

STUDENT INFORMATION HANDBOOK

**TERMS &
CONDITIONS
INCLUDED**

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

Contents

1. Introduction	5
2. Terms and Conditions	6
2.1 Age Enrolment Requirements	6
2.2 Unique Student Identifier (USI)	6
2.3 Pre-Enrolment Screening	7
2.4 Course Requirements and Potential Barriers to Course Completion	7
2.5 Minimum Technical Requirements for Online Learning	8
2.6 Student Requirements	8
2.7 Fees and Payments	9
2.7.1 Course Fees	9
2.7.2 Incidental Fees	9
2.7.3 Working With Children Check – Incidental Fees	9
2.7.4 Work Placement and Practical Hours – Incidental Fees	10
2.7.5 Incidental Fees Specific to the Face to Face On-Campus Delivery	10
2.7.6 Extension Pricing	11
2.7.7 Modifying Payment of Fees	11
2.7.8 Payment Defaults	11
2.7.9 Credit Card Payments	12
2.7.10 Debt Recovery	12
2.8 Cooling-off Period	12
2.8.1 Solicited Consumer Agreements	12
2.8.2 Unsolicited Consumer Agreements	13
2.9 Withdrawal Policy	13
2.10 Refunds	14
2.10.1 Refund Eligibility	14
2.10.2 Refund Application	14
2.10.3 Approved Refund	14
2.11 Fee for Service (FFS) Enrolments	14
2.11.1 Withdrawals Within Cooling-off Period for FFS Enrolments	14
2.11.2 Withdrawals Outside of Cooling-off Period for FFS Enrolments	14
2.12 Extenuating Circumstances	15
2.13 Financial Hardship	16
2.14 Transitions, Extensions and Course Duration	16
2.14.1 Training Product Transition	16
2.14.2 Extensions Policy	17
2.14.3 Purchased Extensions	17

2.15 Course Transfers	17
2.15.1 Course Transfers Specific to Face to Face on Campus Delivery	18
2.15.2 Course Transfers Specific to 1-to-1 Flexible Mentor Delivery	18
2.16 Course Structure	18
2.16.1 Mentor of Your Choice Delivery	18
2.16.2 1-to-1 Flexible Mentor Delivery	19
2.16.3 Face-to-Face on Campus Delivery	19
2.16.4 Fast Track Personal Training Course and Complete Personal Training Course	21
2.17 Provider Default	22
2.18 Australian Institute of Personal Trainer’s Rights and Obligations	23
3. Student Support and Progression	24
3.1 Course Support	24
3.2 Student Support Services	24
3.2.1 Support Services	24
3.2.2 Qualified Trainers and Assessors and Education Support Staff.....	24
3.3 Study and Training Planning	25
3.3.1 Education Support Plan	25
3.3.2 Education Study Plan	25
3.3.3 Traineeship Students: Training Plan	25
3.4 Education Learning Platform – MyeCampus	26
3.4.1 Individual Support Plans & Language, Literacy and Numeracy	26
4. Training and Assessment.....	27
4.1 Credit Transfers.....	27
4.2 Recognition of Prior Learning	27
4.3 Work Placement and Practical Requirements	27
4.4 Working With Children Check (WWCC)	28
5. Student Conduct and Behaviour	29
5.1 Student Rights and Obligations.....	29
5.2 Code of Conduct	29
5.2.1 Acceptable Behaviour	29
5.2.2 Unacceptable Behaviour.....	30
5.2.3 Investigation Process	30
5.3 Academic Integrity	30
5.3.1 Plagiarism.....	30
5.3.2 Collusion.....	31
5.3.3 Contract Cheating	31
5.3.4 Investigation Process	31

6. Complaints and Appeals, and Surveys.....	31
6.1 Complaints and Appeals	31
6.2 Surveys (Feedback)	32
7. Policies, Processes and Governance.....	32
7.1 Diversity and Equal Opportunity Inclusion Policy.....	32
7.2 Wellbeing and Support Services Policy.....	32
7.3 Privacy Policy and Notice	32
7.4 Consent to Image Release	32
7.5 Intellectual Property	33
7.6 Dual Branded Course Materials	33
7.7 COVID-19 Vaccination Policy	33
8. Contact Information.....	33

1. 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) 2025 at all times.

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 & Confidentiality
- Training & assessment standards
- Diversity and inclusion
- Wellbeing & support

Feedback, complaints, appeals

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.*

2. Terms and Conditions

2.1 Age Enrolment Requirements

All participants must be over the age of 18 to participate in a course with AIPT unless 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 form, your parent or guardian acknowledges and accepts the terms and conditions herein, including guaranteeing the principal liability to make payment of all course fees.

