

STUDENT INFORMATION HANDBOOK

**TERMS &
CONDITIONS
INCLUDED**

AUSTRALIAN INSTITUTE OF
PERSONAL TRAINERS
THE **REAL** EDUCATOR IN FITNESS

Contents

Introduction	4
Terms and Conditions	5
Course Support	5
Barriers to Course Completion	5
Support Services	6
Qualified Trainers and Assessors and Education Support Staff.....	6
Education Support Plan	6
Education Study Plan	6
Traineeship Students: Training Plan	6
Education Learning Platform	6
Intellectual Property	7
Individual Support Plans & Language, Literacy, and Numeracy.....	7
Unique Student Identifier (USI)	8
Student Requirements	9
Eligibility.....	9
Student Rights and Obligations	10
Australian Institute of Personal Trainers' Rights and Obligations.....	10
Withdrawal Policy	11
Fee Information	11
Course Fees.....	11
Incidental Fees	12
Incidental Fees Specific to the Face to Face On-campus Delivery.....	12
Cooling-off Period	13
Solicited Consumer Agreements.....	13
Unsolicited Consumer Agreements	13
Refund of Course Fees Policy.....	14
Cancellations and Withdrawals Within Cooling-off Period	14
Withdrawals Outside of Cooling-off Period.....	14
Funded Traineeship Refunds	15
User Choice Funded Traineeship Refunds:	16
Modifying Payment of Fees	16
Extensions Policy.....	16
Purchased Extensions	16
Traineeship Extensions	17
Provider Default.....	17
Course Transfers	17

Course Transfers Specific to Face to Face On-Campus Deliveries.....	17
Course Transfers Specific to AIPT Selected Mentor Deliveries	18
Payment Defaults.....	18
Credit Card Payments	18
Debt Recovery.....	19
Grievance, Complaints and Appeals	19
Code of Conduct	20
Behaviour	20
Plagiarism, Collusion and Contract Cheating.....	21
Access and Equity Policy	21
Consent to Image Release	21
Privacy Policy and Notice	22
Recognition of Prior Learning and Credit Transfer Policy.....	23
Working With Children Check (WWCC)	23
COVID-19 Vaccination Policy	24
Course Structure	24
Mentor of Your Choice.....	25
1-to-1 Flexible Mentor	25
Campus Club	25
Course Information Specific to the Fast-Track Personal Training Course and Complete Personal Training Course	27
Entry Requirement Component.....	27
Special Conditions.....	27
Work Placement.....	28
Practical Requirements.....	28
Placement Partners.....	28
Contact Details	29

Introduction

Australian Institute of Personal Trainers (AIPT) is a registered training organisation (RTO Code: 32363) regulated by the Australian Skills Quality Authority (ASQA). AIPT complies with the standards of the VET Quality Framework and Standards for Registered Training Organisations (RTOs) 2015 at all times.

AIPT reserve the right to make changes and updates to the terms and conditions as outlined in this Student Handbook at any time. Where changes affect the terms, conditions and/or agreed services, students will be advised as soon as practical.

The principles of natural justice and procedural fairness are incorporated at all levels of our operation. As an RTO, our policies and procedures meet the requirements and stipulations of all Commonwealth, State, and/or Territory Legislation relevant to our scope of operation. AIPT is committed to delivering fair, reasonable, and ethical dealings in all of its undertakings including:

- Client information
- Confidentiality
- Privacy
- Complaints, appeals and grievances
- Training standards
- Access and equity

This handbook outlines the Terms and Conditions of your enrolment, including your rights and responsibilities, and our obligations to you. It is a condition of your enrolment that students carefully read the Terms and Conditions within this Handbook. Students must agree to having read, understood, and accepted the information upon enrolment and adhere to the Terms and Conditions throughout.

** Note that the final section of this handbook contains information specific to students enrolled in the Complete PT program (Certificate IV in Fitness, plus entry requirements). If you are enrolled in this program, you **must** familiarise yourself with this section. All students enrolled in other programs may disregard this section.*

Terms and Conditions

Course Support

The Australian Institute of Personal Trainers primary objective is to support, educate and graduate all learners. Throughout a student's study journey, The Australian Institute of Personal Trainers provides ongoing learning through support services such as 1-1 coaching calls, competence calls, email services, general phone support and live chat. Dedicated Student Support Officers, Education Specialists and Trainers and Assessors are available to support students throughout their enrolment and encourage all learners to contact The Australian Institute of Personal Trainers frequently. It is considered the student's responsibility to contact The Australian Institute of Personal Trainers when support is required, however, The Australian Institute of Personal Trainers are passionate about all learners succeeding and will communicate with students regularly via text, email and phone when required. To ensure learners remain engaged, The Australian Institute of Personal Trainers will send learners inactivity notifications and communicate where the learner may be falling behind on their nominated study plan.

Barriers to Course Completion

Before commencing your studies, it is important that you identify any potential barriers that might prevent you from successfully completing your course. It is your responsibility to notify AIPT of any potential barriers at enrolment (or during your course) to allow AIPT to provide for adequate support throughout the course. Some things to consider include:

- Access to a computer and the Internet
- An active email address which is regularly checked
- A phone where you can be reached for support as required
- Computer literacy
- For certificate courses, Year 10 or equivalent level of reading, writing, and comprehension
- For diploma courses, Year 12 or equivalent level of reading, writing, and comprehension
- Access to suitable resources—e.g., video camera—depending on the course you are studying
- Time to complete the assessment items
- Financial stability to fulfil your financial commitments
- Depending on the course that you are studying, access to a workplace
- For Face to Face on Campus students, attendance at all classes

In addition, the following minimum technical IT specifications are required to successfully access course materials and fully engage as an online learner (distance education):

- Appropriate computer software – Microsoft Word (or the Open Office equivalent), and a PDF Reader, note that the training product is not supported on IOS/Android tablets and mobile phones.
- Google Chrome Internet Browser (best view).
- PC requirements – Windows 7, Windows 8, Windows 10, or later.
- Mac requirements – Mac OS X 10.6, or later.
- Active email address and stable internet connection.
- Mobile phone with voicemail capability.
- Printer and scanner.

By enrolling, without identifying any potential barriers, you are confirming to AIPT you are able to commit in full to your studies.

Support Services

The Australian Institute of Personal Trainers have a dedicated Student Services Department to assist students with their individual learning needs. Our Student Support Officers (SSO) provide support which assists students to stay on track.

The Australian Institute of Personal Trainer sends students regular assessment reminders to ensure they are well supported throughout their chosen course of study, however vocational students are required to be self-directed and are therefore responsible to contact The Australian Institute of Personal Trainer if when assistance is required such as if they are concerned with an upcoming deadline or need general support or guidance.

Qualified Trainers and Assessors and Education Support Staff

AIPT have industry leading education specialists and dedicated trainers and assessors who are available to support students throughout their studies. Upon request, students can schedule one-on-one coaching sessions via phone that allows learners the dedicated time with a trainer to discuss where they may need guidance and support with assessment and course curriculum. Outside of coaching calls, AIPT's education specialists are available via live chat, phone and email.

