>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).</p>
<p>Transitions and teach-outs</p>	<p>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.</p> <p>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 directly messaged through the student portal.</p> <p>For further information in regard to transitions and teach outs we refer you to: http://www.asqa.gov.au/verve/resources/General_direction_-_Learner_Transition.pdf#page=4</p> <p>IN ADDITION</p> <p>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).</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>We have capped the course cost in regard to Transitions and Teach out as follows: \$350 for a single qualification</p> <p>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 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).</p>

Transitions and teach-outs	OTHER INFORMATION <ul style="list-style-type: none">• 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 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, it must be prepared to demonstrate, if requested by ASQA, its reasons for continuing and identify the students affected and its planned delivery timeframe completion. <p>The student notes that it is their own responsibility to check the website notifications tab on a regular basis regarding their training product and any such changes that may affect them and their course.</p>
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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 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 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. The head office is 3/34 Maud Street, Maroochydore Qld, 4558.
- Any attempt to tarnish the Institutes 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 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 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.

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 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. 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
- Chatrooms
- Blogs
- Emails

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

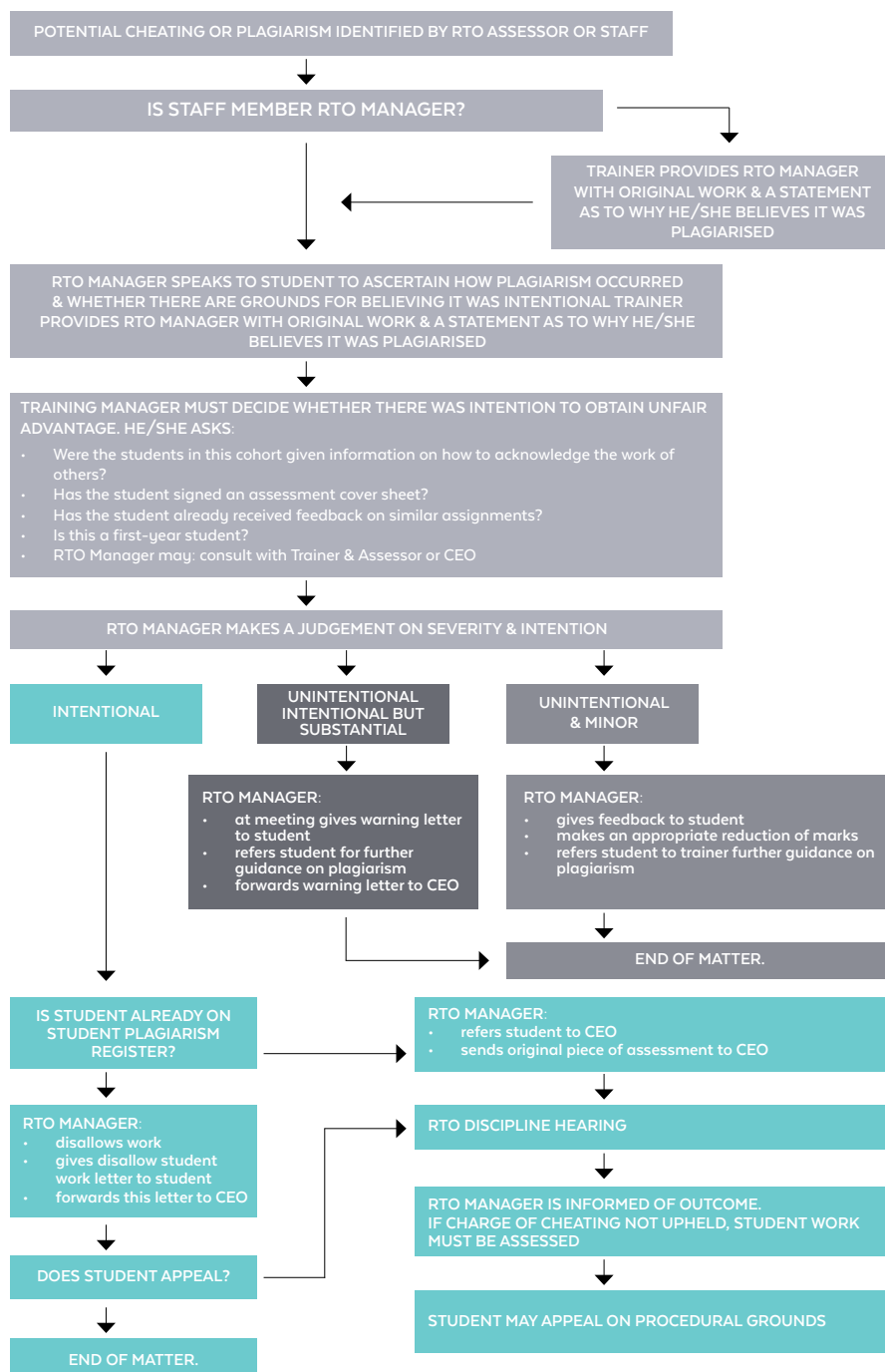
- Students identified as engaging in any actual or suspected form of activity in plagiarism or cheating in any assessment will be reported to the VFA Manager immediately following the discovery of the action.
- Evidence of the activity will be reported in writing and contain a detailed account of the 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.



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 COURSE COMPLETION TIME FRAME

VFA reserves the right to cancel an enrolment without notice, if after the allocated enrolment period; 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.