2.2 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).

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. 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.

2.3 Pre-Enrolment Screening

Students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the students' 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.

2.4 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 and reliable internet
- 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:

- 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 specific equipment (for example, a video camera)
- Access to a suitable workplace
- A workplace supervisor
- Availability to undertake mandatory work placement
- For Face to Face on Campus students, attendance at all classes

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

2.5 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 7, Windows 8, Windows 10, or higher, or
 - Mac OS X 10.6 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 PDF Reader
 - Microsoft Word or the Open Office equivalent (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.

2.6 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

2.7 Fees and Payments

2.7.1 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.

2.7.2 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.
- If a learner has opted to enrol utilising a third-party payment plan provider to subsidise their studies, students are subject to the terms and conditions provided at point of enrolment by this third-party. A minimum late fee will incur if the student's payment terms are dishonoured to the third party.
- Printed copies of the AQF Certification documentation such 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.

2.7.3 Working With Children Check – Incidental Fees

When undertaking a qualification that requires learners to obtain a working with children clearance, learners may incur additional fees on top of their enrolment fees for obtaining the necessary checks and clearances. It is important for learners to verify the specific costs and requirements with their relevant state or territory department of child services or Blue Card services department, as these can vary. Checking with the appropriate authorities will ensure learners have the most accurate and up-to-date information regarding the fees and further training that may be associated with Working With Children Checks in your state or territory.

2.7.4 Work Placement and Practical Hours – Incidental Fees

In a qualification that includes practical hours, or for voluntary requirements, learners may incur additional fees from the workplace providers for items such as uniforms, travel, and other job-related expenses. These fees are the responsibility of the learners and are not included in a learners' tuition fees. When sourcing a placement provider or undertaking voluntary work under the Mentor of your Choice delivery, it is essential for learners to review the Industry Professional Application Form and consult with the proposed mentor to understand the full extent of any potential additional costs. Being informed about these fees will help learners ensure there are no unexpected expenses related to the workplace requirements.

2.7.5 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 compete 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

2.7.6 Extension Pricing

Extension Month	Full Upfront
1 month	\$450.00
2 months	\$575.00
3 months	\$775.00
4 months	\$890.00
5 months	\$1,050.00
6 months	\$1,125.00
7 months	\$1,190.00
8 months	\$1,250.00
9 months	\$1,390.00
10 months	\$1,415.00
11 months	\$1,430.00
12 months	\$1,450.00
12+ months	RTOs follow strict training package rules. To ensure you are enrolling into a qualification with the full period not at risk of a transition, please contact student services to discuss extensions greater than 12 months.

These extension prices reflect the minimum payable amount based on a full upfront agreement. These prices may vary dependent on the payment plan or if learners opt to subsidise the extension term.

2.7.7 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 responsibility 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.

2.7.8 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.

For learners experiencing financial hardship – please email the student resolutions team at student.resolutions@aipt.edu.au. The student resolutions team will send you a financial hardship application that will need to fill out, with all outlined supporting documentation.

2.7.9 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.

2.7.10 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.

2.8 Cooling-off Period

2.8.1 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 salespeople directly, you are

considered to be a 'solicited consumer'. All courses contain a 10-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 Thursday of <i>the following week</i> .
Tuesday	the Friday of <i>the following week</i> .
Wednesday	the Saturday of <i>the following week</i> .
Thursday	the Sunday of <i>the week after next</i> .
Friday	the Monday of <i>the week after next</i> .
Saturday	the Tuesday of <i>the week after next</i> .
Sunday	the Wednesday of <i>the week after next</i> .

Once the cooling-off period expires, the student is bound by the terms and conditions herein. Note that the 10-day cooling-off period applies to all enrolments including when the course start date is delayed.

2.8.2 Unsolicited Consumer Agreements

Where you have not invited negotiations for the purchase of an AIPT training product, for example when one of our salespeople 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.

2.9 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. AIPT 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@aipt.edu.au.

2.10 Refunds

Information pertaining to the refund of course fees will be in line with enrolment type. The refund policy will differ depending on whether you are enrolled under a Fee for Service (FFS) or funded arrangement.

If you are a funded student or funded Traineeship student, please refer to the Funded Student Handbook for the applicable cancellation, withdrawal, and refund policies.

2.10.1 Refund Eligibility

There is no refund applicable where a student has commenced their course/unit. There is no refund to participants who do not obtain their qualification after assessment. There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.