Education Support Plan

The purpose of the support plan is to ensure that students are progressing through their course of study within the prescribed enrolment timeframe. Students will receive a welcome email from the Student Services Department as soon as the enrolment has been processed. This email contains the details for the Student Learning Platform, My eCampus, as well as how to access specialist student support.

Education Study Plan

Students can generate their own personalised study plan in My-eCampus. The study plan is a structured plan that allocates a manageable timeframe for the chosen units of study which allows students to plan, manage, and structure their studies which may assist students to complete within the allocated timeframe. We find that students love this plan as it not only keeps them on track. Each study plan can be customised to suit your time commitments and goals and is flexible enough for things like holidays. Please note that some course offerings do require units and/or assessments to be completed in a particular sequence; this information will be made available to students in the Student Learning Platform.

Traineeship Students: Training Plan

To assist with progressing through your course, we will prepare a training plan with you and your employer to use as a guide on how long it may take to complete each unit. This allows you to plan, manage, and adequately prepare for your training conducted both on and off-the job, which is to be completion within the allocated timeframe of your traineeship.

Education Learning Platform

My eCampus

Students are provided with access to the theory component of the course through our industry leading Learning Management System (LMS) My-eCampus. Students are provided with a unique login so work is protected and only accessed by the individual. My-eCampus is a centralised learning environment

where all course materials and assessments are online and all assessment items are completed and stored within the LMS. Through My-eCampus's advanced tracking and reporting functionalities, AIPT can better monitor your progress and as such determine areas of success and areas where you require assistance. The best part about My eCampus is the interactive learning resources, which makes doing your course even more fun!

Dual Branded Course Materials

Throughout your enrolment with AIPT, you may notice some course materials will display both the logo for Foundation Education (55227) and the Australian Institute of Personal Trainers (RTO 32363). Please be aware that as a student you have entered into a contractual agreement for enrolment with the Australian Institute of Personal Trainers (RTO 32363). All training, assessment and support services will be provided solely by the Australian Institute of Personal Trainers (RTO 32363)

Intellectual Property

During your course, you may print copies of some of your learning materials and assessments to assist you with your studies. However, please note that some of learning materials and assessments are licensed through a third party. This means that The Australian Institute of Personal Trainers is not authorised to allow re-printing. You are reminded that all learning materials and assessments are the Intellectual Property of the Australian Institute of Personal Trainers. You are not authorised to on-sell or commercialise any product. The Australian Institute of Personal Trainers will take legal action if you are found to have breached this requirement.

Individual Support Plans & Language, Literacy, and Numeracy.

As a Registered Training Organisation (RTO), The Australian Institute of Personal Trainers determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product and relevant funding agreements as specified in the Training Packages or VET accredited courses. Prior to enrolment or course commencement (whichever is earliest), The Australian Institute of Personal Trainers identifies any support service requirements including literacy, numeracy, English language or physical capabilities that a learner would need to successfully complete the chosen course.

Educational and Support Services may include, but are not limited to:

- Pre-enrolment materials
- Study support and study skills programs (Individualised Learning Plans)
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- Learning resource centres
- Mediation services or referrals to these services
- Information and communications technology (ICT) support
- Learning materials in alternative formats (e.g. provided in large print) may result in additional costs to you, the student
- Learning and assessment programs contextualised to the workplace
- Any other service that the RTO considers necessary to support learners to achieve competency.

(Source: Glossary to the Standards for Registered Training Organisations 2015)

The Australian Institute of Personal Trainers acknowledges its responsibility to support all learners through to successful graduation. The LLN strategy provides this support by developing an individualised learning plan aimed at improving the language, literacy and/or numeracy skills required to successfully undertake the chosen course of study. The Australian Institute of Personal Trainers uses the LLN Robot System which assesses learners' skills against the Australian Core Skills Framework (ACSF) for; learning, reading, writing, oral communication, and numeracy. The five core skills are identified by the ACSF as the essential skills required to effectively participate in the workplace and education sector. All students have access to LLN assessment for the purpose of providing suitable support mechanisms as required, however no student can be forced to undertake the assessment. When the system identifies gap training is required, a customised training supplement is generated. Where a student is identified as requiring the training supplement, they must complete the supplement/s prior to commencing their course of study.

In certain cases where students access funding during their enrolment, it may be a mandatory requirement for them to undergo and successfully complete a Language, Literacy, and Numeracy (LLN) assessment and understand an additional support assessment. This assessment aims to ensure that students possess the necessary skills to effectively engage with their chosen course of study.

Unique Student Identifier (USI)

All students undertaking nationally recognised training since January 2015 must provide a valid Unique Student Identifier (USI). This includes students studying a Vocational Education and Training (VET) course when they are still at school (VETiS).

The Australian Institute of Personal Trainers will request all prospective learners provide their USI prior to enrolment. To quickly and easily apply for a USI, learners can visit www.usi.gov.au. If for any reason a learner cannot provide a USI at point of enrolment, The Australian Institute of Personal Trainers student services team will continue to follow up via email until learners have provided their USI in full.

A USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia from all training providers you undertake recognised training with
- Will give you access to your training and transcripts,
- Can be accessed online, anytime and anywhere,
- Is free and easy to create, and
- Stays with you for life.

If you are a new or continuing student undertaking nationally recognised training, you must have a USI to receive your qualification, record of results or statement of attainment. If you don't have a USI, the RTO is not permitted to issue your qualification documentation. Note that USI records only go back so far as January 2015 when the scheme commenced. Your USI will enable you to produce a comprehensive transcript of your training which can be useful for applying for employment, seeking academic and/or vocational Credit Transfer (CT) or demonstrating entry requirements when undertaking further training.

Important to note, if we do not have a verified USI on file for a student, we will not be able to report the student's training records to the USI Office, which means this information will not appear in the student's USI account.

Please note: where a student is exempt from providing a USI, the student must provide confirmation of this from the Office of the Student Identifiers Registrar (OSIR) to AIPT. If the exemption evidence

is accepted by The Australian Institute of Personal Trainers, the student understands that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Student Requirements

As a student of The Australian Institute of Personal Trainers, you agree that you have the following:

- Pre-requisite units and entry requirements as applicable to your qualification.
- Identified all barriers to study, including any impairments, disability or Language, literacy and Numeracy (LLN) issues, which may hinder your studies
- Appropriate level of computer literacy: the ability to access and use a word processing application, email, and internet. The Australian Institute of Personal Trainers does **not** provide IT technical support for students. Please note that handwritten submissions are not accepted for regular assessment. All assessments must be typed for clarity and consistency. However, we understand that some students may have special needs that require accommodation. In such cases, students should seek permission for handwritten submissions prior or at the time of enrolment so appropriate consideration, arrangement and agreement can be made to ensure a fair and accessible learning environment.
- Appropriate computer software:
 - Microsoft Word (or the Open Office equivalent), and a PDF Reader, **note that your course is not supported on IOS/Android tablets or mobile phones.**
 - Our recommended browser, which is Google Chrome Internet Browser.
 - PC Requirements: Windows 7, Windows 8, Windows 10, or higher.
 - Mac Requirements: Mac OS X 10.6, or later.
- Regular allocation of time over the length of your enrolment to complete your course.
- Active email address and stable internet connection.
- Mobile phone with voice mail capability.
- Printer and scanner.
- A USI. If you have not already applied for your USI, you will work with the Student Support Team to apply for one.
- Willingness to receive correspondence via mail, email, phone and/or text message.
- Willingness to respond to communication in a timely manner.
- If you have opted to pay for your course upfront or via instalments (referred to as a payment plan), the capacity to meet these payments as per your contract.
- Capacity to engage with coaching sessions, including any language, literacy, and numeracy support, as needed to complete the requirements of your course.
- Willingness to receive information on future courses or other training products with The Australian Institute of Personal Trainers.
- The ability to locate and dedicate time to securing a workplace provider and undertake all practical requirements stipulated by the training package requirements

Eligibility

All participants must be over the age of 18 to participate in a course with The Australian Institute of Personal Trainers unless express verbal or written permission from a parent or guardian is supplied. In accepting this enrolment, you are warranting that you are at least 18 years of age. If you are under 18 years of age, you must ensure that your parent or guardian has read and understood the terms and conditions contained in this booklet. By providing signed or verbal approval of your enrolment, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of all course fees.

