



# *VETis Student* **INFORMATION HANDBOOK** TERMS AND CONDITIONS INCLUDED

AUSTRALIAN INSTITUTE OF  
**PERSONAL TRAINERS**

THE REAL EDUCATOR IN FITNESS

RTO 32363

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## Introduction

The 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) 2025.

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

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:

- Student information
- Privacy and confidentiality
- Feedback, complaints, appeals
- Training and Assessment 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 you carefully read the Terms and Conditions within this Handbook. You must agree to having read, understood, and accepted the information upon enrolment and adhere to the Terms and Conditions throughout. Your choice and decision to proceed with your enrolment with AIPT will serve as a confirmation of your having read, understood, and accepted to the contents of this Handbook and other related policies, procedures and documentation as included below.

# Terms and Conditions

## **Course Support for Online Delivery**

Where your course is being delivered through our online delivery program, your school has entered a formal agreement to provide education and support services to you on behalf of AIPT. Your school VET Coordinator will be the main contact for when you need general assistance and support with your training and studies. AIPT will still be available to both you and your VET Coordinator should further or additional assistance and support services be required. AIPT can be contacted via email, over the phone or online through our live chat functionality. It is the responsibility of both you and your VET Coordinator to contact AIPT should further support be required.

## **Course Support for Auspice Delivery**

Where your course is being delivered through our auspice delivery program, your school has entered a formal agreement to provide education and support services to you and deliver the training and assessment on behalf of AIPT. Your school's Trainers and Assessors and VET Coordinator will be your contacts when you need assistance and support with your training and studies.

## **Course Support for RTO Delivery (SA Government Stackable VET)**

Where your course is being delivered through our RTO Delivery, your school has entered a formal agreement with AIPT. AIPT's Trainer and Assessor will be your contact when you need assistance and support with your training and studies.

## **Course Requirements and Potential Barriers to Course Completion**

To successfully complete your qualification, you must have access to certain resources, skills, and supports. If you are unable to meet these requirements, this may create a barrier to your course progression or completion.

You are encouraged to carefully review the requirements below before enrolling. If you identify any concerns, you must notify AIPT at enrolment or as soon as possible during your studies so that appropriate support options can be discussed.

General Course Requirements you will need:

- Access to a computer
- Reliable internet access
- An active email address that is checked regularly
- A phone number where you can be contacted if required
- Basic computer and digital literacy skills
- Sufficient time to complete learning and assessment requirements
- Financial capacity to meet your fee and payment obligations.

Depending on your qualification, you may also require:

- Access to specific equipment (for example, a video camera)
- Access to a suitable workplace
- A workplace supervisor
- Availability to undertake mandatory work placement.

If you do not have access to the above requirements, this may impact your ability to successfully complete your course.

## **Minimum Technical Requirements for Online Learning**

Students enrolled in online (distance education) delivery must meet the following minimum technical specifications:

- A computer with:
  - Microsoft Windows 10 or later, or
  - Mac OS X or later
- An up-to-date operating system
- Reliable broadband internet access (ADSL2, cable, T1/T2, or NBN). Dial-up internet is not suitable.
- The latest version of one of the following web browsers:
  - Google Chrome (recommended for compatibility with MyeCampus)
  - Mozilla Firefox
- Required software:
  - Adobe Acrobat Reader
  - Microsoft Word (PC) or Pages (Mac)
  - File extraction software (such as WinZip or 7-Zip)
- Speakers or headphones
- Reasonable access to a printer and scanner

Failure to meet these technical requirements may limit your ability to access learning materials, submit assessments, or engage fully in your studies.

By enrolling, you confirm that you have reviewed the course requirements and have the capacity to meet them. If your circumstances change at any time during your course, you must notify AIPT as soon as possible so that support options can be explored.

## **School's VET Coordinator and Contacts**

Your school's VET Coordinator will be your first and main point of contact for support and questions you may have. Where you are undertaking your training through our online delivery program, your school's VET Coordinator or any other approved school contact confirmed to AIPT, will contact AIPT if there is any support with which they cannot help you. By enrolling under your school's agreement, your school's Vet Coordinator and/or approved school contacts may access your student records.