SIS30315 - Certificate III in Fitness | 12 months

SIS40215 - Certificate IV in Fitness | 12 months

Fast Track Personal Trainer

Core Units *SIS30315 - Certificate III in Fitness* | 7 months

SIS40215 - Certificate IV in Fitness | 12 months

****FOR STUDENTS WHO ARE ENROLLED IN BOTH SIS30315 - CERTIFICATE III IN FITNESS & SIS40215 - CERTIFICATE IV IN FITNESS**

VFA gives you a total of 24 months to complete these qualifications if you have enrolled in our 'Complete Trainer' package (12 months for each course). The Certificate IV in Fitness however, commences straight after you complete your SIS30315 - Certificate III in Fitness in which the 12 months then begins again.

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, outlined as below:

- 1 Month Course Extension \$200
- 3 Month Course Extension \$500
- 6 Month Course Extension \$850

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

CANCELLATIONS, WITHDRAWALS, TRANSFERS AND TRANSITIONS

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 admin@vastfitnessacademy.edu.au.

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 cost 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 EZYPAY

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

COMMUNICATION PROCESS

Step 1

VFA staff will attempt to contact the student through phone call, text message and email to determine why the student has missed their payment. If VFA is not satisfied by the reason of a non-payment, access to the online portal will be temporarily blocked until the matter is resolved. VFA will then move to step 2.

Step 2

If contact is not made within the following 7 days of the first attempted communication the student will have a second attempt of contact made through phone call, text message and email regarding their overdue account. The academy will give the student two business days to respond. If the student does not contact the academy within the allocated timeframe, VFA will notify the student of the intention to progress to the use of their Debt recovery partner.

Step 3

If the student does not make contact within two business days of the last attempted communication from VFA, the student will be notified of the matter being referred to the VFA Debt Recovery company. All outstanding course fees will be applied to a single invoice and be issued to the student for recovery in line with the cost recovery clause.

AMPAC Debt Recovery | www.4ampac.com.au

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, 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

Under the Data Provision Requirements 2012, Vast Fitness Academy 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 Vast Fitness Academy 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; and
 - 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; and
 - 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 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

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.

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) 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

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 below table for recommended providers.

Employee Assistance Program	Hunterlink National 1800 554 654
Reach Out	Reach Out helps supports people with issues such as drug taking, alcohol or gambling or gaming addiction http://au.reachout.com/tough-times/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. For phone contacts in all Australian States refer to: http://ehespace.org.au/
Head Space	eHead Space is an online and telephone service which supports young people and their families going through a tough time. It is specifically targeted at those aged between 12 - 25. Ph 1800 650 890 (available from 9am - 1am 7 days a week) http://www.eheadspace.org.au/
Counselling Services	Referral to appropriate 24/7 services such as: Beyond Blue ph: 1300224636 http://www.beyondblue.org.au Lifeline ph: 131114 http://www.lifeline.org.au
Reading and Writing Hotline	www.readingwritinghotline.edu.au/information-and-advice 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 at the VFA Trainer/Assessor 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.

In order for students to successfully complete their practical tasks/work placement, it is their responsibility to source and confirm a 'Host Facility' that is equipped with the resources listed in the 'Work Placement - Required Client Type Checklist' found in the students' pre-enrolment pack.

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:

- Theory
- Short answer question
- 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.

REASONABLE ADJUSTMENT

Where the VFA trainer and 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 vary 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 satisfactory/not yet satisfactory 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 comparability of standards will be compromised.

Assessors must submit a reasonable adjustment request, to the Training Manager that outlines the adjustment to be considered and the reason for the adjustment to be applied. The Training Manager must provide a response (approval or non-approval) for any reasonable adjustment request.

ASSESSMENT AND FEEDBACK

Completed and submitted work will be assessed within twenty one (21) business days and feedback provided to the student as soon as possible thereafter. Where a student's work is assessed to be unsatisfactory 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 satisfactory.

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.

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 course or qualification, and that your skills are current.

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 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

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.

RPL FEES

Additional fees are not applied for a student to receive a RPL kit, however a student must be enrolled and financial before the academic co-ordinator reviews the RPL kit for assessment.

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

IMPORTANT

As an online education provider, we do not accept hard copies. All documents **MUST** be supplied in digital format to the Academic Co-ordinator.

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 48 hours (not including weekends).

STEP 2

Duration of learning for the SIS30315 - Certificate III in Fitness and SIS40215 - Certificate IV in Fitness.

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 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.

	SIS30315 - Certificate III in Fitness	SIS40215 - Certificate IV in Fitness	SIS30315 - Certificate III in Fitness & SIS40215 - Certificate IV in Fitness TOTAL
9-11 hrs/week	22-27 weeks/6 months	22-27 weeks/6 months	44-54 weeks/12 months
27-33 hrs/week	14-18 weeks/4 months	14-18 weeks/4 months	28-36 weeks/8 months
36-44 hrs/week	7-9 weeks/2 months	7-9 weeks/2 months	14-18 weeks/4 months

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 | 7-10 working days for short response and up to 21 working days for practical 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."

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 and trainers, 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:

- 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.
- 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 3/34 Maud Street, Maroochydore QLD 4558.
- 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 complaint 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 complaint with:

- 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 (www.education.gov.au/NTCH)

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.

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.

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 Directors 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.