Eligibility Requirements for Funded Traineeship Students

In addition to the above requirements, there are certain other criteria you must meet in order to undertake a traineeship. For the most accurate and up-to-date information, as well as employer obligations, contact your state training authority directly:

- **ACT:** <https://www.skills.act.gov.au/>
- **NSW:** <https://smartandskilled.nsw.gov.au/>
- **QLD:** <http://apprenticeshipsinfo.qld.gov.au/apprentices/index.html>

Student Rights and Obligations

As a student enrolled with AIPT, it is important that you be aware of the services and support available to you during your studies. All students have the following rights while enrolled:

- Fair and equitable treatment at all times, including access to all programs available on scope (subject to the relevant entry and LLN requirements).
- Proper access to the required support, training, and assessment as necessary to successfully complete the training, regardless of location or mode of practical delivery.
- Student records held by AIPT are the students and may be accessed by students at any time. Records held may include personal details, course progress, payment information, and certification documentation.

As a student of AIPT, you are obligated to:

- Ensure that the work you submit is your own; any discovery of plagiarism, collusion or contract cheating will be dealt with as outlined in the policies and additional information section.
- Advise us as soon as you become aware of any issues which may affect your study, including LLN needs.
- Keep copies of all assessment submissions. AIPT takes no responsibility for lost coursework submissions.
- Abide by the terms and conditions outlined in this document and the code of conduct policy in all dealings with AIPT.
- Meet your assessment obligations, especially in relation to the entry requirements; where this is not possible, you must advise AIPT as soon as possible.
- Make your course payments by the agreed due dates. Further information on fees is outlined later in this document.
- Keep your contact information up to date by advising us as soon as possible about changes, including but not limited to relocation to overseas or change of permanent residential address, phone number and email address. Keeping this information up to date is crucial for effective communication, timely updates, and ensuring that students receive important notifications and support from AIPT.
- Treat all staff including third parties such as AIPT Selected Mentors and all parties associated with Face to Face delivery with respect.

Australian Institute of Personal Trainers' Rights and Obligations

AIPT has an obligation:

- AIPT does not tolerate discrimination towards any group or individual in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability (physical or intellectual).
- Notify students of any changes such as changing ownership or closure.
- Inform students of important policies including how we ensure your privacy, how we handle complaints and appeals, and under what circumstances we administer refunds.

- Upon payment of all course fees, provide support, training, and assessment services in the chosen training program, in accord with the Standards for RTO's 2015. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training.
- Inform students if any part of the agreed services, including training and assessment are to be delivered by a third party.
- Issue the AQF Certification documentation upon request and at the end of your enrolment, whether completed or terminated. Formal qualifications are only issued when all course competencies have been met, assessed and awarded. A statement of Attainment is issued for partially completed courses, where full units of competency have been awarded as competent, and all agreed fees have been paid in full.
- Abide by our published policies and the information contained within this handbook.

AIPT reserves the right to:

- Change the terms and conditions as outlined in the student handbook at any time and without prior notice; changes made affect any and all prospective, current and future students. The latest information is posted herein and any changes which affect the terms, conditions and/or the agreed services will be communicated to the relevant students as soon as practicable.
- Cancel an enrolment without notice if, by the enrolment end date, a student has not achieved all course requirements. If some units within the qualification have been completed, a statement of attainment will be issued reflecting the competencies awarded providing that all agreed fees have been paid. No refunds will apply in this instance.
- Cancel an enrolment for reasons outlined in the Code of Conduct and fee requirement policies.
- Collect fees as per the agreed terms and conditions supplied upon enrolment and in accordance with the policies outlined in this document.

Withdrawal Policy

Students may withdraw at any stage of their enrolment. Withdrawals must be received in writing. No refunds apply to withdrawals received after the cooling off period. Foundation Education will acknowledge receipt of the written withdrawal request within one business day, and notify the relevant department to action the request within 10 business days.

Once the withdrawal is confirmed, a Statement of Attainment is issued for any completed units within 30 days, providing that all fees have been paid in full.

Withdrawal/Cancellation Contact details: Formal withdrawals must be submitted via student.services@aip.edu.au.

Fee Information

Course Fees

Course fees include all resources and study materials for the course as well as the support you receive from Department your chosen Faculty. Upon enrolment, students receive an email summarising the tuition fees. Before being formally enrolled, course fees are generally payable upfront, however after making an initial deposit, payment plans are available. Payment plan details including the duration and weekly/fortnightly contributions, as discussed with your careers advisor, will be confirmed by the Finance Department once your enrolment is processed.

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

Incidental Fees

- If you elect to pay for your course via a payment plan, you will be charged additional fees by a third party. A copy of their terms and conditions will be emailed to you 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.
- Printed copies of the AQF Certification documentation such as certificates, record of results, or statement of attainment can be purchased for \$30 plus postage.
- As The Australian Institute of Personal Trainers is an online provider, learning materials are provided electronically. Hardcopy resources can be purchased at an additional cost. Requests should be made via the Student Support Services. Purchased hardcopy materials are considered as the students' personal property, however students are not permitted to sell or commercialise the information contained within as this would be considered as a breach of Copyright legislation.

Funded Traineeship Contribution Fees

An invoice and application for admission form will have been sent to you prior to enrolment. It is important that you be aware that Australian Institute of Personal Trainers cannot accept your enrolment until we have received your completed form and payment of the invoice in full. Any delay in payment may also delay the registration of your training contract with the relevant state training authority. Contact your Australian Apprenticeship Support Network (AASN) for further details.

Incidental Fees Specific to the Face to Face On-campus Delivery

- In the event you are deemed to be Not Yet Competent (NYC) against the entry requirements within the required timeframes, students with progression will be given one opportunity to transfer to another Intake at the same Campus, or transfer to a Mentoring Delivery Mode at no cost.
- Students with no progression or limited attendance during the Entry Requirement timeframes, as defined in the Student Program Schedule, will be transferred to another Campus intake (at the same location).
- If the event you are deemed NYC against the entry requirements after the transfer, students will be liable for all fees, charges and associated costs; this includes a cost of \$750.00 for all students wishing to undertake another Campus intake.