Where you are undertaking your training through our auspice delivery program, your VET Coordinator will refer you to your school's Trainers and Assessors if there is any support with which they may not be able to assist you.

## **Trainer and Assessors – Online Delivery Program**

For online delivery, we have a specialised group of people that can support you in completing your qualification and answering any queries regarding your course materials. Our specialists have extensive industry experience and can assist you with your learning needs. We offer one-on-one coaching sessions via phone to assist you; we are always happy to support you in achieving your qualification goals.

## **Trainer and Assessors – Auspice Delivery Program**

For auspice deliveries, your assigned school trainer and assessor is a specialist within the VET course that you have chosen. They may be a teacher or external provider to the school and will support and assist you with course queries you may have. Your trainers and assessors have extensive experience in the industry and can assist you with your learning needs. They may be able to provide you with one-on-one coaching sessions to assist you when required.

## **Trainer and Assessors - RTO Delivery**

For RTO Deliveries, your assigned AIPT trainer and assessor is a specialist within the VET Course you have chosen. They will support and assist you with course queries you may have. Your Trainers and assessors have extensive experience in the industry and can assist you with learning needs. They may be able to provide you with one-on-one coaching sessions to assist you when required.

## **Support Plan**

We have a plan to stay in contact with you. Why? Because we care, and we want to make sure you succeed. The purpose of your support plan is to ensure that you are progressing through your course. You will receive a welcome email once your enrolment has been processed. This email contains the details for your learning platform, MyeCampus, as well as how you can access support services. If you don't receive the welcome email, we may have incorrect details for you, so please contact us using the details provided at the end of this document.

## **Study Plan**

To assist with progressing through your course, you can generate your own personalised study plan in MyeCampus. How to do this is covered in the induction to your course. The study plan is a structured plan that allocates a manageable study timeframe for the units that you're studying. This allows you to plan, manage, and structure your course for completion within the allocated timeframe for your course. We find that students love this plan as it not only keeps them on track, but there is also flexibility in there for a break from study. For students undertaking an auspice or RTO delivery, it is best to refer to your trainer and assessor to confirm your study plan for the program.

## **Education Learning Platform**

### **MyeCampus**

Students are provided with access to the theory component of the course through our industry leading Learning Management System (LMS) MyeCampus. Students are provided with a unique login so work is protected and only accessed by the individual. MyeCampus 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 MyeCampus' 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 MyeCampus is the interactive learning resources, which makes doing your course even more fun!

## **Intellectual Property**

During your course you may print copies of your assessments and learning materials to assist you with your studies and building your skills and knowledge. Students are reminded that all assessment products are Intellectual Property of the RTO and as such are not authorised to on-sell or commercialise any product. Legal action will be taken if a student is deemed to have breached this requirement.

## **Unique Student Identifier**

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).

Your USI allows you to generate a comprehensive transcript of your training history, which may assist with employment applications, Credit Transfer (CT), or meeting entry requirements for further study.

AIPT 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](http://www.usi.gov.au). If for any reason a learner cannot provide a USI at

point of enrolment, AIPT's 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 AIPT, 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.

### **Pre-Enrolment Screening**

Students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.

Pre-enrolment screening is conducted for all students enrolling into any AIPT courses to capture current competencies including language, literacy, numeracy, digital literacy and suitability for the training product. The outcome is recorded to establish eligibility and suitability for training as well as development of appropriate support strategies if required for each student.

AIPT recognise that individuals have diverse levels of reading, writing, numeracy, and digital literacy. Where students are identified as needing support they will collaborate with our Support and Education teams to develop an ISSP – Individual Student Support Plan. This plan aims to ensure that each student receives fair and appropriate assistance to address any challenges that may adversely affect their student performance, to maximise their learning experience, and to achieve a positive learning outcome.

AIPT uses the LLN Robot System which assesses learners' skills against the Australian Core Skills Framework (ACSF) for: learning, reading, writing, oral communication, and numeracy. 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.

## Student Requirements

As a student at 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 and Digital Skills (LLND) 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 hardware and software as listed in this handbook. **Note that your course is not supported on IOS/Android tablets or mobile phones.**
- A USI. If you have not already applied for your USI, you will work with the Student Support Team to apply for one.
- 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.
- 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 AIPT unless express 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 approval of your enrolment, your parent or guardian acknowledges and accepts the Terms and Conditions.