Refund eligibility depends on your enrolment type. The refund policy differs depending on whether you are enrolled under a Fee for Service (FFS) or funded arrangement. If you are a funded student, please refer to the Funded Student Handbook for the applicable cancellation, withdrawal, and refund policies.

2.10.2 Refund Application

For all withdrawals, AIPT will firstly encourage a student to explore another course available that may be relevant to their career goals and enrol into another course, prior to assessing refund applications.

Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter or email.

2.10.3 Approved Refund

Payment of all refunds is made within 28 days of application for refund. AIPT does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student. AIPT provides a full refund to all students, should there be a need for AIPT to cancel a course. In the first instance AIPT will (where possible) provide an opportunity for the student to attend another scheduled course.

2.11 Fee for Service (FFS) Enrolments

The following information pertains to Fee For Service enrolments and Fee For Service Traineeship enrolments. If you are a funded student, please refer to the Funded Student Handbook for the applicable cancellation, withdrawal, and refund policies.

2.11.1 Withdrawals Within Cooling-off Period for FFS Enrolments

Solicited consumers can cancel their enrolment within the 10-calendar-day cooling-off period for any reason. A full refund less the administrative fee of \$100.00 applies. Unsolicited consumers may cancel their enrolment for any reason within the allowable 10-business-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.

2.11.2 Withdrawals Outside of Cooling-off Period for FFS Enrolments

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 10-calendar-day cooling off period, and

unsolicited consumers are bound by a 10-business-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.

2.12 Extenuating Circumstances

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.

If 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. If 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.

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.

2.13 Financial Hardship

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.

2.14 Transitions, Extensions and Course Duration

2.14.1 Training Product Transition

When a training product (qualification, skill set, or unit of competency) is superseded, removed, or deleted from the National Register, or when an accredited course expires, specific timelines apply for transitioning from the outdated training product to the current version.

Once a training product has been superseded, no new enrolments may occur more than one year after the replacement training product is listed on the National Register. All VET students enrolled in the superseded training product must either have completed the training product or been transferred into the replacement training product in a timely manner.

A transition plan must be developed for each training product undergoing change, ensuring clear timelines, communication strategies, and resources are in place.

Australian Institute of Personal Trainers must notify students in writing of any significant changes to the training product they are enrolled in, providing them with clear information on how the transition will impact their enrolment and study options.

2.14.2 Extensions Policy

Students are required to complete their course within the designated timeframe. If you need additional time or wish to continue studying beyond your course end date, you must submit a written application for a course extension outlining the reason to the Student Services team before your enrolment expiry date.

Please note that the Australian Institute of Personal Trainers is not obligated to grant an extension if appropriate arrangements or satisfactory course progression have not been made prior to the end date.

The Australian Institute of Personal Trainers is committed to supporting all learners in successfully completing their studies. We encourage you to stay in regular contact with us regarding your study progress and timelines. Courses may transition in line with changes to the Australian Training Framework and ASQA regulations, and we want to ensure you are not disadvantaged by these updates.

2.14.3 Purchased Extensions

Students have a 10-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 administrative fee of \$100.00. 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 at 11:59pm on the Thursday of the following week.

2.15 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 bares a higher cost. Furthermore, course transfer requests submitted after the second transfer will undergo assessment by the relevant team in consideration of the student's

personal circumstances and a \$100.00 administrative fee may apply. Eligibility criteria will be assessed as per the training package rules and requirements.-Course deferrals are not available.

2.15.1 Course Transfers Specific to Face to Face on Campus Delivery

Once enrolled in a Face to Face On-Campus course, you may transfer to the next intake at the same location on one (1) occasion. No additional cost 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, within the required timeframes, they will be transferred to another intake without additional charges.

AIPT pays facilitators to attend and deliver practical sessions, and each session is scheduled based on a minimum student-to-campus ratio planned weeks in advance. For this reason, students must provide **at least 48 hours' written notice** of any planned absence from a practical session.

If written notice cannot be provided, a reasonable justification will be required. Without an acceptable reason, the student may be at risk of needing to source their own mentor, as AIPT commits significant resources to staffing and securing training locations, and unforeseen absenteeism can result in substantial operational loss when multiple sessions are missed.

If a student has commenced their Certificate IV in Fitness units and wishes to transfer to another Campus location, they must notify AIPT in writing at least 48 hours prior to the start of the practical component. A student may not transfer their enrolment or 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.

2.15.2 Course Transfers Specific to 1-to-1 Flexible Mentor Delivery

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.