Incidental Fees – Face to Face On-Campus			
Occurrence	Action by AIPT	Student Outcome	Cost
NYC – Entry Requirements (student is not progressing and needs additional time to complete the Entry Requirement units)	Student is supported by AIPT Fitness Department, given coaching calls if needed or requested	Student is provided the option to attend another intake at the same location at a later intake or allocated to the Mentoring program	Nil
NYC – Entry Requirements (Not attended sufficient classes)	Student is reminded of their obligations against the Terms and Conditions. Supported by AIPT Fitness Department	The student is moved to the next intake at the same location. The student will only be moved once at no cost for failure to attend	Nil

NYC – Entry Requirements; (Have already received one free transfer to a different intake and require another)	Students are contacted by AIPT, and it's identified as per the Terms and Conditions to have failed to progress.	Student will be liable to transfer to another Campus	\$750.00
--	---	--	----------

Cooling-off Period

Solicited Consumer Agreements

Where you have invited negotiations for the purchase of an AIPT training product, e.g., you have expressed interest in our courses or have contacted one of our sales people directly, you are considered to be a 'solicited consumer'. All courses contain a five-day cooling-off period, effective after you confirm your enrolment and accept the terms and conditions as contained in the Student Handbook. The cooling-off period is calculated using actual days, so weekends and public holidays are included, see table below for details of this:

If you enrol on a...	...then your cooling off period expires at 11.59pm on...
Monday	the Saturday of <i>that same week</i> .
Tuesday	the Sunday of <i>that same week</i> .
Wednesday	the Monday of <i>the following week</i> .
Thursday	the Tuesday of <i>the following week</i> .
Friday	the Wednesday of <i>the following week</i> .
Saturday	the Thursday of <i>the following week</i> .
Sunday	the Friday of <i>the following week</i> .

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

Unsolicited Consumer Agreements

Where you have not invited negotiations for the purchase of an AIPT training product, for example when one of our sales people telephones you uninvited or approaches you in a place other than our place of business, then you are considered to be an 'unsolicited consumer'. If this is the case, then Australian Consumer Laws will apply to ensure there is a cooling-off period to your contractual commitment to enrolment upon a course at AIPT (Contract). During this cooling-off period, you are entitled within a period of 10 business days to change your mind and cancel the Contract by giving written notice of termination to us at the contact details as given in the Withdrawal policy section below.

For unsolicited agreements negotiated by telephone, the cooling-off period begins on the first business day after you have received the enrolment documents confirming your enrolment over the telephone. For other agreements, the cooling-off period begins on the first business day after the agreement was made, which is the day you confirm your enrolment application to us in writing. Under Australian Consumer Laws, we must not accept or require any payment during the 10-day cooling-off period; however, if electing to make payment via credit card, we will pre-authorise the details you have supplied to us. No funds will be debited until the day after the cooling-off period has expired. If you cancel your Contract within the cooling-off period, the agreement will be void, but you must immediately return any materials that we may have supplied you.

Refund of Course Fees Policy

Cancellations and Withdrawals Within Cooling-off Period

Solicited consumers can cancel their enrolment within the five-day cooling-off period for any reason. A full refund less the administration fee of \$370.00 applies. Unsolicited consumers may cancel their enrolment for any reason within the allowable 10 day cooling-off period. Unsolicited consumers are entitled to a full refund including refund of the administration fee. Note that all requests for withdrawal or course cancellation must be received in writing via student.services@aipt.edu.au and must be received prior to the expiration of the applicable cooling off period, otherwise full fees apply as per the terms and conditions herein.

Withdrawals Outside of Cooling-off Period

Refunds and/or waiver of future fees do not apply to withdrawals made after the respective cooling-off period expires. Solicited consumers are bound by a five day cooling off period, and unsolicited consumers are bound by a 10 day cooling off period. Students may withdraw from their course of studies at any stage of the course via written communication to student.services@aipt.edu.au, with all outstanding fees and charges applicable and enforceable. Students who have opted to pay their course off by payment plan or instalments are bound by the terms and conditions herein. All outstanding fees and charges apply and must be finalised within the agreed timeframe. Termination of enrolment does not provide for a refund or waiver of future fees. Extenuating circumstances which can be evidenced and verified may lead to a formal out-of-policy arrangement such as course extension up to six months free of charge. All out of policy arrangements are made solely at the discretion of the RTO CEO or Delegated Authority, or where the provider has defaulted on delivery.

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

- Change of mind towards your chosen qualification
- The online learning delivery mode
- 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

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), and was beyond the student's control. In such cases, the student must apply in writing for an out of policy consideration, and supply verifiable evidence to support the request of an extended enrolment period of up to six months at no charge. 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. Once the student confirms their enrolment, the student has acknowledged the condition, impairment, disability or personal situation will not impact their chosen qualification/course and as such will not be eligible for a refund or fee waiver at a later date. Students are required to identify any

impairments or circumstance which might affect their course during the enrolment process so that an individualised learning plan can be implemented. By finalising the enrolment without notification to AIPT the student acknowledges they are equipped to complete their chosen course and in a position to meet the Terms and Condition of their enrolment including their financial obligations.

In the event that a student has a pre-existing condition which has significantly worsened post-enrolment, causing a permanent inability to complete the requirements of the course, they can raise a review into their ongoing liabilities. In the event that the student suffers a condition during the course of study which renders a permanent inability to complete the requirements of the course ever, they may apply for an out of policy consideration of their ongoing financial liabilities.

For all out of policy considerations, the student must provide sufficient and verifiable evidence to support their claims. Refunds or fee waivers are considered on a case by case basis and will be at the sole discretion of the RTO CEO or Delegated Authority. Where genuine and extenuating hardship can be evidenced and verified, which has resulted in the permanent inability of the student to ever complete the requirements of their course, an out of policy arrangement may be approved solely at the discretion of the RTO CEO or Delegated Authority.

Financial Hardship involves a student's inability to meet their financial obligations. Unwillingness to meet financial obligations does not constitute financial hardship. A student's eligibility to be considered for the Hardship Policy is at the sole discretion of the organisation. For consideration towards the Hardship Policy, the hardship cannot be a pre-existing set of circumstances meaning that the circumstance must have occurred after the cooling off period and was beyond the student's control. If the hardship was a pre-existing circumstance prior to enrolment, medical extensions and/or modifying payments may be available at the discretion of the organisation.

During the course of enrolment, students may request an adjustment to their payment plan. Requests should be submitted in writing, along with evidence of genuine hardship and relevant documentation, which will be assessed in accordance with the applicable policies.

Evidence required for financial hardship applications:

- Payslips
- Bank statements
- Proof of expenses
- Medical certificates
- Proof of unemployment

No requests for pro-rata based refunds or fee waivers will be approved unless adequate and legitimate documentation is supplied to evidence the situation. In all cases, it is the student's responsibility to ensure evidence is verifiable and meets the policy requirements. AIPT will not contact third parties to gain evidence on your behalf due to Privacy Legislation. All evidence supplied will be stored in secure files only accessible by authorised staff in accordance with the Privacy Policy and Privacy Legislation, and will only be utilised for the processing of the refund request.

Funded Traineeship Refunds

Any refund is made as a lump sum to the student no more than 28 days after the relevant state cancellation paperwork has been sent through and signed by both the student and the employer, but this is provided that the contribution fee has been paid in full. You should refer to the [Refund of Trainee Contribution Fee information table](#) for specific details.