## 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 pre-enrolment screening 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 disclosure of any disability, if you wish to do so.
- 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.
- Where applicable, cooperate with AIPT to ensure the responsible party has made 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.
- 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**

As a Registered Training Organisation we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to students in accordance with nationally mandated standards.

AIPT is committed to high standards for vocational education and training services and will ensure that:

- Prospective students receive accurate and clear information about training services to ensure they can make informed decisions.
- Students will be informed of any changes to the agreed services as soon as practicable.
- Students are supported throughout their enrolment journey.
- Students are provided with access to high quality Trainer and Assessors and Subject Matter/Industry Experts.
- Upon successful completion of nationally recognised training, students will be issued with relevant certification in accordance with the Australian Qualification Framework (AQF).
- 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) is NOT tolerated.
- Students are notified of any changes such as changing ownership or closure.
- Students are informed 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 2025. This guarantee continues for the period of enrolment to ensure that students have the opportunity to successfully complete the training.
- Students are informed if any part of the agreed services, including training and assessment are to be delivered by a third party.
- The AQF Certification documentation are issued 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.

- AIPT abide by our published policies and the information contained within this handbook.
- AIPT provides clear communication and timely feedback, assessments will be returned within 14 business days, and general inquiries will receive a response within 2 business days. If students do not receive a response within these timeframes, they reserve the right to raise a formal escalation for priority support.

#### **AIPT reserves the right:**

- 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.
- 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 from the school. For online and auspice deliveries excluding any SA Government Agreement, as per the agreement with the school, all fees are non-refundable. AIPT will acknowledge receipt of the written withdrawal request and notify the relevant department 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.

For SA Government Agreements, if a student withdraws from a VET course after four (4) weeks of commencement, the host school will not be eligible for a refund of any fees paid to AIPT. If a student withdraws within four (4) weeks of commencement, the host school will be eligible for a refund of all fees paid to the issuing RTO in respect of that student.

**Withdrawal/Cancellation Contact details:** Please contact your School VET Coordinator to send formal written confirmation through to our Programs Team at [programs@aipt.edu.au](mailto:programs@aipt.edu.au).

#### **Fee Information**

##### **Course Fees**

Your course fees are paid by your school. They include the delivery and assessment of your qualification and all resources and study materials for the course as well as the support you receive from our Education team. As your school is paying your course fees, any further information regarding your course fees or refunds should be obtained from your school's VET Coordinator.

##### **School Payment**

The nominated school will be responsible for collecting course amounts from individual students enrolling in the nominated course. An invoice will be raised to the school upon your enrolment being submitted to AIPT's Admissions department. It is to be paid within 30 days of receipt of an accurate invoice.

##### **Incidental Fees**

Printed copies of the AQF Certification such as certificates, record of results, or statement of attainment can be purchased for \$30 plus postage.

## **Extensions Policy**

Students are required to complete their course within the timeframe set for their chosen option. If you need additional time or wish to continue study beyond the end date of your course, you will need to contact your school's VET Coordinator to apply for extension. This must be done prior to your course end 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. AIPT reserves the right to withdraw the student without notice.

## **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 may be given. Please 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 completed and how long they have been enrolled. Students may also have the option to be transferred to another course.

In the event that the responsible party has 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.

## **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](mailto:student.resolutions@aipt.edu.au) or surface mail to PO Box 508, Fortitude Valley 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 Procedure, visit our website <https://www.aipt.edu.au>.

### **Assessment Appeals**

Appeals relating to an assessment decision relating to an assessment task (Satisfactory / Not Yet Satisfactory) or a unit of competency (competent/not yet competent) must be lodged with your trainer and assessor or the Education Department and in the case of online students, within 21 days of receiving notification of the assessment outcome. All assessment appeals will be reassessed by an independent trainer and assessor (validation process). If the same outcome is reached, the original assessment outcome stands. This outcome will be communicated within seven working days. If the student believes that the decision was made contrary to policy, Terms and Conditions, or the relevant training product and can provide supporting evidence, a formal appeal can be lodged with the Student Resolutions Team for independent review.