2.16 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))

2.16.1 Mentor of Your Choice Delivery

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.

2.16.2 1-to-1 Flexible Mentor Delivery

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.







2.16.3 Face-to-Face on Campus Delivery

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</p>	 <p>In the first couple weeks of your course, you will be supported by</p>	 <p>In the first couple weeks of your course, you will be supported by the Fitness</p>

<p>the Fitness Department at AIPT to ensure you complete your Entry Requirement units and acquire sufficient knowledge to undertake your practical</p>	<p>the Fitness Department at AIPT to ensure you complete your Entry Requirement units and acquire sufficient knowledge to undertake your practical</p>	<p>Department at AIPT to ensure you complete your Entry Requirement units and acquire sufficient knowledge to undertake your practical</p>
<p></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></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></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></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></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></p> <p>For the Certificate IV component you will attend a number of sessions with your Mentor</p>
<p></p>	<p></p>	<p></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>
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2.16.4 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.

2.16.4.a 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.

2.16.4.b 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.

2.16.4.c 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.

2.16.4.d 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.

2.16.4.e 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>

2.17 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.

2.18 Australian Institute of Personal Trainer's 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 to:

- 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.

3. Student Support and Progression

3.1 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.

3.2 Student Support Services

3.2.1 Support Services

AIPT 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. AIPT 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 AIPT if when assistance is required such as if they are concerned with an upcoming deadline or need general support or guidance.

Learners will have access to:

- Academic and study support
- Coaching sessions and live chat assistance
- Counselling referrals through ACS
- Cultural and disability support services
- Emergency and crisis referral pathways.

3.2.2 Qualified Trainers and Assessors and Education Support Staff

AIPT has 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.

The Student Support team are available from 8.30 am until 6.00 pm Monday to Friday AEST, and from 8.30 am until 5.00 pm on Saturday.

3.2.3 Individual Student Support Plan (ISSP)

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.

3.2.4 LLND Support Services

AIPT acknowledges its responsibility to support all learners through to successful graduation. 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. The five core skills are identified by the ACSF as the essential skills required to effectively participate in the workplace and education sector.

3.2.4 Educational and Support Services

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 and Digital Skills (LLND) 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

3.3 Study and Training Planning

3.3.1 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, MyeCampus, as well as how to access specialist student support.

3.3.2 Education Study Plan

Students can generate their own personalised study plan in MyeCampus. 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.

3.3.3 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.

3.4 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 My Campus is the interactive learning resources, which make doing your course even more fun!

3.4.1 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 2025)

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 ASCF 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.

4. Training and Assessment

4.1 Credit Transfers

Credit Transfer (CT) are available when applying for any of AIPT courses. AIPT can accept and provide credit to learners for units of competency and/or modules completed through a different RTO that is/are evidenced by an Academic or USI Transcript, unless licensing or regulatory requirements prevent this.

Prior to enrolment students will be asked if they are seeking and/or eligible for any potential credit transfers. Once enrolled, AIPT will assess the application. 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.

4.2 Recognition of Prior Learning

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. If the application is successful and results in a shorter course duration.

Application can be made using the "RPL Application Form". If the application is successful and results in a shorter course duration.

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.

4.3 Work Placement and Practical Requirements

In a qualification that includes practical mandatory placement requirements, learners may incur additional fees from the workplace providers for items such as uniforms, travel, and other job-

related expenses. These fees are the responsibility of the learners and are not included in a learners' tuition fees. When sourcing a placement provider or undertaking voluntary work, it is essential for learners to review the agreement and consult with the proposed employer to understand the full extent of any potential additional costs.

4.4 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 other vulnerable 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 students 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.

5. Student Conduct and Behaviour

5.1 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.

5.2 Code of Conduct

The Policy is designed to represent the expectations of AIPT and clearly establishes 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 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.

5.2.1 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

5.2.2 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

5.2.3 Investigation Process

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.

5.3 Academic Integrity

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

5.3.1 Plagiarism

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

5.3.2 Collusion

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.

5.3.3 Contract Cheating

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.

5.3.4 Investigation Process

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.

6. Complaints and Appeals, and Surveys

6.1 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 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>.

6.2 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.

7. Policies, Processes and Governance

7.1 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.

7.2 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.

7.3 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.

7.4 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.

7.5 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.

7.6 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).

7.7 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.

8. Contact Information

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. Please note – AIPT are closed for national public holidays such as Australia Day, Christmas Day, Boxing Day, Good Friday/Easter Monday and New Years Day.

Phone: 1300 13 84 34

Email: student.services@aipt.edu.au