User Choice Funded Traineeship Refunds:

The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and Trainees. To be eligible for a government contribution towards the costs of training, an Apprentice or Trainee must have entered into a training contract for a qualification that is funded by the department (DYJESBT).

The User Choice subsidy represents the level of public funding the government contributes towards the total cost of training for apprentices and trainees. A co-contribution fee is required by the student or a third party as set out by DYJESBT. The current rate of student contribution fee as set by the Queensland State Government is \$1.60 per nominal hour for each unit of competency.

If the Trainee or Employer wishes to cancel their training contract, they are entitled to a refund of their co-contribution fee for units not commenced. The refund amount is in line with the co-contribution fee rules for \$1.60 per nominal hour of the set unit/s remaining. The refund is provided to the payee and they are not required to apply or complete any documentation to receive this refund.

Please see the contact the traineeship team via email: trainees@aipt.edu.au for more information.

Modifying Payment of Fees

During the course of your enrolment, you may require an adjustment to your payment plan. Requests should be submitted in writing along with evidence of genuine hardship and relevant documentation, and they will be assessed in accordance with the applicable policies. Any variation to standard policy must be approved by the CEO or delegate. It remains the responsibilities of the student to determine their financial capacity to meet the scheduled payment arrangement prior to confirming their enrolment. In all cases of financial hardship, students will still be required to pay their course fees and honour their contractual obligations.

Extensions Policy

Students are required to complete their course within the timeframe set for their course. If you need additional time or wish to continue study beyond the end date of your course, an application for course extension must be made prior to your expiry date. AIPT is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date. If an extension is not purchased, AIPT reserves the right to withdraw the student without notice. Students are only eligible to purchase one extension, all other extension requests will be reviewed and approval will be made by the CEO or delegate. In order to purchase an extension, contact us on 1300 616 197 and note there is no deferment option available.

Purchased Extensions

Students have a five-day cooling-off period from the day they purchase the extension. Note, this cooling-off period is based on calendar days (includes Weekends & Public Holidays). If the student decides to cancel their purchase within this period, they are entitled to a full refund of the purchased extension less an administration fee of \$200. All requests to cancel must be received via written communication to student.services@aipt.edu.au. Students who request to cancel their purchase outside of their five-day cooling-off period will remain liable for any outstanding fees payable to AIPT.

E.g. Purchased on Monday – cooling off period expires 11:59pm Saturday

Traineeship Extensions

Any extension to your training contract must be coordinated between yourself, your employer, and the state training authority. An application form may be required depending on the requirements of your state or territory. Upon receiving notification of the change to your contract, we will issue you with a revised training plan and extend your enrolment end date.

Students who experience illness or injury during their traineeship can apply to temporarily suspend their obligations under the training contract for a period of up to 12 months. Your employer must agree to the application prior to the suspension taking effect, and once approved, ongoing employment arrangements should be determined. For further details, contact your AASN as listed on your training contract, or email trainees@aipt.com.au

Provider Default

If for any reason AIPT or any of its agents cancel or delay your course, you will first be offered a transfer to another course in order to continue your study. If a transfer is not available, or no suitable options can be agreed upon, a full refund will be given. Note that this condition does not apply if you have elected to delay the commencement of your course. A student may be eligible for a pro-rata refund where they have commenced their course and AIPT or any of its agents cancel, postpone, or delay the course or sessions. This pro-rata refund is dependent on the number of units that the student has accessed and how long they have been enrolled. Students may also have the option to be transferred to another course. If you have elected to pay your course fees by payment plan, the same pro-rata refund will apply. However, students who have not paid the minimum balance will be liable for the remaining fees.

Course Transfers

The Australian Institute of Personal Trainers encourages students to engage in study that best suits their expected outcomes. AIPT also expect that students have chosen the correct course as aligned to their desired goals. Depending on your circumstances, if you wish to change from one course to another, all course transfer requests must be submitted in writing to our Student Support team (student.sevices@aipt.edu.au). You will receive a decision regarding your course transfer request in writing from our Student Support team within ten business days. Note that the terms of your contract, including tuition fees payable, will not be affected by your course transfer request, unless you choose a course that bears a higher cost. Eligibility criteria will be assessed as per the training package rules and requirements.-Course deferrals are not available.

Course Transfers Specific to Face to Face On-Campus Deliveries

Once enrolled in a Face to Face On-Campus course, you may transfer to the next intake at the same location on only one (1) occasion. No additional fee is applied for a transfer to a later intake at the same Campus location.

If a student does not complete their Entry Requirement units for a second time after the transfer, as per the required timeframes, the student will be liable to pay \$750.00 to transfer to another intake.

If a student has already commenced their Certificate IV in Fitness units but wishes to transfer to another Campus location, there is a \$750.00 fee payable 48 hrs prior to the transfer. You must notify us in writing at least 48 hrs prior to the start of the practical component. A student may not transfer their enrolment and course to any other person.

If you do not attend the practical component of your course and fail to notify AIPT, you will be given the option of transferring to a Mentoring course. No refunds will be given for the difference between the Face to Face On-Campus Delivery and Mentoring modes of delivery

Course Transfers Specific to AIPT Selected Mentor Deliveries

Once enrolled in an AIPT Mentor course, you may transfer to another Mentor free of charge any time prior to the second practical session with your original Mentor. An administrative fee of \$75 will be payable on any Mentor transfers after the second session. It is the student's responsibility to contact AIPT to apply for and facilitate this transfer - advising only your Mentor of the desire to transfer is not sufficient.

Payment Defaults

During enrolment, students can elect to pay for their course via a payment plan. To be eligible for a payment plan you must confirm a set of fixed weekly or fortnightly amounts and agree to pay off the course within the set timeframe. A verbal authority, signed enrolment form or application form submitted online is verification of consent to all terms and conditions associated with that loan or payment plan, as provided to the student.

- AIPT has the authority to verify, validate or confirm details of any bank account details or credit card information provided to us with your financial institution, and authorise your financial institution to release such information to us.
- If you default on a payment, commit any other material breach of these terms and conditions or an insolvency event arises, your assessment will not be marked until the account is paid to date. This may mean making payment of the full arrears as well as any third party fees.
- Students will also be unable to participate in assessment days, practical assessment or other related support until their account is paid to date.
- Course fees must be paid in full for your certificate to be issued.
- Student payments will be checked weekly during the Face-to-Face On-Campus program. In the case that a student defaults on a payment, they will be excluded from all further sessions until their account is paid to date. It is your responsibility to make the scheduled payments; free catch up sessions will not be offered.
- Your certificate will not be issued until the course fees are paid in full.
- If your account remains unpaid, access to resources via your online learning platform will cease until the payments are brought up to date. Course extensions will also not be granted to students who have not paid their account, paid all associated fees pursuant to the initial agreement and/or complied with any and all associated or material obligations.
- If a student has enrolled under an upfront payment plan and later defaults on the remainder of the fees, the student will immediately be transferred to a payment plan and irrevocably agrees to pay the additional costs upon demand. The payment plan incurs additional course fees compared to the upfront payment. The student will also be charged further fees by a third party and a copy of their terms and conditions will be emailed to the student, should the payment plan be adjusted in this manner.
- AIPT reserves the right to deduct the total amount in default from the account details you have provided, plus default fees to bring the payments back into line with the payment schedule.