### **Surveys (Feedback)**

All students will receive surveys during and after their course to provide an opportunity for any feedback the student wishes to submit. All surveys are voluntary including the ones sent by funding bodies and regulatory authorities usually following completion of a course. Feedback is not limited to these surveys and can be provided at any time through our support channels.

### **Code of Conduct**

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

This Code of Conduct sets out acceptable student behaviour and appropriate disciplinary measures. The underlying purpose of the Code of Conduct is to outline to students and staff their rights to work and study in a positive, secure, and orderly environment and their responsibility to 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 practical 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 or vilification including antisemitism 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

**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 Policy 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, failure of a subject (Not Yet Competent status), 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.

## **Policies, Processes and Governance**

### **Diversity and Equal Opportunity Inclusion Policy**

AIPT's Diversity and Equal Opportunity Inclusion policy ensures that there is equitable access to all available programs on scope. In no instance will there be discrimination or vilification including antisemitism 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.

### **Wellbeing and Support Services Policy**

AIPT's Wellbeing and Support Services Policy ensures that there is equitable access to all available programs on scope. AIPT have a framework through which we:

- Promote diversity, equity, inclusion, and equal opportunity
- Prevent discrimination, harassment, bullying, vilification and victimisation
- Provide reasonable adjustments and structured support
- Support student and staff wellbeing.

### **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](http://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.

### **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.

### **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.

### **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).

### **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.

## **Credit Transfer Policy**

Credit Transfer (CT) are available when applying for any of AIPT's courses. AIPT can accept and provide credit to learners for identical units (if the units have the same code and title) to the units listed in our course offerings. Units of competency and/or modules completed through a different RTO that is/are evidenced by an academic Statement of Attainment or USI Transcript, unless licensing or regulatory requirements prevent this. 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.

Prior to and during enrolment students will be asked if they are seeking and/or eligible for any potential credit transfers. Students applying for credit transfer can fill out a Credit Transfer Form provided by the Student Support or Educational teams, then the application will be assessed. If successful, the student will be eligible for exemption from undertaking certain assessments within the course. Note that the terms of the contract, including tuition fees payable, will not be affected by the units of competency achieved through this process.

## **Recognition of Prior Learning Policy**

Recognition of Prior Learning (RPL) is a process that provides a student with recognition for formal and non-formal training as well as life/work experience. Learners who believe they already have some of the competencies in the course may apply for RPL.

Application can be made using the RPL Application Kit.

RPL timeframes are as follows:

- If the student enrolls in a funded qualification (i.e. Traineeship, Smart and Skilled, Career Start or Career Boost etc.) then the student must apply for RPL within the first 3 months of their enrolment.
- For all other enrolments such as Fee for Service, the student has up to 3 months from the date of their enrolment to request RPL to be undertaken.

Evidence that can be used to support an application for course recognition can include:

- A detailed resume
- Letters from employers
- An interview with the Assessor
- Work skills or knowledge
- Paid or unpaid work experience
- Life experience
- Community work experience

Course recognition will be granted if the student can:

- Provide sufficient evidence of relevant prior learning or experience
- Demonstrate the competency/competencies required for the course
- Present valid results of assessment or qualification

Course recognition will not be granted if the student:

- Cannot provide sufficient evidence
- Is unable to demonstrate the competency/competencies required for the course

Once you have enrolled, AIPT will assess your application if you believe you may be a candidate for either 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.

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. The application kit will outline and provide further information on evidence required and the process you must undertake.

## 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.

## Contact Details

If you have any questions during your time studying with us, please do not hesitate to contact our Student Support team. They are available from 8:30am until 6:00pm Monday to Thursday AEST, and from 8:30am until 5:00pm on Friday AEST.

**Phone:** 1300 138 434  
**Email:** [student.services@aipt.edu.au](mailto:student.services@aipt.edu.au)

Should you have questions regarding your school VET in Schools program, enrolment or have any other queries, you may also reach out to our Programs Team. They are available from 8:30am until 5:30pm Monday to Thursday AEST, and from 8:30am until 5:00pm on Friday AEST.

**Phone:** 1300 138 434  
**Email:** [programs@aipt.edu.au](mailto:programs@aipt.edu.au)