Credit Card Payments

If you have paid any part of your course fees via credit card, you are acknowledging that the card belongs to you or that you have express permission from the owner to use the card. If a third party (e.g., family member, friend, or employer) will be paying for your course fees, note that it is your

responsibility to get permission from the card holder to add their name and credit card to your student account.

You agree that you will do all things necessary to facilitate the payment of course fees including any periodic direct debiting or charging of any nominated account.

You authorise AIPT to verify, validate or confirm details of any bank account details or credit card information provided to us with your financial institution, and authorise your financial institution to release such information to us.

You authorise us to automatically update the expiry date of any credit card provided in accordance with the usual validity term extension.

Debt Recovery

If for any reason a student has defaulted in their payment to AIPT, then the remaining balance may be referred to either our solicitors or a debt collection agency for recovery proceedings. The student shall be liable for all costs associated with the recovery of their debt, including collection fees, commissions, and legal costs.

Grievance, Complaints and Appeals

Students who have a grievance, complaint or appeal, have the right to raise the grievance, complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

Grievance, Complaints and Appeals can arise from matters of concern relating to:

- training delivery and assessment
- the quality of the training
- student support
- materials
- discrimination
- harassment
- other

Students have the right to present the grievance verbally or in writing. A complaint or appeal needs to be presented formally and in writing, making use of the complaints form. AIPT will manage all grievance, complaints and appeals fairly, equitably and as efficiently as possible. AIPT will encourage the parties to approach the grievance, complaint or appeal with an open mind, and to resolve problems through discussion and conciliation.

AIPT seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise from a decision made on a grievance, all staff are expected to be fair, courteous and helpful in all dealings with the student making the grievance, complaint or lodging the appeal, and to assist or refer where they can. Where a complaint or appeal cannot be resolved through discussion and conciliation, AIPT acknowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum. Mediation costs will be shared equally by the person making the complaint and AIPT.

Requests for mediation assistance are to be made in writing addressed to the RTO Chief Executive Officer or Delegated Authority either by email student.resolutions@aipt.edu.au or surface mail to 54-58 Brookes Street, Bowen Hills QLD 4006.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. AIPT seeks to protect the rights and privacy of all involved, and to facilitate the return to a comfortable and productive learning environment.

For further information on the Grievance, Complaints and Appeals Policy and Procedure, click [here](#).

Code of Conduct

The Policy is designed to represent the expectations of AIPT and clearly establish behaviour guidelines, investigative procedures, and consequences for inappropriate behaviour. The Student Code of Conduct is designed to uphold the dignity of all staff, all students, and all persons associated with AIPT.

The Student Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Student Code of Conduct is to outline for students and staff their rights to work and study in a positive, secure, and orderly environment and show care, courtesy, and respect for the rights of others at all times.

Behaviour

Acceptable behaviour:

- Being courteous, respectful, and well-mannered at all times
- Making responsible and thoughtful choices
- Being truthful, fair, caring, and considerate through actions and behaviours at all times
- Being professional in all dealings with staff and other students
- Participating actively and positively in learning at all times
- Respecting the rights of others to learn in a non-threatening environment
- Completing all assigned assessment tasks to the best of their ability, on time and correctly identified (it is highly recommended that you add full identifiers in the header and footer of your submissions: Surname, Student ID, date and unit code; for example: PAAXX40999 – 01.05.12 – BSBWOR501)
- Being on time for sessions

Unacceptable behaviour:

- Swearing
- Threatening language or tone of voice
- Discriminatory or harassing behaviours
- Plagiarism, collusion, contract cheating, and/or engaging in dishonest behaviour
- Fraud or any breach of the law
- Racial, religious, or sexual slurs towards staff or other students
- Threatening behaviour towards staff or other students
- Abuse, or endangering the health or safety of any person
- Misuse of equipment
- Actions that lead to putting yourself, staff, or other students at risk

If a student is in breach of the code of conduct, this will be investigated, and they will be asked to give a written response to these allegations. If it is found that a student has breached the code of conduct,

that student may be given a warning and, depending on the severity of the breach, may be terminated from the course without notice and will receive no refund of fees. The CEO will make the final decision on any actions resulting in termination.

Plagiarism, Collusion and Contract Cheating

Plagiarism, collusion and contract cheating constitute breaches of academic integrity and the Student Code of Conduct, and are not tolerated under any circumstance.

Plagiarism means the practice of taking someone else's work or ideas and passing them off as your own without appropriately citing or acknowledging the owners of the intellectual property. Plagiarism may be intentional or unintentional. Intentional plagiarism involves the deliberate act of presenting someone else's work and ideas as if you had written them yourself, while unintentional plagiarism may arise due to confusion over how and when to reference another author or contributor.

The following acts constitute plagiarism unless the source of each quotation or borrowed material is clearly acknowledged or referenced (cited):

- Failing to adequately reference the work of others or sources of information
- Copying part or all of another person's work
- Submitting work that in part, or in its entirety has been copied from written material including electronic materials sourced on the internet

Collusion is the act of collaborating with someone else on an assessment exercise which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism. When working with others (collaborating) on a joint assessment, you must always acknowledge the work that any other participant has contributed to the project.

Contract Cheating is where a student commissions or seeks to commission another party (paid or unpaid) to produce academic work on their behalf. Contract cheating may occur when a student seeks help with their assessment task through an online company specialising in producing work for a fee, an unauthorised editing service that advertises via social media, or another student or non-student who has offered to help.

Breaches of academic integrity contravene the Student Code of Conduct and are deemed unacceptable behaviours. If a breach of academic integrity is suspected, a full investigation is carried out which may result in an official warning, or in severe cases, the cancellation of enrolment. In all breaches of academic integrity, students are notified in writing and have the opportunity to 'show cause' by responding to the allegations in writing.

Access and Equity Policy

AIPT's access and equity policy ensures that there is equitable access to all available programs on scope. In no instance will there be discrimination towards any group of individuals in any form, inclusive of race, gender, political or religious beliefs, culture, sexual orientation, and/or disability, be it physical or intellectual.

Consent to Image Release

AIPT may at times take photographs, record videos, and develop various marketing campaigns for use in promotional activities. These images and records remain the property of AIPT and will not be sold to any third party. By enrolling in a course with AIPT, you are agreeing to allow AIPT to use and make reference to any images and recordings in which you have participated. This may include but is not limited to photographs, video recordings, voice recordings, and text extracts.

Privacy Policy and Notice

AIPT respects your right to privacy. Our Privacy Policy & Notice (available at <https://www.aipt.edu.au/privacy-policy-and-notice>) sets out how AIPT collects, shares and uses personal information about you. AIPT is committed to protecting your personal information collected through our website (www.aipt.edu.au), from industry partners, contractors to AIPT, or directly from you. AIPT reserves the right to periodically make changes to the Privacy Policy & Notice as required with updates available on the website. It is recommended that all consumers engaging with AIPT carefully read the Privacy Policy & Notice in full.

Recognition of Prior Learning and Credit Transfer Policy

Recognition of Prior Learning (RPL) and Credit Transfer (CT) are available when applying for any of AIPT's courses. The RPL process is an assessment of evidence of pre-existing skills and/or experiences mapped against the unit elements to determine whether you are already competent in one or more unit. Credit transfer can be applied if you have previously completed a particular unit or units of competency, for example if you hold a current First Aid Certificate, you may be eligible for credit transfer.

Once you have enrolled, AIPT will assess your application if you believe you may be a candidate for this process. If successful, you will be eligible for exemption from undertaking certain assessments within the course. Note that the terms of your contract, including tuition fees payable, will not be affected by the units of competency achieved via this RPL or credit transfer process.

Recognition of Prior Learning is intended for individuals who can demonstrate that they have current industry competencies or experience reflecting performance criteria in the unit/s for which they are applying for RPL. Note that this process can be lengthy, and it relies solely on the evidence and information that you submit. It is the students' responsibility to work through the unit/s of competency that you wish to be assessed and that provide relevant evidence. You are required to submit:

- (i) At least one formal qualification or where there is no formal qualification, and
- (ii) Two different pieces of evidence to demonstrate your competence.

When submitting your evidence, keep in mind that your evidence needs to be:

- **Current** – Does the evidence reflect your current skills?
- **Relevant** – Is your evidence relevant to the unit for which you are applying?
- **Authentic/Valid** – Does your evidence prove/demonstrate that you have the skills/knowledge/attributes/competency for the unit for which you are applying?
- **Sufficient** – Is your evidence sufficient to demonstrate that you are competent in the skills relevant to the unit for which you are applying?

Once you are enrolled and have expressed your interest in this process, you will be supplied with an RPL application kit as specific to your chosen qualification of study.

Working With Children Check (WWCC)

Certain qualifications may require students to undertake a Working with Children Check and hold a Working with Children Check Clearance (WWCC Clearance) prior to undertaking their Work Placement.

If students wish to undertake Child-related Work as part of their Work Placement, they will be required to apply for and obtain, at their own cost, a WWCC Clearance prior to the commencement of their Work Placement.

All qualifications which require students to attain a WWCC or equivalent, will be identified to students prior to enrollment. Students should also check with their Work Placement organisation to determine whether they will be required to hold a WWCC Clearance to comply with organisational policies and procedures of their Work Placement.

Students who nominate to undertake Child-related Work as part of their Work Placement, or who are required to hold a WWCC Clearance by their Work Placement organisation, will be required to upload their WWCC Clearance to the Learning Management System to gain access to the practical component of the course.

In the event the student is issued with a Negative Notice or unable to successfully attain a compliance check, their enrollment will be **cancelled effective immediately** and they will be withdrawn from the qualification. Furthermore, the student will not be issued with any unit of competency associated with children or special population people. The student will be eligible for a refund on a pro-rata base taking into account how many units of competency have been accessed, duration of study and support accessed over the length of the enrolment. The student must advise AIPT immediately if they have any concerns or questions regarding their Working with Children Check.

No student will be allowed to undertake Child-related Work as part of their Work Placement if they do not hold a WWCC Clearance.

If a student does not intend to undertake Child-related Work as part of their Work Placement, they will be required to declare that they understand their obligations with respect to the Working with Children Check and they have determined they will not require a WWCC Clearance. The WWCC Clearance must be provided to AIPT for the student to gain access to the practical component of the course.

Processing times for obtaining a WWCC Clearance will vary. AIPT will not be responsible for a student being unable to commence their Work Placement in circumstances where the student did not apply for a WWCC Clearance within sufficient time to enable the WWCC Clearance to be obtained prior to the Work Placement.

Each state and territory have different requirements that will need to be met.

Please refer to our S5.0-PL001 Child Safe Policy AIPT for more information as to how we seek to create and maintain a child safe and friendly environment.

COVID-19 Vaccination Policy

AIPT does not have a COVID-19 Vaccination Mandate for our students. Workplace Health and Safety (WHS) and Public Health Orders regarding mandatory COVID-19 Vaccination are implemented, governed, and enforced at the State/Territory Government level. Students are encouraged to check with their relevant Government Department prior to their enrolment to ensure they will be able to fulfil any practical requirements of their chosen qualification and industry. No refund or waiver of course fees will apply where students are not able to access an appropriate workplace to complete their practical assessment requirements due to Government Mandated COVID-19 Vaccination requirements.

Course Structure

Your program will be delivered in a flexible mode through online learning with support from Student Support Officers between 8am – 6pm Monday to Thursday and 8am – 5pm Friday, as well as qualified and experienced Trainers and Assessors.

As a student enrolling in one of AIPT's Fitness Qualifications, you will have the choice of one of three (3) options for the completion of your practical components:

- *Campus Club* (Formerly Known As: *Face to Face On-Campus* (F2FOC))
- *1-to-1 Flexible Mentor* (Formerly Known As: *AIPT Selected Mentor* (AIPSTM))
- *Mentor of Your Choice* (Formerly Known As: *Student Selected Mentor* (SSM))

Mentor of Your Choice

The student is responsible for sourcing their own Mentor and having access to that mentor throughout the practical component of the course. The onus lies with the student to ensure that the selected Mentor meets the requirements as outlined within the Industry Professional Application Form (IPAF). It is recommended that the student submits their selected Mentor to AIPT for review and approval prior to commencing their practical component. No refunds or fee waivers will apply should the selected Mentor be deemed to not meet requirements.

1-to-1 Flexible Mentor

The student is assigned an AIPT Mentor who will supervise the student during the practical component of the course. AIPT has access to a network of approved Mentors and mentoring centres, where students can complete their practical hours alongside real fitness professionals. AIPT will, to the best of its ability and practicality, assign a Mentor in the student's local area. This is subject to availability of an AIPT Mentor in the student's area. AIPT will work with the student to ensure they are assigned a mentor in the most suitable location. Should a Mentor not be available in the local area AIPT will work with the student to discuss alternative options. No refund or fee waivers apply where a student does not attend or respond to Mentor interactions and communications or in any circumstances outside of AIPT's control.

Campus Club

This mode of delivery is undertaken in a real fitness facility (campus) in a group setting where the student will undertake their practical hours of structured Face to Face learning and focus on practical skills relevant to the fitness industry. Students complete their practical hours in an approved Campus with real fitness professionals, as well as using our online system to complete their theory knowledge assessments.

Students will be required to complete their Entry Requirement units, theoretical online and practical within the Campus prior to commencement of **Session 5**. It is the student's responsibility to successfully complete all entry requirements prior to **Session 5** - commencement of the Certificate IV in Fitness component.

Students who require support are encouraged to contact Student Services in the first instance. Students who do not meet their entry requirements will not be able to attend **Session 5**. These students will be required to transfer to another Campus Intake which may incur additional costs, or they will be offered the option to transfer into an alternative delivery mode in which no refund or fee waivers will apply. Students who do not complete their entry requirements by **Session 5** will be afforded only **one (1)** opportunity to transfer delivery modes at no extra cost. Any additional delivery mode transfers will incur additional charges.

The below table sets out the differences between these three (3) options:

Campus Club	1-to-1 Flexible Mentor	Mentor of Your Choice
		
<p>Start immediately, with your online theoretical components, where you will begin to build your knowledge even before stepping into the Gym at the Campus.</p>	<p>Start immediately, with your online theoretical components, where you will begin to build your knowledge even before commencing with your AIPT Mentor</p>	<p>Start immediately, with your online theoretical components, where you will begin to build your knowledge even before commencing with your Selected Mentor</p>

 <p>In the first couple weeks of your course, you will be supported by the Fitness Department at AIPT to ensure you complete your Entry Requirement units and acquire sufficient knowledge to undertake your practical</p>	 <p>In the first couple weeks of your course, you will be supported by the Fitness Department at AIPT to ensure you complete your Entry Requirement units and acquire sufficient knowledge to undertake your practical</p>	 <p>In the first couple weeks of your course, you will be supported by the Fitness Department at AIPT to ensure you complete your Entry Requirement units and acquire sufficient knowledge to undertake your practical</p>
 <p>Attend 4 sessions of practical at your chosen Campus to learn the basic practical requirements of the Fitness Industry and complete your Entry Requirement practical component.</p>	 <p>Attend a number of sessions with an AIPT Mentor within your local area* to learn the basic practical requirements of the Fitness Industry. <i>*Dependent upon an AIPT Mentor being available in your area</i></p>	 <p>Attend a number of sessions with your Mentor to learn the basic practical requirements of the Fitness Industry.</p>
<p>If you have been deemed competent against all your Entry Requirement assessments, you can enjoy three (3) weeks off from the face-to-face sessions. Students who do not complete their entry requirements will be required to transfer to an alternative intake or delivery mode. No refund or fee waivers will apply in this circumstance.</p>	<p>Once you have completed all your Entry Requirement assessments and been deemed competent, you will have all necessary skills and knowledge to be able to commence your Certificate IV in Fitness.</p>	<p>Once you have completed all your Entry Requirement assessments and been deemed competent, you will have all necessary skills and knowledge to be able to commence your Certificate IV in Fitness.</p>
<p>All students who have successfully completed the Entry Requirement units will move onto the Certificate IV in Fitness Campus delivery.</p>	<p>All students who have successfully completed the Entry Requirement units will be able to commence their Certificate IV in Fitness theory and practical components.</p>	<p>All students who have successfully completed the Entry Requirement units will move into their Certificate IV in Fitness units and commence both the theory and practical components.</p>
 <p>For the Certificate IV component you will undertake 46 face-to-face practical hours, delivered on-campus in a real gym delivered by real fitness professionals, ensuring you develop the skills needed to succeed in the industry.</p>	 <p>For the Certificate IV component you will attend a number of sessions with your AIPT Mentor* <i>*Dependent upon an AIPT Mentor being available in your area</i></p>	 <p>For the Certificate IV component you will attend a number of sessions with your Mentor</p>

		
<p>Complete your online Certificate IV in Fitness units of competency through MyeCampus, at a time and place which suits you and your lifestyle.</p>	<p>Complete your online Certificate IV in Fitness units of competency, through MyeCampus at a time and place which suits you and your lifestyle.</p>	<p>Complete your online Certificate IV in Fitness units of competency, through MyeCampus at a time and place which suits you and your lifestyle.</p>

Course Information Specific to the Fast-Track Personal Training Course and Complete Personal Training Course

Note that this section is specific to students enrolled in the Fast-Track Personal Training Course (*SIS40221 Certificate IV in Fitness + entry requirement units*) and Complete Personal Training Course (*SIS30321 Certificate III in Fitness + SIS40221 Certificate IV in Fitness*). If you are enrolled in one of these programs, you must familiarise yourself with this section. All students enrolled in other courses of study may disregard this section.

Entry Requirement Component

Both the Fast-Track Personal Training Course and Complete Personal Training Course contain the entry requirement units required for entry into the SIS40221 Certificate IV in Fitness. These entry requirements must be completed prior to entry into the Certificate IV in Fitness component. No exceptions will apply, and the Certificate IV in Fitness component cannot be entered into until such time the entry requirements have been deemed as sufficiently met. Note the entry requirement component contains the unit **HLTAID011 Provide First Aid**. AIPT do not deliver First Aid training and the student will be required to source an alternative provider at their own cost.

It is the responsibility of students enrolled in the Campus Club delivery mode to ensure completion of the entry requirements in line with the specified Course Schedule and prior to commencement of the Certificate IV in Fitness component. AIPT offers various support mechanisms which are designed to provide students with the best opportunity to successfully complete their course of study. The onus to progress in line with the Campus schedule and set timeframes lies wholly with the student.

Any additional costs incurred by the student or associated with non-progression or non-completion of the course within the allowable timeframes will solely be the liability of the student. No refunds or fee waivers will apply for lack of progression.

Special Conditions

For students selecting their own Mentor/Industry Professional, students must have access to a Fitness Facility and ensure their selected Mentor/Industry Professional is submitted to AIPT for review and approval.

A current *Working With Children Check* (WWCC) issued by the relevant state/territory authority may be required for the work placement portion of your course for select units of competency. Where a negative WWCC result is issued by the state/territory authority, the student may not be able to undertake the work placement component of select units. AIPT will work with the student to determine any viable alternatives within the scope of regulatory and legislative requirements. Should no suitable alternatives be found viable, the student will be withdrawn from their enrolment effective

immediately and issued a Statement of Attainment for any units of competency deemed competent. No refunds or fee waivers will apply in such an event.

Work Placement

Students who undertake practical placement with an external party should be aware that they are responsible for their personal property. Students who undertake practical placement with an external party should consider their personal circumstances, and whether private health insurance or income protection insurance is required as there is a level of risk present in our daily lives, in all activities that we do.

Practical Requirements

Workplace Observation Assessments will be made available to candidates to ensure sign-off on any required hours and practical tasks as per the requirements of the course. Workplace Observation Assessments should be signed-off by a Mentor or Industry Professional as approved by AIPT and that has supervised the candidate throughout their placement.

Please be aware some of your assessments require you to source participants to role-play clients, please work with your mentor to secure the required number.

Placement Partners

For more information regarding AIPT's Mentor and Campus partners (including location information) please visit www.aipt.edu.au/locations.

Campus Club Schedule		
Session	Duration (Hours)	Practical Workshop
0	~1.5	AIPT Led Education Session
1	7.5	ANP01, MFF01
2	7.5	PSFT01
3	5.5	GE01, MFF01
4	3	CHCDIV001, MFF01 <i>Not attended by students enrolled in the Fast-Track Personal Training Course</i>
N/A		Scheduled ~3 Week Break <i>Entry Requirements Must be Met Prior to Commencement of Session 5</i>
5	7	PTBC01
6	7	SISFFIT044, SISFFIT045
7	8.5	SHB01, PSC01
8	4.5	SISFFIT034, CHCDIV001 <i>Not attended by students enrolled in Complete Personal Training Course</i>

Contact Details

If you have any questions during your time studying with us, do not hesitate to contact our Student Support Department who are available from 8.30 am until 6.00 pm Monday to Thursday AEST, and from 8.30 am until 5.00 pm on Fridays AEST. **Phone:** 1300 13 84 34 / **Email:** student.services@aipt.edu.au.